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.

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
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.

Click ‘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.’

Step 9  Click on ‘eCheck-In’ to complete eCheck-In before connecting with a provider.
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.’

Step 11  Click ‘Begin video visit.’
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.”

Once you click Join Call, you will be moved to the meeting. Once a provider connects, you will be connected automatically.

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 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 Epic Video Client 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 Epic Video Client for any security concerns that might arise.