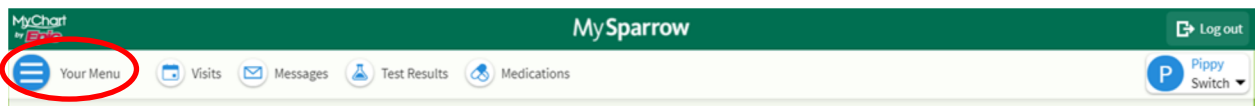


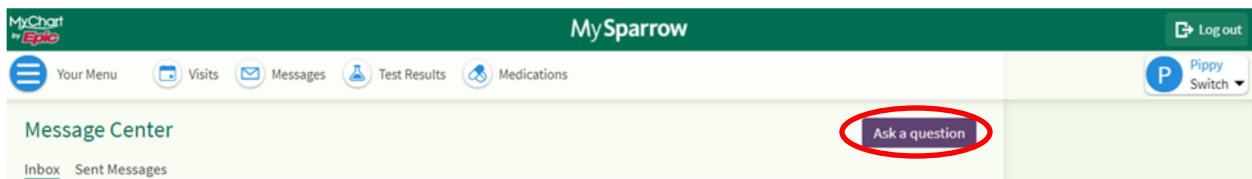
# E- Visit Instructions Using a Computer

**Step 1** Login to your **MySparrow/MyChart** website account on a desktop, tablet, or smartphone phone.

**Step 2** Select 'Menu.'



**Step 3** Under the communication section select 'Ask a Question'



**Step 4** Select Symptom-Specific E-Visit.

## Ask a Question

Please select the option that most closely matches your question.

**Please call 911 if you have an emergency or urgent medical question.**

### Question for Your Doctor's Office

This option should be used for general office questions which are not urgent, such as appointments and scheduling questions, referral information, clinical updates, etc. Typical response time: 48 hours

### Request a Medication Refill

You would like to request a refill or renewal of a current medication.

### Symptom-Specific E-Visit

This option should be used for specific acute care or advice that requires medical decision-making by a provider. This is a billable service which is covered by most insurances. Typical response time: 24 hours

### Customer Service Question

You have a question that is not for your provider's office. This could be related to a bill, your insurance, or support from our IT HelpDesk with your MySparrow account.

## Step 5

Read the 'Overview' tab and click 'Continue.'

### E-Visit

Start over

✓ Overview ✓ Location Edit Michigan ✓ Reason for E-Visit Edit Rash Fill out your E-Visit Edit

#### What is an E-Visit?

E-Visits are offered for your convenience and to save you time by providing care through MySparrow. An E-Visit is a way to get care for certain conditions without needing to schedule an appointment or come into the clinic. We'll ask you some questions about yourself and your symptoms, and a provider will respond with a care plan or recommendations for what to do next.

#### Should I use an E-Visit?

An E-Visit can replace an office appointment or certain Urgent Care visits. You won't need to wait for an appointment or leave the comfort of your home.

E-Visits should be used only for **non-urgent medical conditions**, as it may take up to one business day to receive a response. **If you need urgent medical care, please contact your clinic by phone or find a nearby urgent care center. For medical emergencies, call 911 immediately.**

#### What to expect during an E-Visit:

After submitting an E-Visit, your insurance may be billed for this service. Most insurances cover E-Visit services, some may not. If your insurance plan does not cover E-Visits, you may be billed \$30 for this service. You will not be charged until our office responds to your E-Visit. **If you do not complete the E-Visit, you will not be charged.** If you are re-directed to an in-person or video visit, you also may not be charged for the E-Visit.

Depending on the steps presented and questions asked about your symptoms, it can take 10-20 minutes to complete your E-Visit request. You will be asked for your insurance details and medication lists. Please be prepared to fill in or confirm this information as you complete your E-Visit.

Continue Cancel

## Step 6


Select the country and state that you are currently in at the time of this visit, then press 'confirm.'

### E-Visit

Start over

✓ Overview Edit ✓ Location Michigan ✓ Reason for E-Visit Edit Rash Fill out your E-Visit Edit

#### 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

Confirm

## Step 7

On the 'Reason for E-Visit' tab select your reason for the E-Visit and the provider you would like your E-Visit sent to. Then, click 'Continue.'

### E-Visit

Start over

✓ Overview Edit ✓ Location Edit Michigan Reason for E-Visit Fill out your E-Visit

What brings you here today?

Cough, Flu, COVID-19	Sinus	Red Eye
Diarrhea	Insect Bite	Head Lice
<b>Rash</b>	Painful Urination	Vaginal Discharge / Irritation

**You may be charged for this E-Visit.**  
E-Visits are covered under most insurance carriers, if your insurance plan does not cover this service, you will be charged \$30.

Who would you like to send your E-Visit to?  
Heidi Johnson, DO

Continue Cancel


## Step 8

A confirmation page will appear, click on 'Confirm and proceed.' Note: If you do not want to proceed press 'Cancel.'


