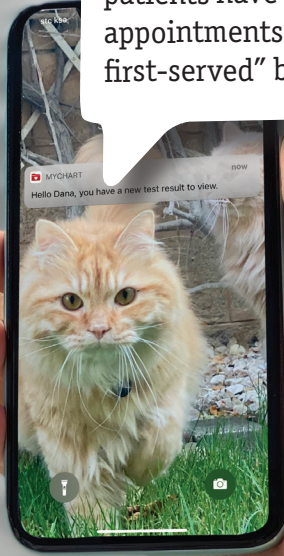**MYCHART**   now

Hello Dana, there is a new opening for the appointment you are waitlisted for. Other patients have also received this message, appointments are granted on "first-come-first-served" basis.

My*Chart*
Fast Pass

Fast Pass is a digital waitlist tool on My*Chart* that offers you earlier access to appointments by alerting you when new openings with our clinicians become available.

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How does Fast Pass work?

Once you are signed up for MyChart Fast Pass, you will be sent a MyChart push notification to your mobile, or email when an earlier appointment becomes available. Fast Pass appointment offers are on a 'first-come-first-served' basis. The first patient to accept the appointment gets the new appointment and it will be marked as 'expired' for other patients.

Fast Pass appointment offers remain valid for three hours, or until they are accepted by a patient. If no one accepts the appointment the slot will be offered to the next batch of eligible waiting patients

How do I sign up for My*Chart* Fast Pass?

Scan the QR code for step-by-step instructions on how to sign up for MyChart Fast Pass.

Am I eligible?

All MyChart users are eligible to use Fast Pass.

My*Chart* HelpDesk

If you need help signing up for MyChart or would like to ask a question, please contact:

Phone: 800-305-4444, and follow the prompts, or +966-13-870-3888, and follow the prompts (during working hours)

If you have a customer service concern, please contact Patient Relations by emailing PatientRelations@JHAH.com or calling 800-305-4444, and follow the prompts (during working hours).

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