

A step-by-step guide to the app.

If you have a smartphone or tablet, use the MyChart app.
It's the easiest way to do a Video Visit.



AHN Video Visits must take place
in Pennsylvania.



Before your appointment

STEP 1

Download the MyChart app from Google Play or the App Store.

Be sure you have the latest software version on your phone or mobile device.

STEP 2

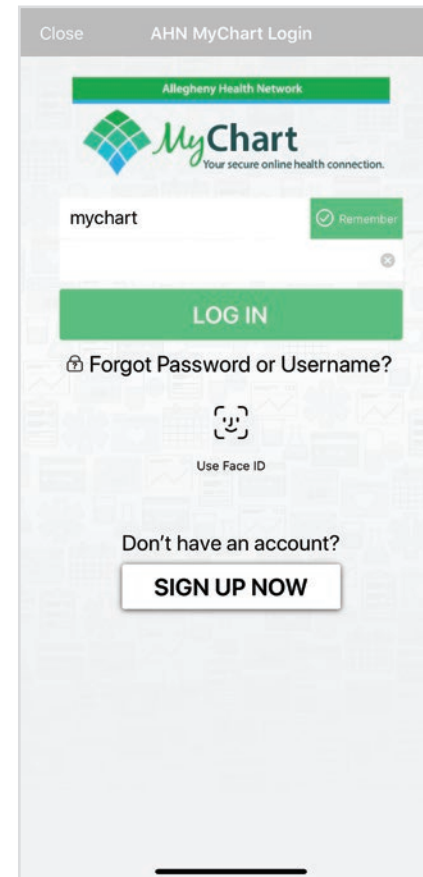
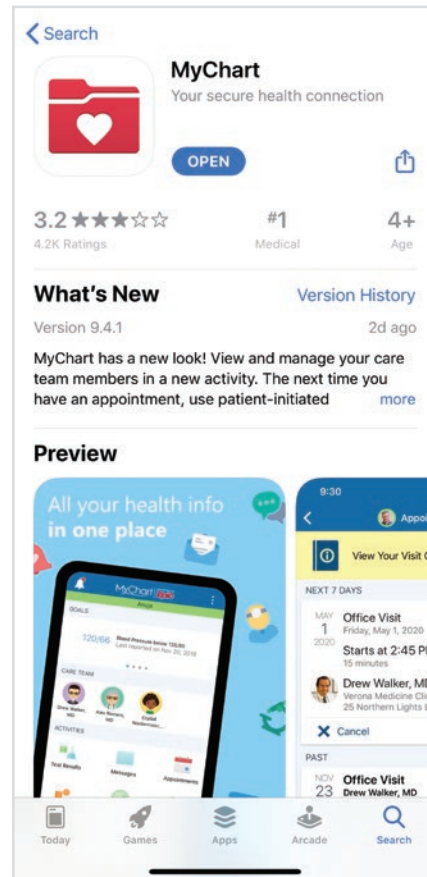
Choose Allegheny Health Network as your organization, when prompted.

STEP 3

Log in using your MyChart username and password.

For technical support:

Email the MyChart support team at mychart@ahn.org or call **1-833-AHN-CHRT (1-833-246-2478)**
Monday – Friday, 7 a.m. – 5 p.m.
Saturday – Sunday, 7 a.m. – 3 p.m.

