

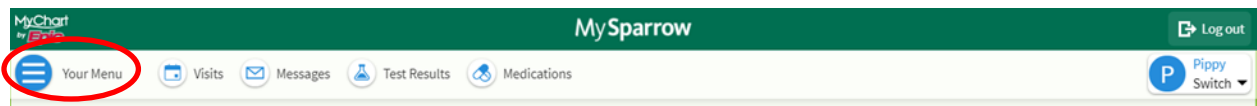
On-Demand Video Visit Patient Instructions—Computer

Step 1

Login to your **MySparrow/MyChart** website account on a desktop.

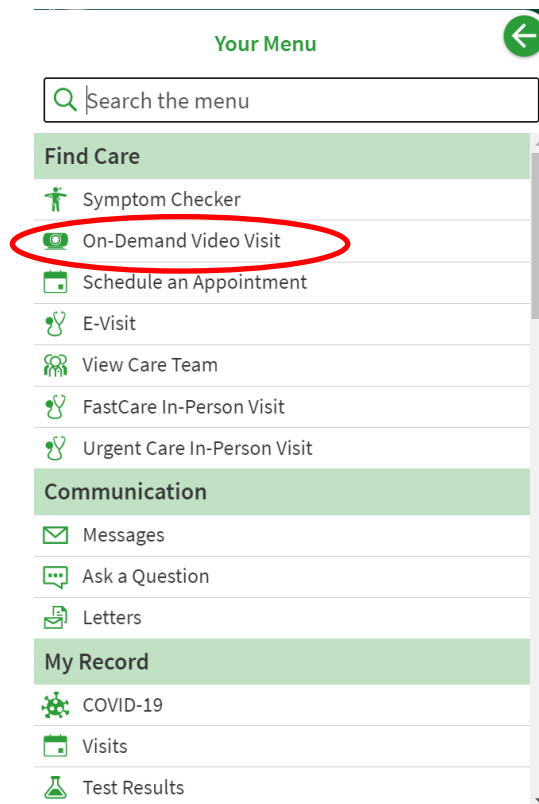
Step 2

Select 'Menu.'



Step 3

Select 'On-Demand Video Visit.'



Step 4

Confirm that you are currently in the State of Michigan by selecting Michigan on the drop down list for 'state or territory.' Then, select 'Confirm'.

Where are you currently located?



In order to provide you with the most appropriate care, we need to know your current location.

Select a Location

Country

United States of America

* State or territory

Michigan

Confirm

Step 5

Select your reason for the visit.

Location Edit Michigan Reason for visit Connect using Providers Time Summary

What brings you here today?

Asthma	Back Pain	Burn
Cold Sore	Cough	Depression
Diarrhea	Eye Infection	Fever
General COVID-19 Visit	Gout	Headache
Insect Bite	Menstrual Cramping	Nausea
Numbness	Pink Eye	Rash
Runny Nose	Sinus	Sore Throat
Stress	Urinary Tract Infection	

Step 6

Before you sign up for a Video Visit, make sure your computer has a working camera and speaker. Press 'Okay' to use the camera and audio from your computer.

Start an On-Demand Video Visit with the next available provider Start over

✓ Location Edit
Michigan

✓ Reason for visit Edit
Asthma

Connect using

Providers

Time

Summary

Which of the following would you like to use for your video visit?

My computer Mobile app

Before you sign up for a video visit, make sure your computer has a working camera, microphone, and speaker. If you don't meet these requirements, try using the mobile app.


Camera Microphone Speaker

Okay

Step 7

Click 'Put me in line.'

Who would you like to talk to?



Next available provider

Put me in line


Step 8

Enter your reason for visit. Make sure there is a check mark in the box next to your email, if there is not a check mark click the box to check it. Then, click 'Schedule.'

Start an On-Demand Video Visit with the next available provider Start over

✓ Location Edit Michigan
✓ Reason for visit Edit Asthma
✓ Connect using Edit My computer
✓ Providers Edit Next available provider
Summary

You're almost there!



Next available provider
Sparrow Health System
Asthma


* What is the most important thing you want addressed during this visit?
I am having difficulty breathing and I am out of my inhaler medication.


How would you like to be notified when your doctor is ready?
 Email me: karmen.brown@sparrow.org

Schedule

Step 9

Click on 'eCheck-In' to complete eCheck-In before connecting with a provider.

