

**Personalized care and  
innovative technology.**

**All in one great  
network.**



# Building the future of health care

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At Allegheny Health Network (AHN), compassion and innovation meet. We bring together groundbreaking procedures, advanced technology, and the latest research to create new models of care that provide exceptional health care.

We're focused on creating world-class, affordable health care close to home. In the last year or two, we've added more than 20 new facilities across western Pennsylvania. These include five new cancer centers, four neighborhood hospitals, expanded emergency departments at Saint Vincent and Jefferson hospitals, and a fifth Health + Wellness Pavilion.

And, we're opening a new 160-bed hospital in Wexford, as well as expanding our facilities at Allegheny General Hospital to house the new AHN Cancer Institute Academic Center.

With more than 200 active construction projects, we're committed to improving access and quality of our services in the region.

The difference we make in the lives of our patients and their communities is #LivingProof.

To keep up-to-date on our new facilities, visit [AHN.org/BuildingTheFuture](https://AHN.org/BuildingTheFuture).



**REMISSION ACCOMPLISHED**  
Clare rings the bell at AHN Cancer Institute in celebration of her last treatment.

# Cancer Institute

AHN Cancer Institute specializes in diagnosing cancer at its earliest stages and offering advanced treatments and surgeries, even for the most aggressive cancers.

Most patients meet with their care team within three days of diagnosis.

By focusing on the whole individual, we tailor each treatment so we meet the specific needs of that patient and offer support services like pain management, nutrition, rehabilitation, behavioral health, and cancer genetics.

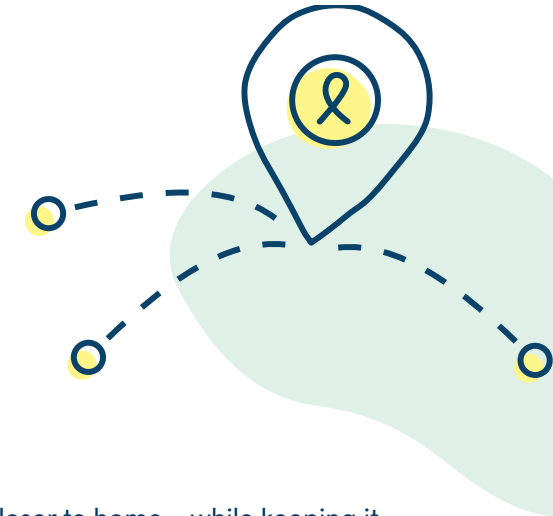
## WORLD-CLASS EXPERTISE

AHN brings comprehensive cancer care closer to home – while keeping it connected to sophisticated programs at our academic hospitals. We deliver the majority of all cancer care – including medical oncology and radiation oncology – at more than 20 locations in communities throughout western Pennsylvania. Patients spend less time, energy, and money traveling, so they can focus more on recovery and getting back to their lives.

The AHN Cancer Institute at Allegheny General Hospital, which opened in 2020, serves as the hub of collaborative cancer research. We opened new community locations on the Forbes Hospital campus in Monroeville and at Saint Vincent Hospital in Erie. We also added cancer care sites in Beaver, Butler, and Westmoreland counties.

## NAVIGATORS PROVIDE SUPPORT, EVERY STEP OF THE WAY

Each patient has a nurse navigator. Nurse navigators help coordinate appointments, tests, and treatments, provide financial counseling, and connect patients with support services.



# Bringing the brightest minds together

At AHN Cancer Institute, we're working with **Johns Hopkins Kimmel Cancer Center** to share breakthroughs, improve best practices, and accelerate advancements. Our collaboration also provides streamlined and guided access to clinical trials and second opinions.

AHN Cancer Institute and Johns Hopkins Medicine specialists collaborate on a tumor board. Oncologists, genetic experts, and molecular pathologists from AHN and Johns Hopkins review tumor sequencing reports and determine targeted therapies. It helps to determine potential treatment options for advanced or rare tumors.

**DR. THOMAS KRIVAK**  
specializes in robotic-assisted and minimally invasive surgeries for gynecologic cancers.

# Innovation highlights

- **CAR T-cell therapy** is a type of immunotherapy that uses the patient's own T-cells to recognize and attack cancer cells.
- **Stereotactic body radiotherapy (SBRT)** uses sophisticated technology to identify the precise location of the tumor and delivers a high-dose of external radiation in just a few sessions with pinpoint accuracy.
- **MR-linac** is a breakthrough technology that generates magnetic resonance images (MRI) and delivers radiation beams at the same time. Doctors can see tumor tissue more clearly and adapt the radiation dose during treatment. AHN is one of the few facilities in the country testing the MR-linac.



