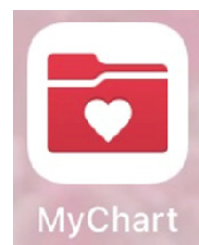# Scheduled Video Visit
Patient Instructions
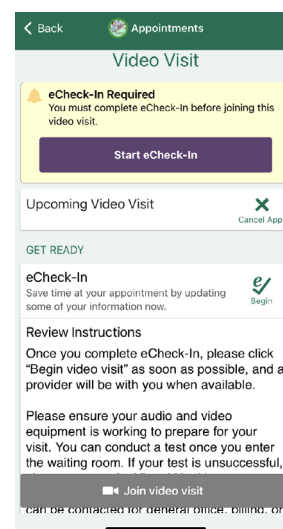
Step 1 Login to your **MySparrow/MyChart App** on a Smartphone or tablet.

MyChart

Step 2 Select the **eCheck-In** button on the video visit appointment on your home screen. You can also get to eCheck-In by clicking the **Visits** icon at the top of the screen and then clicking **eCheck-In** for your video visit.

Visits   Menu   Medica-tions

Messages   Test Results
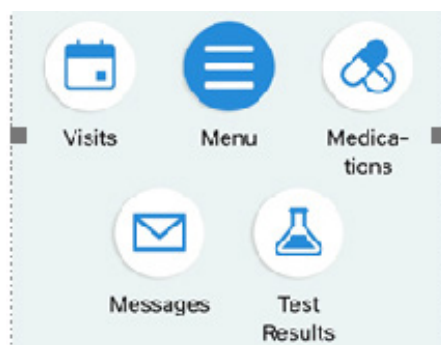
Step 3 Select your video visit appointment on your home screen and click **eCheck-in** to begin the process. You **MUST** complete eCheck-in prior to connecting to your video visit. You can complete this task up to seven days prior to your visit.

< Back   Appointments
Video Visit

eCheck-In Required
You must complete eCheck-In before joining this video visit.

Start eCheck-In

Upcoming Video Visit   ✕ Cancel Appt

GET READY

eCheck-In   ✍ Begin
Save time at your appointment by updating some of your information now.

Review Instructions
Once you complete eCheck-In, please click "Begin video visit" as soon as possible, and a provider will be with you when available.

Please ensure your audio and video equipment is working to prepare for your visit. You can conduct a test once you enter the waiting room. If your test is unsuccessful,

📹 Join video visit
can be contacted for general office, billing, or

ON THE DAY Your Video Visit

Make sure you are in a private and safe location before starting the video visit (not driving in a vehicle, private space if at work or school, etc). You may connect up to 30 minutes before your scheduled appointment.

Step 4   Login to your **MySparrow/MyChart** and select your video visit appointment on your home screen and click **Join Video Visit**.
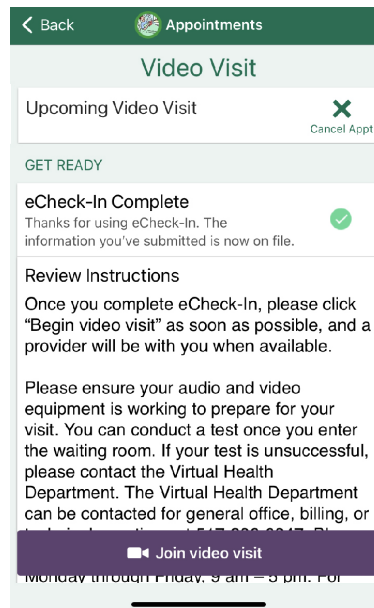
Step 5   You will be launched into a new window to connect to your video visit. Make sure the camera, microphone, and speaker are correctly connected. You can update your display name before clicking **Join Call**.
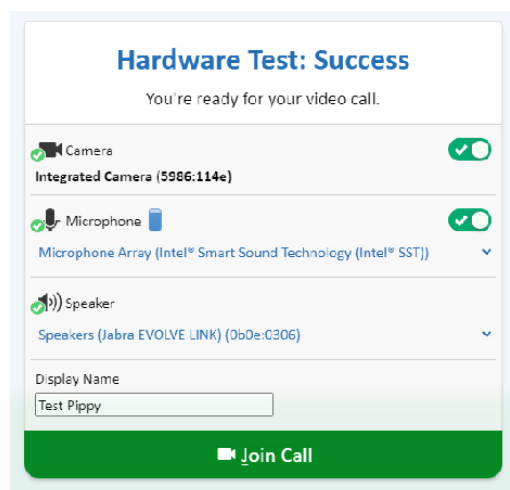
Step 6   Once you click **Join Call**, you will be moved to the meeting. Once a provider connects, you will be connected automatically.

Waiting for others to connect...

Patient Name: Test Pippy

Connection Strength: ▂▃▅▇

Important Tips for Success!

» You must have a strong, stable Wi-Fi connection.

     » If you do not have a strong connection, try changing physical location to help ensure a strong connection.

» If you use a desktop computer of laptop, you'll need a built-in camera and microphone/speakers. You can also use an external camera plug-in and headphones.

» Your computer/laptop should be charged. You should not be in power saving mode or have low battery.

A note about security: MySparrow/MyChart is a secure portal for patient visits that utilizes Epic Video Client for scheduled patient video visits. Enhanced security measures include encryption, meeting IDs, and secure configurations to ensure your Virtual Health visit is private and secure. This ensures that only your healthcare providers and you will be admitted to your visit. Sparrow's Information Security team regularly monitors Epic Video Client for any security concerns that might arise.