

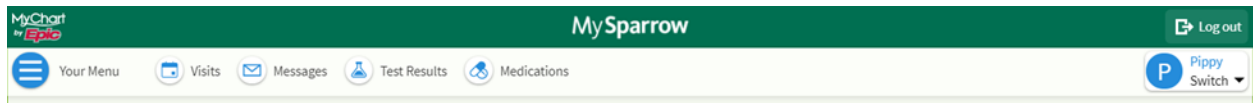
Scheduled Video Visit Patient Instructions—Computer

Please note that it is highly recommended to use the MySparrow/MyChart App on a smartphone or tablet to access your video visit. If that is not possible, please complete steps 1-3 before your scheduled appointment. Please complete steps 4-7 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.

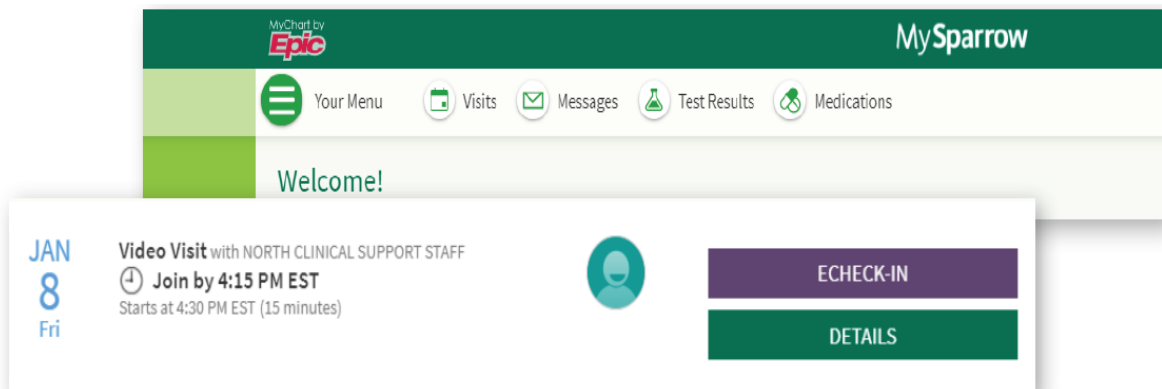
BEFORE Your Video Visit

Step 1 Login to your **MySparrow/MyChart** account on a desktop.

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 **'Visits'** icon at the top of the screen and then clicking **eCheck-In** for your video visit.



Step 3 You **MUST** complete **eCheck-in** prior to connecting to your video visit. Please try to complete **eCheck-in** at least 2 days prior to appointment.



On the Day of Your Video Visit

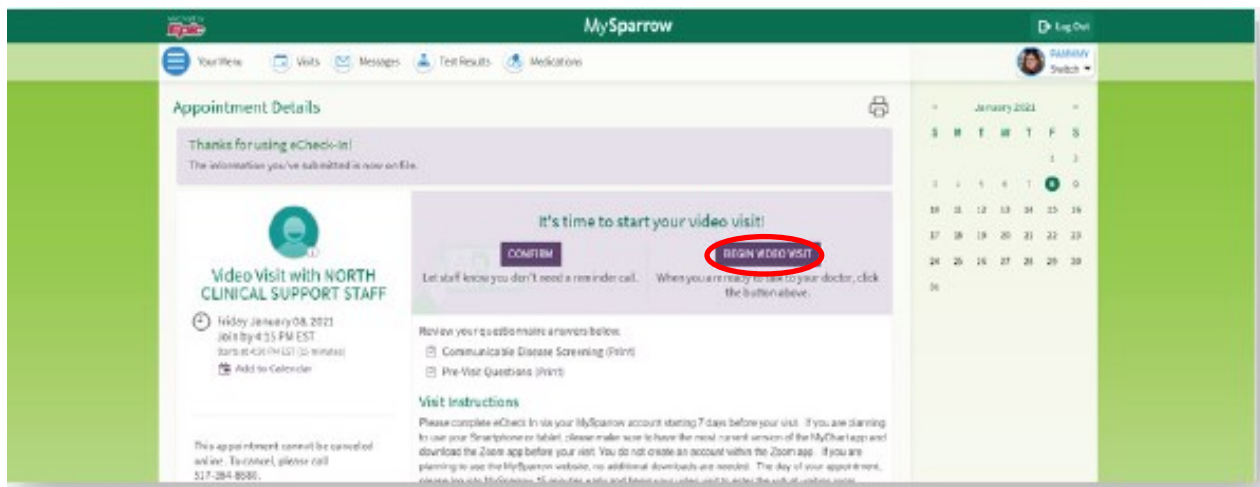
You may connect up to 30 minutes before your scheduled appointment.

Step 4

Login to your **MySparrow/MyChart** account and select your video visit appointment on your home screen. You can also find this appointment under the **Visits** icon at the top of the screen.

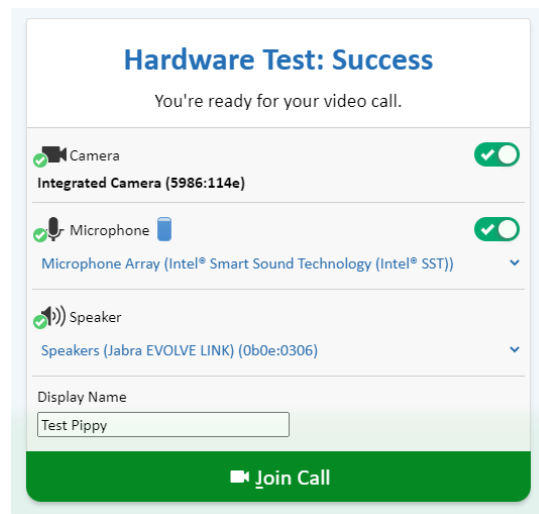
Step 5

Click the **Begin Video Visit** button. This will launch the Epic Video Client in a separate browser window.



Step 6

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 7

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 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.