## REED

Hitting the greens again, enjoying a day of golf a year after having aortic aneurysm surgery.

# Cardiovascular Institute

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AHN Cardiovascular Institute (CVI) has a long history of innovation and research. We focus on evidence-based medicine, medical ingenuity, and groundbreaking therapies.

Working with specialists in other disciplines, we provide the most effective treatment for heart failure, coronary artery disease, atrial fibrillation, structural heart disease, pulmonary hypertension, vascular disease, aortic disease, thoracic disease, and other cardiovascular conditions.

Our interventional teams perform acute percutaneous coronary and valve interventions and other high-risk procedures, like chronic total occlusions and treatments for cardiogenic shock.

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## PIONEERING NEW CARE OPTIONS

We are leaders in using new innovation in robotic-assisted surgery, mechanical circulatory support, and heart arrhythmia treatments.

As early adopters of advanced surgical techniques, we have years of experience with transcatheter aortic valve replacement (TAVR), a minimally invasive, lifesaving option for individuals with aortic valve stenosis.

We have treated the most complex heart transplant cases while improving post-transplant outcomes. Our customized immunosuppression plans include gene expression profiling, identification of donor DNA in the recipient, and aggressive surveillance and treatment of cardiac allograft vasculopathy to minimize organ rejection.

Our doctors helped to pioneer the clinical application of the left ventricular assist device (LVAD), which improves survival and quality of life for individuals with advanced heart failure.

Our electrophysiologists initiated an ablation technique that uses low or zero fluoroscopy to significantly decrease radiation exposure while restoring normal heart rhythm.

# Certifications and rankings

**AHN heart transplant program** has the best waitlist survival rate in the region.

**Allegheny General Hospital (AGH) and West Penn Hospital have been awarded** the American Heart Association's (AHA) Comprehensive Hypertension Center Certification. They are the only sites in western Pennsylvania with this prestigious award.

**AGH is the first hospital in Pennsylvania** to receive the Mitral Valve Repair Reference Center Award from the American Heart Association (AHA) and the Mitral Foundation.

**AGH is designated as a Center of Excellence** for extracorporeal membrane oxygenation (ECMO) by the Extracorporeal Life Support Organization (ELSO).

**AGH is the first Academic Medical Center** in Pennsylvania to earn The Joint Commission's Gold Seal of Approval for comprehensive cardiac care.

**AGH, Allegheny Valley, Forbes, Jefferson, Saint Vincent, and West Penn hospitals** have been designated with the American Heart Association's (AHA) Get With The Guidelines® 2021 Heart Failure Gold Plus Achievement Award.

**AGH has earned the maximum three-star rating** from the Society of Thoracic Surgeons (STS) for the quality and patient outcomes of its leading cardiovascular surgery program. It's the first in the western Pennsylvania region to report the highest-level of achievement across three categories of transcatheter aortic valve replacement (TAVR), coronary bypass grafting (CABG), aortic valve replacement (AVR), and mitral valve repair and replacement.

# Innovation highlights

- **Zero fluoroscopy atrial fibrillation ablation** is a procedure that uses intracardiac echocardiography (ICE) instead of radiation (fluoroscopy).
- **Coronary brachytherapy** is a therapy that uses radioactive microbeads to treat coronary in-stent restenosis.

- **Coronary CT angiography with HeartFlow<sup>®†</sup>** is a 3D rendering of the heart to improve the diagnostic accuracy of coronary disease and reduce the need for cardiac catheterizations.

- **Innovative cardiovascular technology** is used to perform advanced heart surgery with minimally invasive and robotic-assisted techniques, heart valve and vascular surgery, and mechanical heart assistance.

- **Transcatheter interventions** are procedures used to treat mitral and tricuspid valve regurgitation.
- **Pulmonary thromboendarterectomy (PTE) and balloon pulmonary angioplasty (BPA)** is used for the management of chronic thrombo-embolic pulmonary hypertension (CTEPH).
- **Septal myectomy and alcohol septal ablation** are procedures used to treat hypertrophic obstructive cardiomyopathy (HOCM). AHN is one of a few health systems in the country that offers them.
- **Stereotactic radiation therapy (STAR)** treats refractory ventricular arrhythmia. AGH physicians are among the first in the country to use it.



