
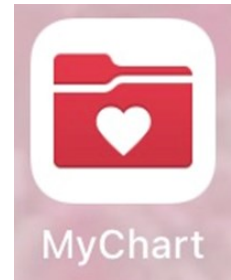


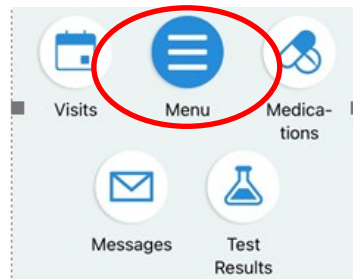
# On-Demand Video Visit Patient Instructions—Smartphone

## TO BEGIN Your Video Visit

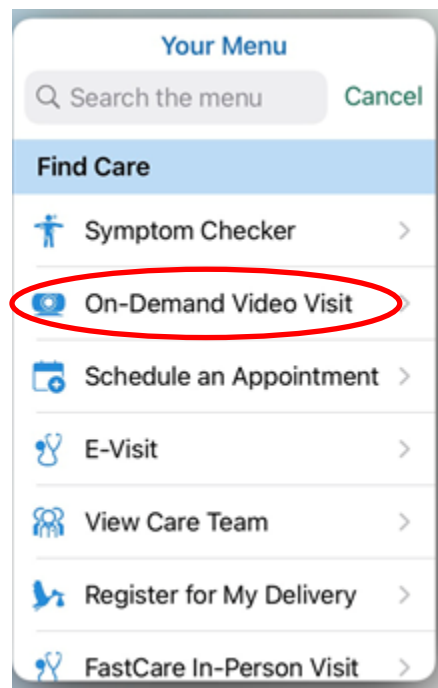
**Step 1** Login to your MySparrow/MyChart App on a Smartphone or tablet. 



**Step 2** Select 'Menu.'

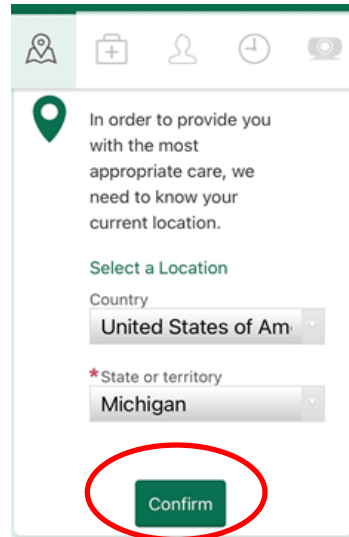


**Step 3** Select 'On-Demand Video Visit.'



## Step 4

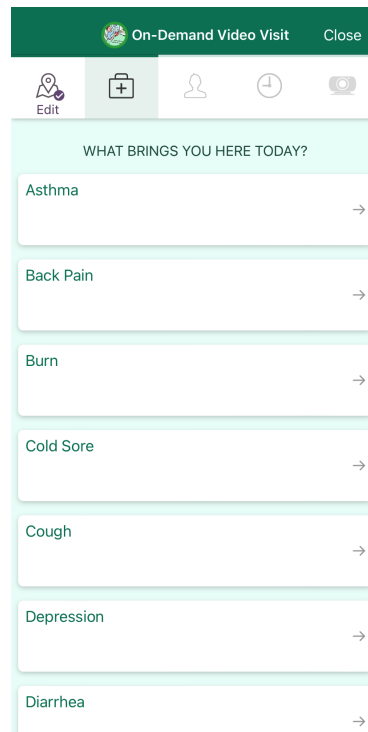
Confirm that you are currently in the State of Michigan by selecting Michigan on the drop down list for 'state or territory.' Then, select 'Confirm'.



A screenshot of a mobile application interface for location selection. At the top, there is a navigation bar with icons for location, home, profile, back, and video. Below the navigation bar, a message reads: "In order to provide you with the most appropriate care, we need to know your current location." Underneath, it says "Select a Location". There are two dropdown menus: "Country" with "United States of Am" selected, and "\*State or territory" with "Michigan" selected. At the bottom of the form, a green "Confirm" button is circled in red.

