Scheduled Video Visit

Patient Instructions

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

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

**Step 3**  Select your video visit appointment on your home screen and click eCheck-in to begin the process. You MUST 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 Your Video 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 4** Login to your MySparrow/MyChart and select your video visit appointment on your home screen and click Join Video Visit.

**Step 5** 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 6  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.