**DR. CHONG PARK**  
Thoracic and cardiac surgeon



## WHEN EVERY MINUTE COUNTS

Quick assessment of the situation means treatment can start sooner.

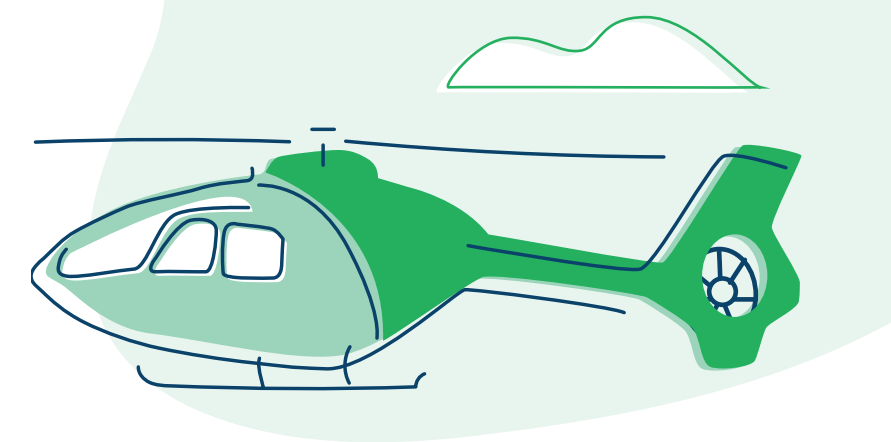
# Emergency Services

Our board-certified emergency physicians, specially trained emergency nurses, and clinical staff assess the situation quickly so we can begin treatment as soon as possible.

Our hospital emergency departments have some of the shortest average wait times in the region, keeping emergency care close at hand for thousands of area residents.

We have expanded care to more communities with 24/7 emergency services at our new neighborhood hospitals in Brentwood, Harmar, Hempfield, and McCandless.

We offer two emergency medicine residency programs, as well as fellowships in pre-hospital medicine and emergency ultrasound.



## TRAUMA CENTERS

Our trauma programs treat more than 5,000 people each year.

- Level II Trauma Center at Forbes Hospital.
- Level I Trauma Center at Allegheny General Hospital.
- Burn unit for adults and children at West Penn Hospital.

## STROKE CENTERS

The Joint Commission designates six AHN hospitals as centers for the treatment of complex stroke and cerebrovascular disease:

- Allegheny General Hospital as a Comprehensive Stroke Center.
- Allegheny Valley, Forbes, Jefferson, Saint Vincent, and West Penn hospitals as Primary Stroke Centers.

## AIR TRANSPORT

LifeFlight transports critically ill and injured individuals while providing immediate, specialized care. The first of its kind in the northeastern United States, LifeFlight has five regional bases, covering a radius of 150 miles around Pittsburgh.

**DR. KATIE FARAH**

spearheaded a highly successful Saturday colonoscopy screening program at AHN that gained national recognition.

# Medicine Institute

The AHN Medicine Institute includes specialists who provide exceptional care in Centers of Excellence across 14 subspecialties. Using innovative technologies and the newest research, our doctors develop novel diagnostic tools and treatment options.

We're committed to providing the highest level of education for the next generation of physicians and serve as one of the largest academic training centers in the region for medical professionals.

## ACCESS TO UNIQUE PROGRAMS

With more than 600 providers in western Pennsylvania, we are a referral center for patients from around the world.

The AHN Dermatology program specializes in phototherapy for cutaneous T-cell lymphoma, eczema, psoriasis, and contact dermatitis. Our Mohs Micrographic Surgery Program uses an advanced surgical method for treating skin cancers that can decrease the risk of recurrence and provide optimal cosmetic results.\*

With Advanced Therapeutic Endoscopy, we simplify and treat complex gastrointestinal (GI) and pancreatic disorders. Our team is uniquely trained in interventional endoscopy. We're the first in the region, and one of three locations in the country, that perform endoscopic stricturotomy.

The Center for Inclusion Health focuses on under-served populations with complex medical conditions. Our Healthy Food Centers assist those affected by food insecurity. Other people get help from our comprehensive Center for Recovery Medicine.

We're leading the way to improve outcomes and lower costs for patients with chronic conditions like diabetes, COPD, and chronic kidney disease. Our care model uses multi-disciplinary teams that tailor treatment for each individual.

