



## Frequently Asked Questions

### What is MyCheckIn?

New and existing patients will be able to securely complete most intake forms prior to their Penn Highlands Healthcare appointments using MyCheckIn. Upon arrival at the provider's office, they can use a Smartphone to check-in for the appointment. Patients who do not have email or a Smartphone, will still need to register with the office personnel upon arrival to complete their intake forms.

### How does MyCheckIn work?

When you make an appointment with a Penn Highlands Healthcare provider, you will receive a confirmation email/text with a link to the forms you will need to complete for your visit.

If you are a new patient, you are asked to complete the forms online prior to your arrival.

If you are an existing patient, you can review the forms already on file with the health system prior to your arrival so that you can confirm or update the information before your scheduled visit.

When both new and existing patients who use MyCheckIn arrive for their appointments, the office staff will already have the completed intake forms on file.

Patients with Smartphones can scan a QR code in the provider's Registration/Waiting Area or sign in to alert the provider's staff of their arrival.

### What is the benefit of MyCheckIn?

MyCheckIn makes registration easier and smoother. It streamlines the registration process and saves you time when you arrive for your Penn Highlands

Healthcare appointment. It enables you to complete or review your personal intake forms at your convenience. You can use a computer, tablet or Smartphone and any browser in the comfort of your home or while on the go.

### What do I do upon arrival at my provider's office?

When you arrive at your provider's office, use your Smartphone's camera to scan the QR code in the provider's Registration Area or Waiting Room. Simply follow the directions provided to notify the provider's office staff that you have arrived. While others may still be completing their paper intake forms, your registration is complete and you are ready to see your provider.

### What if I do not have a Smartphone?

If you do not have a Smartphone, you can still complete the intake forms online at home using your computer or tablet. When you arrive at the provider's office, check-in is still easy. Simply alert the staff that you have arrived.