Appointment Details 



Video Visit with Video Visits On Demand
Time to Be Determined
[Cancel appointment](#)

Get ready for your visit!

eCheck-In Begin video visit

Save time by completing eCheck-In ahead of time. Once eCheck-In is complete, start your video visit with the button above.

You must complete eCheck-In before joining the video visit.

Visit Instructions

Please complete eCheck In right away to prepare for your video visit. Once you complete eCheck In, please "Begin Video Visit" as soon as possible and a provider will be with you when available. We are currently experiencing an extremely high volume of patients- both on the platform and in person, causing wait times to increase significantly. If you are not seen within 60 minutes, we suggest going to the nearest Sparrow urgent Care, Fast Care or Emergency Department.

If you are planning to use your Smartphone or tablet, please make sure to have the most current version of the MyChart app and download the Zoom app before your visit. You do not create an account within the Zoom app. If you are planning to use the MySparrow website, no additional downloads are needed.

[View full instructions](#) In order to prepare for your visit please ensure your audio and video equipment is working. If your test is unsuccessful please contact our office.

Step 10

Review, edit and/or enter your personal info, Insurance, Medications, Allergies, and Health Issues during eCheck-In when prompted. On each page, select the radio button 'correct' when completed and then click 'Next.' On the last page which goes over your health issues, the purple button will read 'submit,' select 'submit.'

eCheck-In



Verify Your Personal Information

Contact Information

Verification Needed
We need to verify that we can reach you at your email address. [Verify](#)

377 Riverside Dr E
Windsor ON N9A 7H7
Canada

000-000-0000
000-000-0000 (pref...
Work phone not e...
karmen.brown@s... **i**

Going somewhere for a while?
[Add a temporary address](#)

[Edit](#)

Details About Me

Preferred First Name **i**
Preferred

Marital Status
Widowed

Religion
Not entered

[Edit](#)

Correct *

[Next](#) [Finish later](#)

Step 11

Click 'Begin video visit.'

Appointment Details

Thanks for using eCheck-In!

The information you've submitted is now on file.



Video Visit with Video Visits On Demand

Time to Be Determined

[Cancel appointment](#)

You're waiting for your video visit

[Begin video visit](#)

We'll let you know when your doctor is ready. When you receive this notification, click the Begin Video Visit button to get started.

Visit Instructions

Please complete eCheck In right away to prepare for your video visit. Once you complete eCheck In, please "Begin Video Visit" as soon as possible and a provider will be with you when available. We are currently experiencing an extremely high volume of patients- both on the platform and in person, causing wait times to increase significantly. If you are not seen within 60 minutes, we suggest going to the nearest Sparrow urgent Care, Fast Care or Emergency Department.

Step 12

You will be launched into the Zoom custom waiting room. Please wait patiently for a provider to connect.

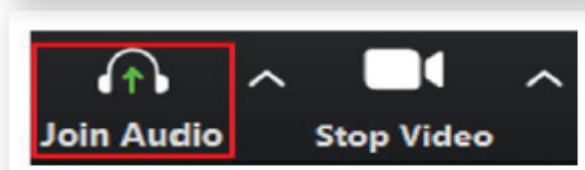
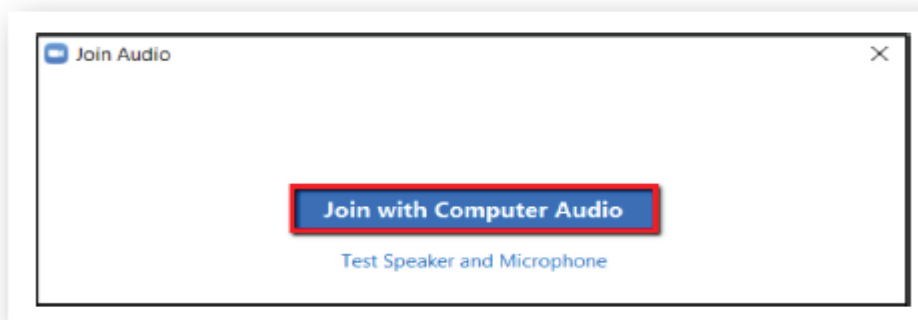
Waiting for Video Visits On Demand

You have successfully connected!
Please be patient. We will be with you as soon as we are available.



Step 13

When you see this pop up, select 'Join with Computer Audio.' You can also test your Speaker and Microphone before joining. If you do not click the Join with Computer Audio button you will need to click the Join Audio button after joining the visit.



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 or 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 Zoom for 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.