\*<https://www.skincancer.org/treatment-resources/mohs-surgery/mohs-the-gold-standard/>



# Innovation highlights

**The AHN Autoimmunity Institute, a one-of-a-kind facility**, provides expert diagnosis and care for autoimmune disorders. We have dedicated Centers of Excellence for Lupus, Rheumatoid Arthritis, Celiac Disease, and Inflammatory Bowel Disease. Since opening in February 2018, we've cared for patients from 34 states.

**The Center for Complementary and Integrative Health** provides nontraditional services, like massage and acupuncture, to support patients with pain and other chronic conditions.

We're the **first system in the region to offer bronchial thermoplasty** treatments for severe asthma.

**The Bariatric Metabolic Institute provides novel approaches to weight management, including Health Management Resources (HMR)**, an intensive lifestyle-change program designed to foster healthier routines and quicker weight loss. HMR includes structured meal plans and weekly visits with a coach in small group sessions.

## GREATER CONTROL AND PRECISION

Dr. Gursimran Kochhar can adjust the needle knife's depth and location for advanced endoscopic procedures.



**MICHAEL,  
BRAIN CANCER  
SURVIVOR**

"I put my faith in  
the doctors."

# Neuroscience Institute

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AHN's Neuroscience Institute is an international referral center for brain, spine, and neurological conditions.

Our physicians are highly experienced at performing the newest procedures safely and effectively. We've made advancements in ending tremors and facial pain, treating brain cancer, and helping those with serious spine conditions to walk pain-free.

We're one of the country's foremost experts for deep brain stimulation to control and monitor symptoms of Parkinson's disease, essential tremor, dystonia, and other movement disorders.

Our surgeons are also leaders in performing microvascular decompression, including endoscopic approaches, to treat the facial pain caused by trigeminal neuralgia.

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## **PIONEERS WITH MINIMALLY INVASIVE, ROBOTIC-ASSISTED SURGERY**

We minimize trauma to the body during surgery and work to restore function as quickly as possible, using minimally invasive techniques.

As the first health system in the region to use Mazor X™ robotic technology, combined with O-Arm™ real-time imaging, we treat spinal conditions safely, precisely, and with little disruption to patients' lives.

The neuroendoscopy program offers minimally invasive brain and spine surgery using innovative technology and instruments to reduce pain and recovery time, with little or no scarring.

Mazor X™ and O-Arm™ are trademarks of Medtronic, Inc. and are used with permission.

## Innovative care across the region

**Staffed by stroke-trained neurologists**, the stroke program delivers advanced, specialized care to patients at seven hospitals in western Pennsylvania. And, our Teleneurology program provides expert neurological evaluation and diagnosis by teaming up with doctors in suburban and rural community hospitals.

**The Cerebrovascular Center** offers medical, surgical, and rehabilitative care to individuals with blood vessel disorders, including stroke, arteriovenous malformation, carotid artery stenosis, cerebral aneurysm, and transient ischemic attack.

## Committed to excellence

We have programs and specialists dedicated to caring for patients with ALS, epilepsy, headaches, multiple sclerosis, myasthenia gravis, and Parkinson's disease. **Other dedicated programs include:**

Cahouet Center for Comprehensive Parkinson's Care, AHN Epilepsy Center, Adult Hydrocephalus Center, AHN Pituitary Center, and Neuro-immunology for nervous system complications of autoimmune diseases, like multiple sclerosis, lupus, and rheumatoid arthritis.

## Innovation highlights

- **First medical center in the region to use Medtronic OsteoCool™ System**,\* a leading-edge radio frequency technology to treat patients with painful spine metastases.
- **One of the first health systems to use Modus V™†** a robotic operating system that magnifies and illuminates the brain, to remove tumors while preserving more surrounding tissue.
- **Joint Commission designation as Comprehensive Stroke Center** (Allegheny General Hospital) and Advanced Primary Stroke Centers (Allegheny Valley, Forbes, Jefferson, Saint Vincent, and West Penn hospitals).

\*OsteoCool™ RF Ablation System is a trademark of (c) 2019 Medtronic and is used with permission.

†Synaptive Modus V™ is a trademark of Synaptive Medical and is used with permission.

**MAZOR X** offers advanced robotic positioning and on-demand imaging of high contrast objects, like biopsy needles and microelectrodes.

