

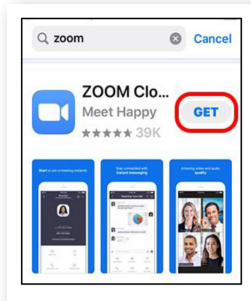
Video Visit Instructions Using a Smartphone

A video visit CANNOT be scheduled until you have downloaded the MySparrow app. Please complete steps 1-5 once your appointment has been scheduled. Please complete steps 5-7 on the day of your appointment with plenty of time before your scheduled appointment. Following these steps will ensure you are able to start your appointment on time.

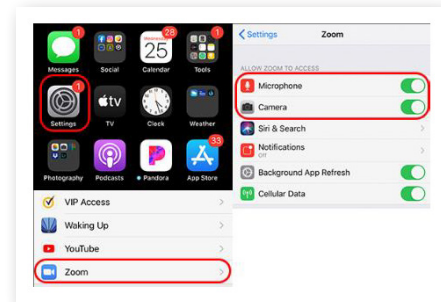
Please note that you must download the MySparrow/MyChart mobile app. A video visit cannot be done by logging into MySparrow/MyChart with the web browser on your phone.

BEFORE Your Video Visit

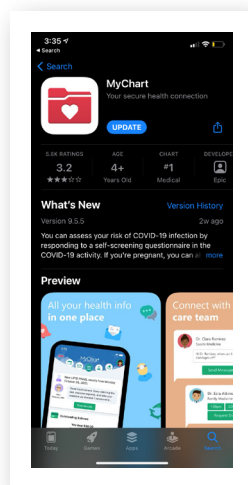
Step 1 If you don't already have a **Zoom app**, download the **Zoom Cloud Meeting Mobile app** on your smartphone or tablet. Get it from **Google App Store** or the **iPhone App Store**. You **DO NOT** need to set up a Zoom account.



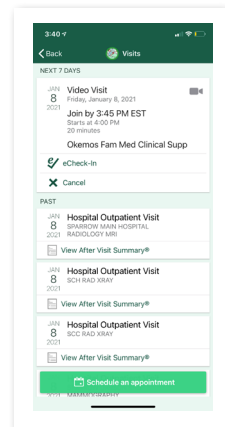
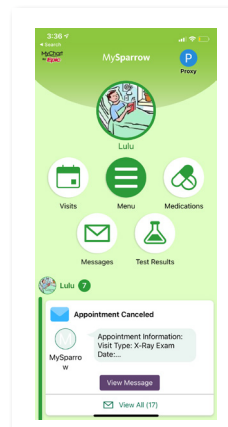
Step 2 You may be asked to grant permission to access your microphone and camera. If asked, please make sure both items are turned on.



Step 3 Download the **MySparrow/MyChart app** on your smartphone or tablet. Get it from **Google App Store** or the **iPhone App Store**.



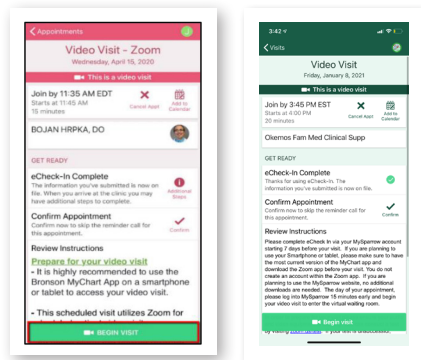
Step 4 Open the **MySparrow/MyChart app** on your device and log into your account. Select your video visit appointment on your home screen and click **eCheck-in** to begin the process. You **MUST** thoroughly complete eCheck-in prior to connecting to your video visit. You can complete this task up to seven days prior to your visit.



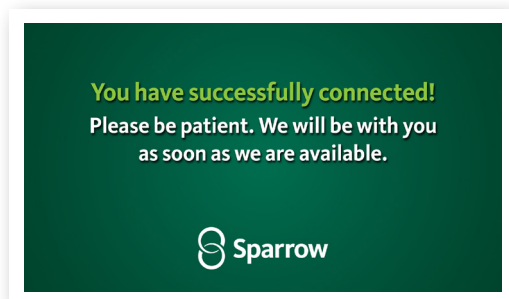
On the Day of Your Visit

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.

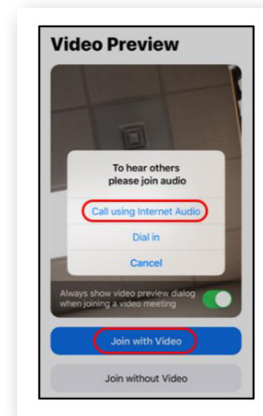
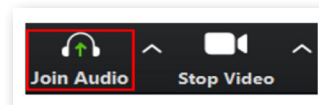
Step 5 Login to your **MySparrow/MyChart app** and select your video visit appointment on your home screen and click **Begin Visit**. You will be redirected to the Zoom app. If you are using an iOS device, you may be prompted to open the Zoom app through your device's internet browser. Select **Open** when prompted.



Step 6 You will know you have connected to your appointment when you see **“You have successfully connected!”** and/or a black screen which means the provider is actively connecting to your appointment. **Please stay on this page until your provider joins the video visit.**



Step 7 When you see this pop up, select **Call using Internet Audio**. This will keep you connected in the Zoom app. Otherwise, selecting dial in will cause you to leave the Zoom app and the provider will not be able to see the video. You will also select **Join with Video** to enable the camera and a video visit. If you do not select **Call using Internet Audio**, you will need to click on the **Join Audio** button after the video starts.



Important Tips for Success!

- » You must have a strong Wi-Fi or Cellular connection.
- » If you do not have a strong connection:
 - » Try changing connections to either Wi-Fi or Cellular on your phone or tablet; go to **Settings** and tap **Wi-Fi or Cellular**;
 - » Change physical location to help ensure a strong connection.
- » Your phone 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 Zoom 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 Zoom for any security concerns that might arise.