

# Here's How to Have a Virtual Doctor Visit

**Haven't had a visit yet?  
It's easy — here's how.**

From check-in to diagnosis, virtual doctor visits are designed to be comfortable and familiar, while being as simple as possible. Here's how it works:

## Create an account.

### Follow the simple directions.

1. Visit [amwell.com](https://www.amwell.com) and follow the instructions to register or download the mobile app.
2. Select **Sign Up**.
3. Enter your name, address, etc.
4. Complete the brief online health history form.
5. Enter your health insurance information.
  - a. Select **Highmark Blue Cross Blue Shield** as your health plan.
  - b. Enter your ID number.
  - c. Indicate if you are the Primary Subscriber.

## Choose type of service.

### Pick the type of care you want to receive.

1. Choose from **Urgent Care** or **Behavioral Health**.
2. If choosing **Urgent Care**, next select **Visit Now** under either **Medical** or **Children's Medical**.
3. If selecting **Behavioral Health**, select **Schedule Appointment** for either **Adolescent Therapy, Therapy, or Psychiatry**.

## Select your doctor.

### You can choose the provider that's right for you.

1. Look through doctors' profiles.
2. Choose a doctor and click.

## Enter your health info and start the visit.

### Tell the provider what you'd like to discuss.

1. Indicate if the visit is for you or your child.
2. Tell the doctor the reason for your visit.
3. Begin your live video visit.

## Wrap up.

### Get information fast after your visit.

1. View the doctor's notes and diagnosis.
2. If you are prescribed medication, it will automatically be sent to your pharmacy.

### It's that easy. So what are you waiting for? See a virtual doctor today!

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