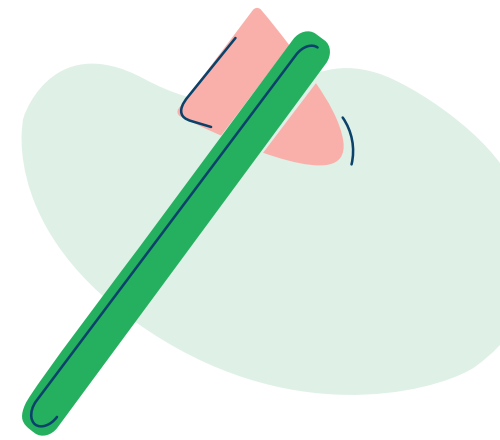


**EMMA, SOCCER STAR**

She was back on the field just six weeks after knee surgery.

# Orthopaedic Institute

Performing more than 20,000 surgeries and handling more than 170,000 outpatient visits each year, the AHN Orthopaedic Institute advances care for complex neuromusculoskeletal conditions and injuries so individuals can get back to their active lifestyles.



**FASTER RECOVERIES WITH ADVANCED TECHNOLOGY**

Our doctors use minimally invasive and robotic-assisted surgical techniques, and refine procedures, to master new approaches to treatment.

AHN was the first health system in Pennsylvania to use ExactechGPS® for shoulder replacement surgery. We also use advanced pain management strategies and muscle-sparing procedures for joint replacement.

Our treatment options involve less pain and fewer complications, enable same-day discharge, if appropriate, and promote faster recovery.

**SPORTS MEDICINE**

AHN Sports Medicine helps patients regain the strength and flexibility needed to return to their favorite activities. We coordinate personalized treatment plans as well as help promote overall well-being.

Our team of sports performance specialists handles physical therapy, strength training, speed and agility training, power development, anaerobic fitness, therapeutic massage, sports nutrition and recovery, vision and reaction training, and more.

ExactechGPS® is manufactured by Blue Ortho® and distributed by Exactech. ExactechGPS® is a registered trademark and is used with permission.

# Concussion care and education

A concussion can occur in any sport, and AHN is your first line of defense for concussion education, detection, and treatment. We use innovative approaches to diagnose and treat concussion. We:

- Use state-of-the-art technology to diagnose and manage concussions.
- Educate players, coaches, and parents about concussion awareness and symptoms
- Develop a customized treatment plan.
- Provide follow-up care for successful rehabilitation.

# Innovation highlights

- First in western Pennsylvania to use MAKO SmartRobotics™ robotic-arm-assisted technology for total-hip and partial-knee replacements.
- Pediatric Orthopaedic Institute specializes in caring for infants, children, and young adults with musculoskeletal injuries and conditions, broken bones and sports injuries, and concussions.
- Official medical provider for the Pittsburgh Pirates and Pittsburgh Riverhounds SC and an Official U.S. Olympic Regional Medical Center.

Mako SmartRobotics™ Robotic Technology is property of Stryker® and is used with permission.



**ExactechGPS** is advanced technology for total joint replacement surgery, offering greater accuracy and precision.



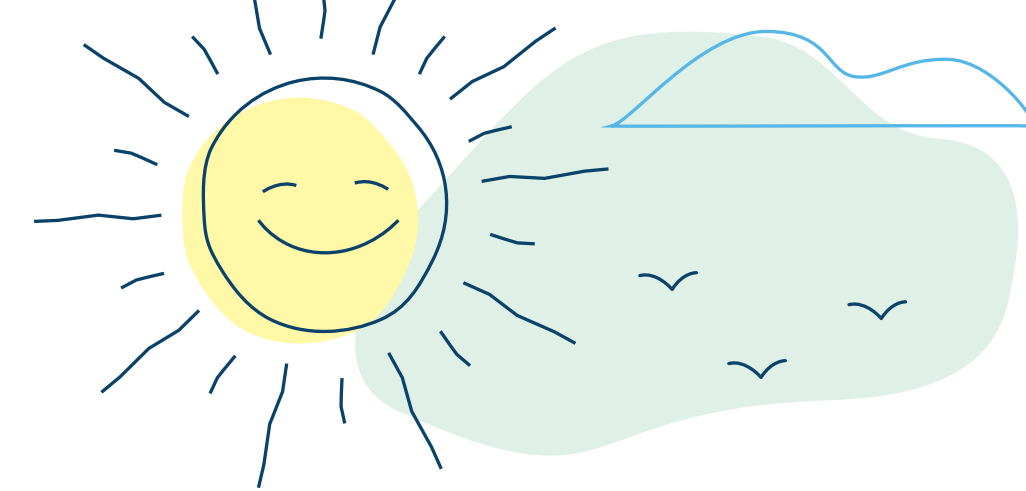
**DR. MARGI DESAI**  
keeps young patients like Sky healthy with regular check ups and flu shots.