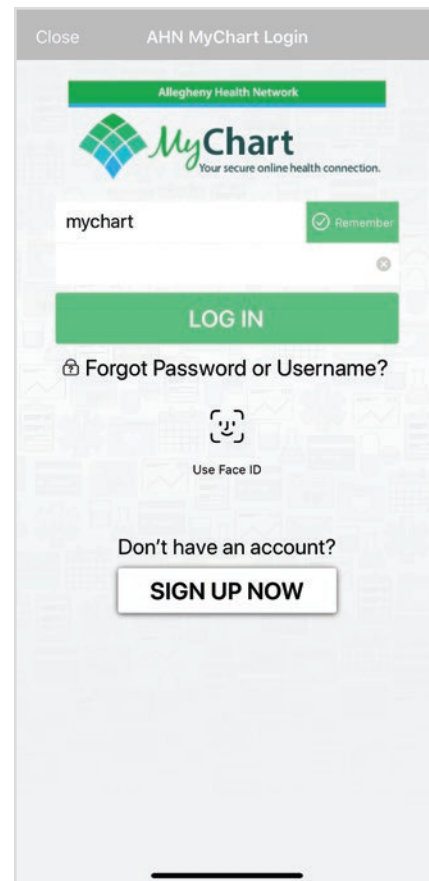


Before your appointment: eCheck-in

STEP 1

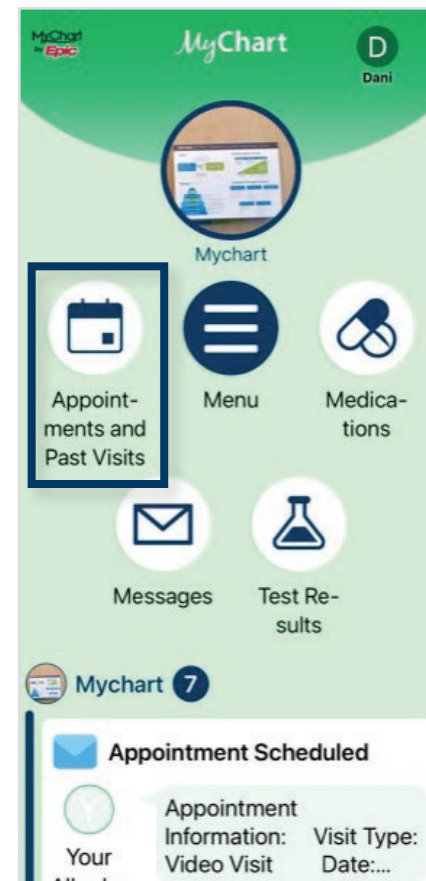
Do your eCheck-in up to seven days before your appointment.

Log in using your MyChart username and password.



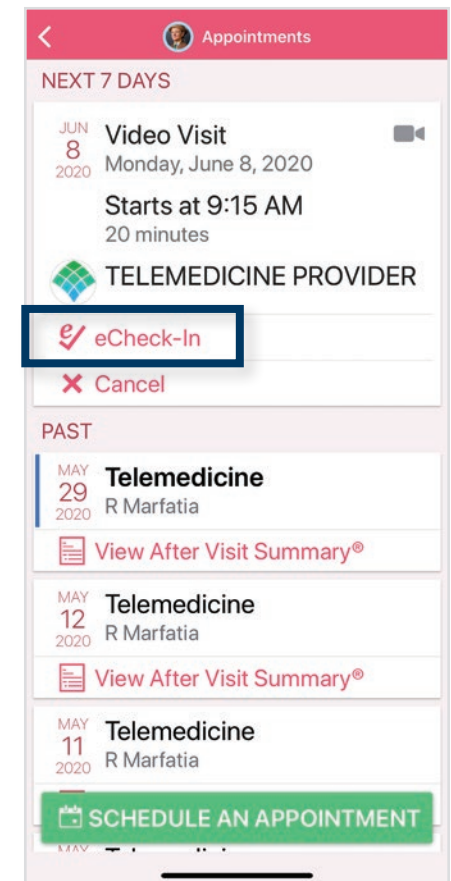
STEP 2

Tap the **Appointments** icon.



STEP 3

Find your upcoming Video Visit and tap **eCheck-In**.

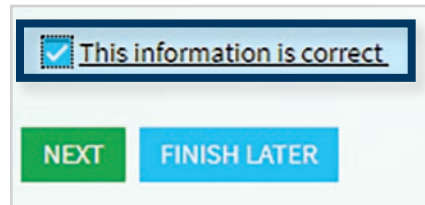


Before your appointment: eCheck-in (continued)

STEP 4

Follow all the eCheck-in steps to preregister for your appointment. Follow the prompts to update or confirm your insurance, health history, preferred pharmacy, and copay.

