On-Demand Video Visit Patient Instructions—Computer

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

Step 2   **Select 'Menu.'**
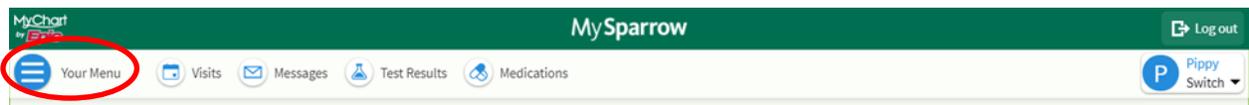
Step 3   **Select 'On-Demand Video Visit.**
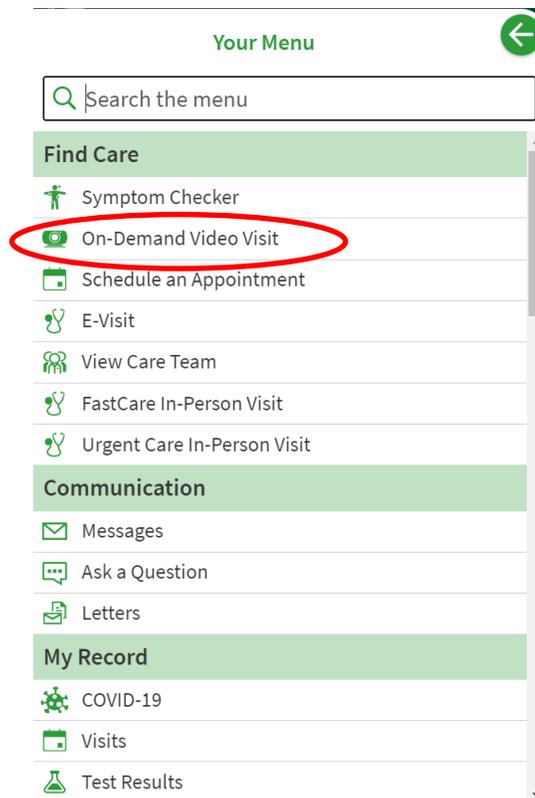
Step 4

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	*State or territory
United States of America ⌄	Michigan ⌄

Confirm

Step 5

Select your reason for the visit.

✓ Location Edit	Reason for visit	Connect using	Providers	Time	Summary
Michigan					

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   ✓ Reason for visit   Connect using   👤 Providers   🕐 Time   📷 Summary
  Michigan   Edit
                       Cold Sore

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 your mobile device.

📷 Camera   🎤 Microphone   🔊 Speaker

Test hardware   Next

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
Save time by completing eCheck-In ahead of time.
You must complete eCheck-In before joining the video visit.

Test hardware
Test that your webcam and microphone are functioning correctly.

Visit Instructions

Once you complete eCheck-In, please click "Begin video visit" as soon as possible, and a provider will be with you when available.

Please ensure your audio and video equipment is working to prepare for your visit. You can conduct a test once you enter the waiting room. If your test is unsuccessful, please contact the Virtual Health Department. The Virtual Health Department can be contacted for general office, billing, or technical questions at 517-332-9847. Please note that this number is only monitored Monday through Friday, 9 am – 5 pm. For after-hours technical support, please contact 517-364-4357.

For directions on how to submit an On-Demand Video Visit, please see the written instructions by clicking on one of the following links:
Smartphone: https://www.sparrow.org/sites/default/files/2022-02/mysparrow-on-demand-video-visit-instruction-using-a-smartphone_0.pdf
Computer: https://www.sparrow.org/sites/default/files/2022-02/mysparrow-on-demand-video-visit-instruction-using-a-computer_0.pdf"

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

Personal Info — Insurance — Medications — Allergies — Health Issues

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

Going somewhere for a while?
Add a temporary address

🏠 000-000-0000
📱 000-000-0000 (pref...
📠 Work phone not e...
✉ karmen.brown@s... ⓘ

[Edit]

Details About Me

Preferred First Name ⓘ
Preferred

Religion
Not entered

Marital Status
Widowed

[Edit]

☑ Correct *

[Next] [Finish later]

Step 11 Click 'Begin video visit.'

Video Visit with Video Visits On Demand

🕐 Time to Be Determined

✕ Cancel appointment

One more step, click the button below to begin your video visit

[Begin video visit]

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

Review your questionnaire answers below.
☑ Pre-Visit Questions (Print)

Visit Instructions

Once you complete eCheck-In, please click "Begin video visit" as soon as possible, and a provider will be with you when available.

Please ensure your audio and video equipment is working to prepare for your visit. You can conduct a test once you enter the waiting room. If your test is unsuccessful, please contact the Virtual Health Department. The Virtual Health Department can be contacted for general office, billing, or technical questions at 517-332-9847. Please note that this number is only monitored Monday through Friday, 9 am – 5 pm. For after-hours technical support, please contact 517-364-4357.

For directions on how to submit an On-Demand Video Visit, please see the written instructions by clicking on one of the following links:
Smartphone: https://www.sparrow.org/sites/default/files/2022-02/mysparrow-on-demand-video-visit-instruction-using-a-smartphone_0.pdf
Computer: https://www.sparrow.org/sites/default/files/2022-02/mysparrow-on-demand-video-visit-instruction-using-a-computer_0.pdf"

Step 12

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."

Hardware Test: Success

You're ready for your video call.

📹 Camera   ✔○

Integrated Camera (5986:114e)

🎤 Microphone 📱   ✔○

Microphone Array (Intel® Smart Sound Technology (Intel® SST))   ⌄

🔊 Speaker

Speakers (Jabra EVOLVE LINK) (0b0e:0306)   ⌄

Display Name

Test Pippy
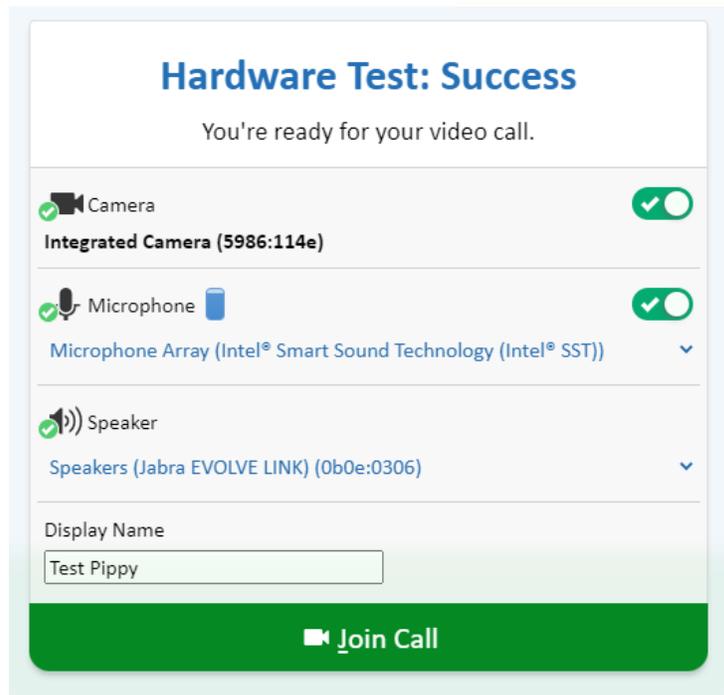
📹 Join Call

Step 13

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.