# AHN Pediatrics

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When children are sick or need a check-up, AHN Pediatrics creates a comfortable experience for the whole family, soothing fears and addressing concerns.

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## GETTING TO “ALL BETTER”

AHN Pediatrics has delivered outstanding care to the children of western Pennsylvania for more than 20 years. We care for children from birth to age 21.

We also offer pediatric services including:

- Allergy and asthma.
- Behavioral health.
- Developmental pediatrics.
- Endocrinology and orthopaedics.
- Nutrition and breastfeeding support with International Board Certified Lactation Consultant® (IBCLC®).

## HIGHLIGHTS

- More than 60 doctors.
- 15 convenient locations.
- Classes for new or expectant parents.
- After-hours pediatric nurse triage and telehealth visits seven days a week.

## BIANKA

can easily fit health care into her life by seeing doctors at AHN Downtown medical center.

# Primary Care Institute

Studies show that people who have a primary care doctor live longer and are healthier – with fewer hospitalizations.

With extended hours, same-day appointments, and video visits, we're making it easier than ever for people of all ages to see a primary care doctor. We offer quality and convenience so we're just minutes away from where you live or work.

## PREVENTIVE CARE FOR BETTER HEALTH

Our primary care specialists include family physicians, general internists, geriatricians and pediatricians. We provide:

- Comprehensive care of infants, children, adolescents, adults, and the elderly.
- Appropriate screenings and immunizations.
- In-office procedures and on-site lab testing.
- Referral and consultation with other specialists or specialty services when needed.

Some practices also offer osteopathic manipulation, sports medicine and concussion treatment, HIV care, Hepatitis C treatment, and addiction care.

Our experts are among the top doctors in the Medicare STARS program, a rating system designed to report how well health care providers perform.



# Making it easy to form a long-term, caring relationship

We know it can be hard to find the right doctor. That's why we created Doctor Match. It's an easy and one-of-a-kind way to measure compatibility and preferences. By answering a few quick questions, patients can find doctors... who match their style.

## Innovation highlights

- More than 300 doctors in 120 locations.
- Patient satisfaction ratings in the 90th percentile.
- Direct access to doctor, medical records and test results through MyChart®

MyChart is a registered trademark of EPIC Systems Corporation

**DR. LISA GUTHRIE**  
works with patients to address any concerns and encourage on-going health.







### KELLY, NEW MOM

Overcame severe anxiety through our mother-baby intensive outpatient program, part of AHN Women's Behavioral Health.

# Psychiatry and Behavioral Health

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We offer comprehensive care to help people of all ages regain control of their mental, emotional, and behavioral health. Our team of specialists can identify the problems and create a plan that fits the patient's needs.

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### FINDING THE BEST ANSWER

These treatments can be used alone or with others, depending on the situation and diagnosis.

**Cognitive behavioral therapy (CBT) and dialectical behavior therapy (DBT)** teach skills that help patients develop ways of thinking and behaving that lead to healthier and more positive lives.

**Stress management and relaxation therapy** reduces anxiety and stress and develops constructive approaches to dealing with life events.

**Medication therapy** relieves some symptoms so the patient can focus on daily activities.



## Taking the first step

**Telepsychiatry** allows patients to get interactive care through secure audio or video conferencing.

**Outpatient counseling** is conveniently located throughout the area, including many primary care practices, so patients can get care near to home or work.

**Partial hospitalization** combines group therapy, psychodynamic and interpersonal process therapy, and medication management.

**Adult inpatient psychiatric services** are available at Allegheny Valley, Forbes, Jefferson, and Saint Vincent hospitals, when a serious mood or psychotic disorder interferes with daily living.

## Other specialty services

**The Alexis Joy D'Achille Center for Perinatal Mental Health** is designed to help women who experience perinatal mood and anxiety symptoms, including postpartum depression. It's the first of its kind in the western Pennsylvania and one of only a few in the country.

**AHN Center for Traumatic Stress in Children and Adolescents**, the first

center of its kind in western Pennsylvania, cares for children who experienced traumatic life events or live with post-traumatic stress disorder.

**Neuropsychological testing** pinpoints strengths and challenges with cognitive, emotional, and behavioral functioning, establishes a baseline, or tracks changes over time.

## Innovation highlights

**Freespira**® helps reduce or end panic attacks with a medication-free medical device.

**Deep transcranial magnetic stimulation (TMS)** is an option for individuals with depression, when traditional therapies and medicines haven't worked.