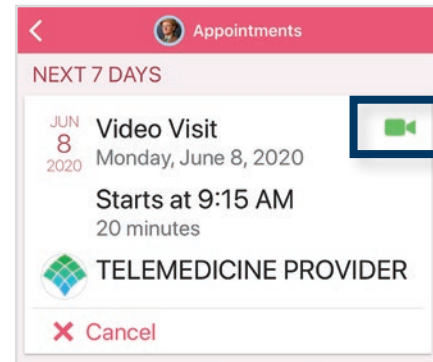
Tap the **This information is correct** icon at the bottom of the screen. Then look for the confirmation window.



STEP 5

Your eCheck-in is complete when the video camera icon appears.

Tap your appointment in MyChart to confirm your visit.

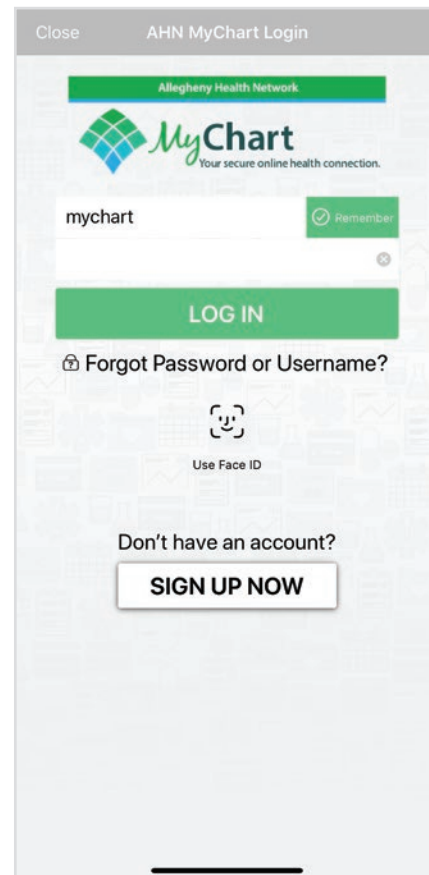


Launch your visit

STEP 1

Up to 15 minutes before your appointment time, log in to the MyChart app.

To avoid disruptions to your Video Visit, don't answer incoming calls.



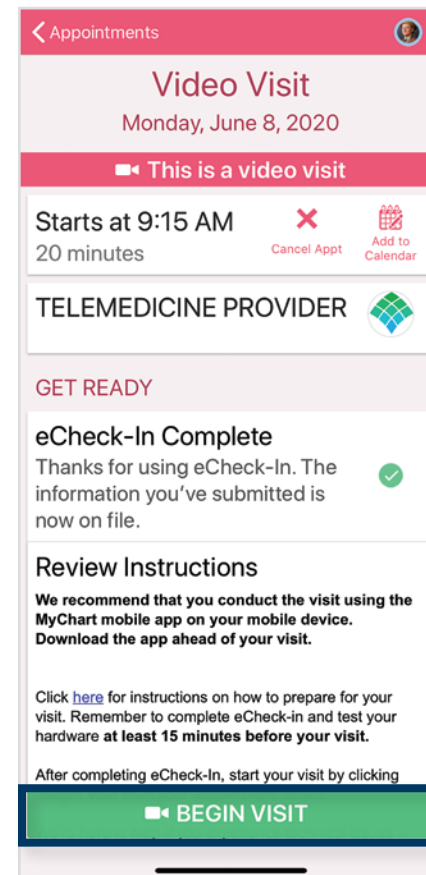
STEP 2

Check that your mobile device's internet connection is at full strength before you start your call.

Find your Video Visit and tap **Begin Visit**.

Accept requests for permissions to use your camera or microphone.

Stay on the call until your provider joins the call.



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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 412-359-3131

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 412-359-3131

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