

Penn State Health Virtual Visits

We're proud to offer you a new way to see your Penn State Health providers from the comfort of your home — **Penn State Health OnDemand**. This telehealth service allows you to have live, interactive visits with your own provider through your smartphone, tablet or computer when an in-person visit isn't necessary.

To schedule your virtual visit, see instructions below and get ready to experience a more convenient way of connecting with your provider.

GET STARTED:

- 1) Call your Penn State Health provider's office to schedule a date and time for a virtual visit with your own provider.
- 2) Open the **Penn State Health OnDemand** email sent by your provider's office.
 - We recommend saving this email for future access.
 - Haven't received it?
 - Check your spam folder.
 - If you can't locate this initial email, please call your provider's office or 1-833-PSH-DOCS (1-833-774-3627).
- 3) Set up your device (smartphone, tablet or computer). Use Google Chrome for the best computer experience.
 - Install the IOS or Android mobile app
 - Or visit PennStateHealthOnDemand.com.
- 4) Activate your **Penn State Health OnDemand** account by clicking the link within the email.

DAY OF YOUR VISIT:

- 1) Find a quiet, private space with a dependable, consistent Internet connection.
- 2) Fifteen minutes before the appointment time, open the appointment notification or log into the **Penn State Health OnDemand app** to access your appointment.
- 3) Click "Get Started." Please access link through Google Chrome if you are using a computer and follow the instructions on the screen.
- 4) You will now wait in your provider's virtual waiting room. Your provider will join you shortly.
 - Please do not exit the virtual waiting room. Just like in-office visits, your provider is likely seeing another patient and may be running a bit behind schedule. Your patience is appreciated.
 - If you get disconnected, please call your provider's office, and stay within OnDemand app.



Need help? Penn State Health is here to help you every step of the way.
Call our Penn State Health Client Support Services team:

1-833-PSH-DOCS (1-833-774-3627)

Penn State Health Virtual Visits FAQs



What if I don't receive an email about my virtual visit time with a link to see my provider?

Please call your provider's office as soon as possible to make sure they have the correct email address on file.

What if I need to reschedule my virtual visit?

Please call your provider's office as soon as possible to reschedule.

What if I need an interpreter or translation services?

Please advise your provider's office of these needs when you schedule your virtual visit. Your provider's office can arrange for a third-party translation service to join in your virtual visit.

What if I'm not 100% comfortable with a virtual visit?

We're here for you! Our team is happy to help you every step of the way. If you run into any technical challenges, our Penn State Health Client Support Services team is here for you: 1-833-PSH-DOCS (1-833-774-3627).

What happens if we get disconnected?

Don't worry — your provider can send you a new link immediately. Please stay within the OnDemand app. If you have any further issues, call your provider's office to assess the next steps.

More questions? We're here for you:
1-833-PSH-DOCS (1-833-774-3627)



PennState Health