**Electroconvulsive therapy (ECT)**, a carefully prescribed electrical current, restores the brain's normal activity and resolves symptoms.

Freespira® is a registered trademark of © 2018 Palo Alto Health Sciences and is used with permission.

**DEEP TMS** is a breakthrough treatment for patients with severe, ongoing depression.





**CONNOR, LIVER  
TRANSPLANT RECIPIENT**

“Without the donor and my medical team, I wouldn’t see my grandkids get married.”

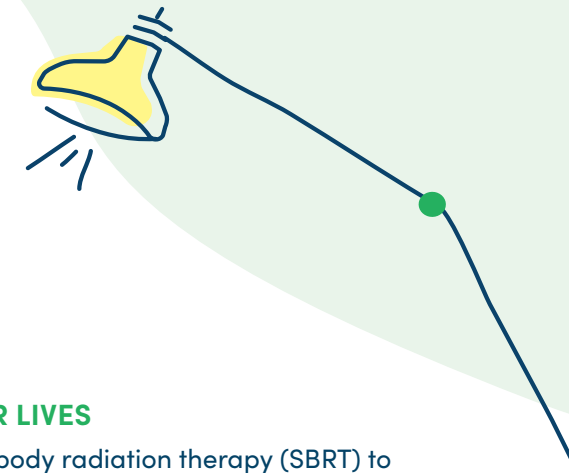
# Surgery

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AHN Surgery Institute is a nationally recognized organ transplantation program. We accept the most complex transplant cases and focus on improving post-transplant outcomes.

Surgeons in our mechanical circulatory assist program helped pioneer implantable cardioverter defibrillators, cardiac resynchronization therapy devices, and left ventricular assist devices. These can be used as a bridge to transplant or as a standalone therapy.

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## **SURGERY FOR BETTER DAYS, LONGER LIVES**

AHN is a pioneer in the use of stereotactic body radiation therapy (SBRT) to shrink liver tumors prior to surgical removal or transplant. Shrinking the tumor gives transplant-eligible individuals more time to wait for a donor liver.

As part of the longest chain of kidney transplants ever constructed, our living kidney donor program handled 34 kidneys donated and 34 received.

AHN’s commitment to organ, tissue, and cornea donations resulted in 94 lives saved by donated organs, 9,500 lives healed from tissue donations, and 121 individuals granted the gift of sight in 2018.

## **HIGHLIGHTS**

- **Only system in the region** offering combined colorectal and liver surgeries back-to-back using the da Vinci® Surgical System.
- More than 2,400 kidney transplants, making AHN **one of the nation’s most prolific kidney transplant programs.**

da Vinci® is a registered trademark of Intuitive Surgical and is used with permission.

## SHAQUAYA AND KRISTINA

discuss how their midwives supported them through pregnancy and childbirth at Jefferson Hospital.



# AHN Women

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With our clinical excellence, advanced technology, and unique research endeavors, AHN Women provides high-quality care for all of her, all of her life.

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## IT'S ALWAYS PERSONAL

Our specialists in reproductive medicine aid women who want to start a family. We offer in vitro fertilization, egg freezing, donor egg programs, and tubal reversal. We treat conditions like polycystic ovarian syndrome, endometriosis, and menstrual or reproductive disorders.

With spacious, state-of-the-art birthing suites, we create a safe and comfortable place for mom, baby, and family. Moms receive personalized care focused on her and her baby's needs.

With innovative programs, we help women with special medical concerns have a safe pregnancy. The AHN Perinatal Hope Program provides comprehensive treatment for pregnant woman struggling with addiction, and we provide ways to manage diabetes and hypertension during pregnancy.

## Advanced specialty care

We also offer **advanced care for breast health and gynecological cancers**, providing evidence-based treatment and access to national clinical trials.

Our doctors are among the **best in the country for gynecologic surgeries**, including robotic-assisted and minimally invasive hysterectomies.

With heart disease being the number one killer of women in the U.S., the Women's Heart Center has **gender-specific risk assessment services** to assess cardiovascular risk and provide preventive measures and care.

## Innovation highlights

**More than 50 OB-GYN practice locations**, 25 sites for mammography (10 with 3D mammography), and 17 sites for DEXA bone screening.

**Five labor and delivery hospitals** — Forbes, Jefferson, Saint Vincent, West Penn, and Wexford.

**Five Neonatal Intensive Care units (NICU)** — Level II at Forbes, Jefferson, and Wexford hospitals, and Level III at Saint Vincent and West Penn hospitals.