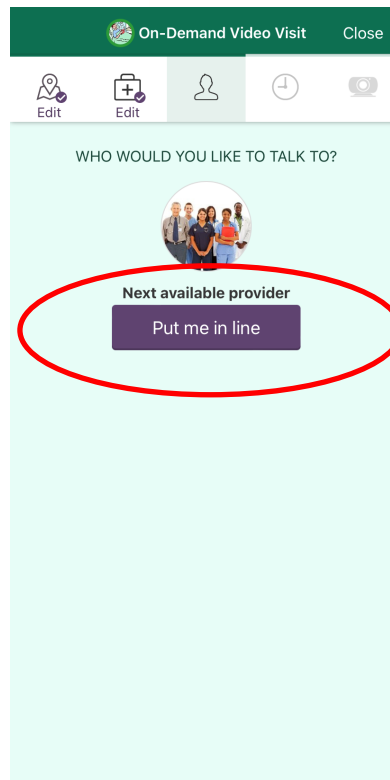
## Step 5

Select your reason for the visit.

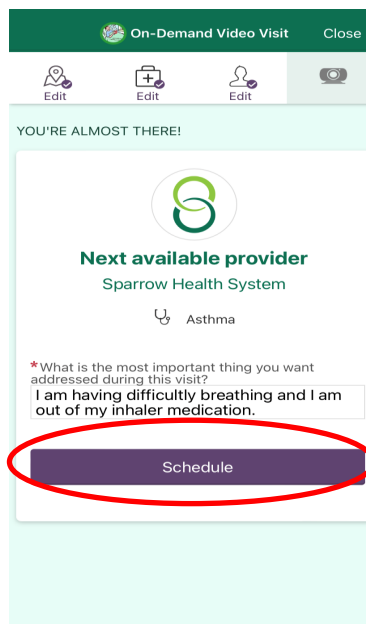


A screenshot of a mobile application interface titled "On-Demand Video Visit" with a "Close" button. Below the title bar is a navigation bar with icons for edit, home, profile, back, and video. The main content area is titled "WHAT BRINGS YOU HERE TODAY?" and contains a list of reasons for the visit, each in a white box with a right-pointing arrow: "Asthma", "Back Pain", "Burn", "Cold Sore", "Cough", "Depression", and "Diarrhea".

**Step 6** Click 'Put me in line.'

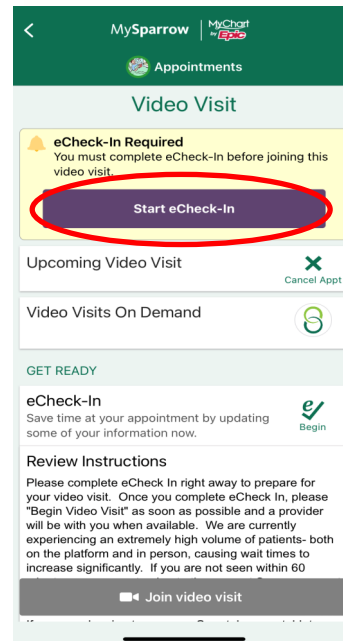


**Step 7** Enter or confirm your personal information. Make sure there is a check mark in the box next to correct, if there is not a check mark click the box to check it. Then, click 'Next.'