**JACK, NEWBORN**  
Jack lived in the West Penn Hospital Level III NICU for 39 days before going home healthy and strong.

## MAKING CARE CONVENIENT

With new online tools, patients can make appointments and connect with care anytime.

# Access to Care

It's easy to ignore health when life gets busy. That's why AHN is committed to offering convenient options for getting care that fits into a patient's schedule.

To see all our options, visit [AHN.org/CONNECT](https://www.ahn.org/CONNECT).

### SAME-DAY APPOINTMENTS

In Pittsburgh, patients can call **(412) DOCTORS** between 7 and 11 a.m., Monday through Friday, for specialty or primary care appointments the same afternoon. In Erie, call **(814) SAME-DAY** before 11 a.m. for care that afternoon.\*

### EXTENDED HOURS

AHN extended hours helps patients fit health care in their schedule, not the other way around. Appointments are offered from 7 a.m. – 7 p.m., with weekend availability in many locations. Call **(412) DOCTORS** for locations.

### ONLINE SCHEDULING

Patients can find a doctor, see their availability, and make an appointment with Online Scheduling, using MyChart.

### VIDEO VISITS

Patients can connect with an AHN health care provider for a real-time appointment, using computer, tablet, or smartphone.\*\*

### URGENT OR EXPRESS CARE

Get in, get out, get going. With locations conveniently close to home, patients can walk in for care without an appointment. Visit [AHN.org/Urgent-Care](https://www.ahn.org/Urgent-Care) to learn more.

### AFTER-HOURS CANCER CLINIC AT WEST PENN

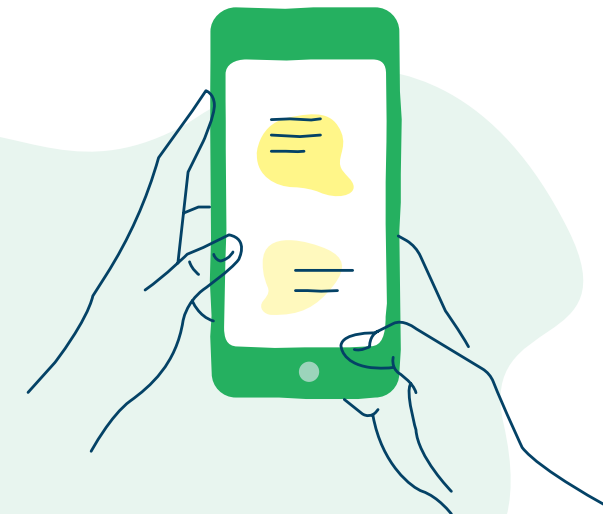
Because cancer doesn't quit at 5 p.m., we have an after-hours clinic Monday – Friday 3 – 7 p.m., to help patients manage symptoms, without the wait, and without exposing their potentially compromised immune systems to the emergency room.

### 24/7 NURSE LINE

Got questions? We have answers. AHN Nurse Line is available 24/7 and open to everyone, regardless of their doctors or insurance provider. Call **412-NURSE-4-U** to get started.

\*See [ahn.org/same-day](https://www.ahn.org/same-day) for more details.

\*\*For technical support, call MyChart Technical Support at 833-AHN-CHRT (246-2478) or email [MyChart.AHN.org](mailto:MyChart.AHN.org). Certain terms and conditions, as well as additional fees, may apply.



## LANGUAGE ACCESSIBILITY AND NONDISCRIMINATION

Allegheny Health Network (AHN) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex in its health programs and services. In order to treat individuals in a nondiscriminatory manner, AHN provides free communication aids and language assistance services.

### Spanish

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

### Chinese

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。

### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 412-359-3131.

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 412-359-3131.

### Pennsylvania Dutch

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: call 412-359-3131.

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오. 412-359-3131.

### Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 412-359-3131.

### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 412-359-3131.

### French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 412-359-3131.

### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 412-359-3131.

### Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 412-359-3131.

### Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 412-359-3131.

### French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 412-359-3131.

### Mon-Khmer

ប្រយ័ត្ន៖ បើសិនជាអ្នកកនិយាយ ភាសាខ្មែរ, ស្តីដំនួយជូនកុំភ្លាស ដោយមិនគិតលុបនួល គឺអាចមានសវាបបរិអ្នក។ ចូរ ទូរស័ព្ទ 412-359-3131.

### Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 412-359-3131.