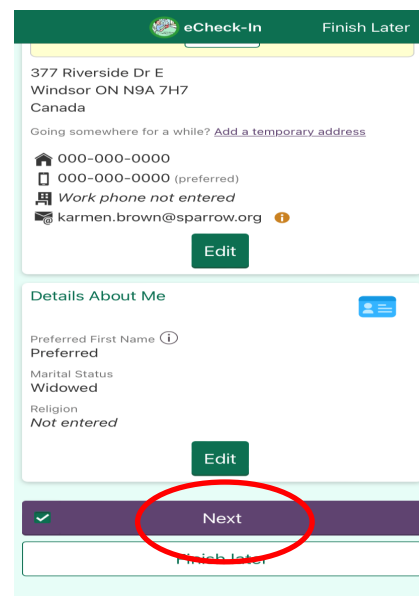
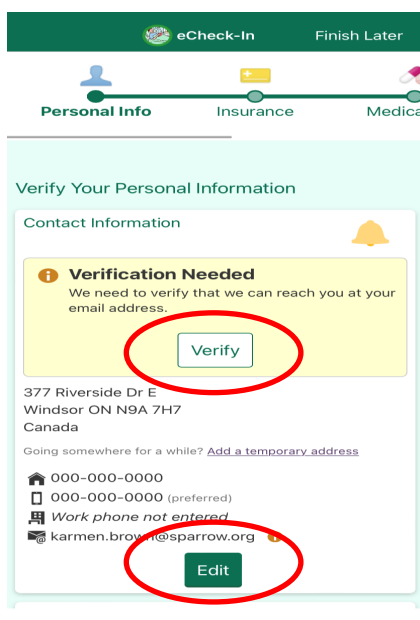
## Step 8

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

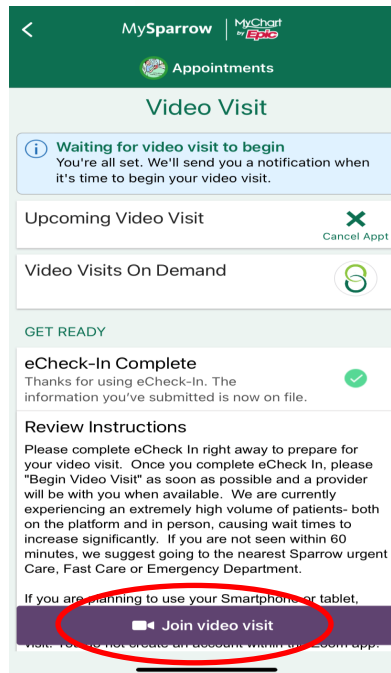


## Step 9

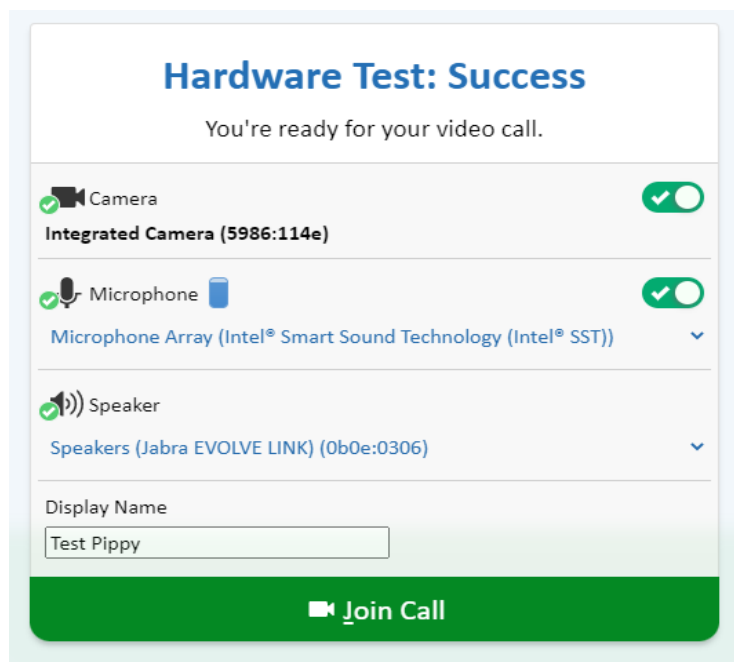
Review, edit and/or enter your personal info, Insurance, Medications, Allergies, and Health Issues during eCheck-In when prompted. On each page, click the verify button when finished editing and then click 'Next.' On the last page which goes over your health issues, the purple button will read 'submit,'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



## Step 10 Click 'Join video Visit.'




## Step 11 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



**Step 12** 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 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.