### E-Visit


Start over

✓ Overview Edit ✓ Location Edit Michigan Reason for E-Visit Edit Rash Fill out your E-Visit



### E-Visit with Heidi Johnson, DO

 **Rash**  
This is the reason for your E-Visit.

 **Michigan**  
This is your current location.

You will be asked details about your personal information and health before your E-Visit is submitted. If your E-visit is cancelled or you are re-directed to an in-person or video visit, you may not be charged for the E-Visit.

Confirm and proceed Cancel









## Step 9

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.'

E-Visit for Rash

Personal Info Insurance Medications Allergies Health Issues Questionnaires

Verify Your Personal Information

<b>Contact Information</b>		<b>Details About Me</b>	
123 HOLT MI 48842 Going somewhere for a while? <a href="#">Add a Temporary Address</a>	 517-111-1235  313-123-1234 (preferred)  Not entered  margaret.kondek@sparrow....	Preferred First Name  Not entered Religion Not entered Marital Status Not entered	
<input checked="" type="checkbox"/> Correct		<input type="checkbox"/> Correct	
<input type="button" value="NEXT"/>		<input type="button" value="FINISH LATER"/>	

## Step 10

Enter or confirm your insurance information. Fill out all questions with an asterisk. 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.'

E-Visit for Rash


Personal Info **Insurance** Medications Allergies Health Issues Questionnaires

Please review the insurance(s) we have on file. If you see your insurance here you are all set! There is no need to add it or to upload images. If you have a new insurance please submit the updated information using 'add coverage' button.

Responsibility for Payment

Pippy, Test  
12345 test  
HOLT MI 48842  
254-874-5487

\* We have this person on file to pay for costs not covered by insurance. Is this information correct?

\* Would you like to use insurance to pay for this appointment? 

Correct

## Step 11

Enter or remove medications from your current medication list to reflect what you are currently taking. Select your pharmacy or add a pharmacy. Make sure there is a check mark in the box next to correct, if there is not a check mark, click the

### E-Visit for Rash



#### Current Medications

Please review your medications and verify that the list is up to date. **Call 911 if you have an emergency.**

HYDROcodone-acetaminophen 5-325 MG per tablet  
Commonly known as: NORCO  
[Learn more](#)  
Take 2 tablets by mouth every 6 hours as needed for pain.



Remove

montelukast 4 MG chewable tablet  
Commonly known as: SINGULAIR  
[Learn more](#)  
Take 1 tablet (4 mg total) by mouth daily.



Remove

ADD A MEDICATION

\*You must select a pharmacy for this E-Visit.

Eagle Pharmacy - Lakeland, FL - 500 Eagles Landing Dr  
500 Eagles Landing Dr Lakeland FL 33810



Add a pharmacy

Correct

BACK

NEXT

FINISH LATER




## Step 12

Confirm your allergies, if you need to make changes on a particular allergy, click on that allergy and complete the information. If you need to add an allergy, click '+Add an allergy.' 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.'

E-Visit for Rash

Personal Info Insurance Medications **Allergies** Health Issues Questionnaires

Please review your allergies, and verify that the list is up to date. **Call 911 if you have an emergency.** Please note that your allergies reflects information currently in the Sparrow Electronic Medical Record system and can only be updated when you visit a Sparrow location.

 <b>Bee</b> Added 7/17/2018	 <b>Cat Hair Extract</b> Added 3/4/2021	 <b>Dairy Enzyme Formula</b> Added 6/29/2021
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+ ADD AN ALLERGY

Correct

**BACK** **NEXT** **FINISH LATER**

## Step 13

Confirm your past medical history on the 'Health Issues' page. If you need to update a health issue click on it and complete the questions. If you need to add a health issue, click '+Add a health issue.' 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.'

E-Visit for Rash

Personal Info Insurance Medications Allergies **Health Issues** Questionnaires

Please review your health issues, and verify that the list is up to date. **Call 911 if you have an emergency.** Please note that your current health issues reflects information currently in the Sparrow Electronic Medical Record system and can only be updated for patients with a current Sparrow Medical Group PCP.

<b>Asthma</b> Added 7/20/2018 <a href="#">Learn more</a>	<b>Back pain</b> Added 7/20/2018 <a href="#">Learn more</a>	<b>Type 1 diabetes mellitus with ophthalmic complication (HCC)</b> Added 7/23/2018 <a href="#">Learn more</a>
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**Chronic diastolic heart failure (HCC)**  
Added 8/13/2020  
[Learn more](#)

+ ADD A HEALTH ISSUE

Correct

**BACK** **NEXT** **FINISH LATER**

## Step 14

Complete the Pre-Visit question, asking if the visit is related to a work injury, which is important for your insurance. Then, click 'Continue.' Confirm your answers from the Pre-Visit question on the next page. If you need to make changes click on the pencil next to the question you need to correct. If your answers look correct, click 'Submit.'

E-Visit for Rash



Personal Info Insurance Medications Allergies Health Issues Questionnaires

### Pre-Visit Questions


For your E-Visit with **EVISIT PROVIDER**

\* Indicates a required field.

\* Is your appointment related to a work injury or other type of accident?

Yes  No

E-Visit for Rash




Personal Info Insurance Medications Allergies Health Issues Questionnaires

### Pre-Visit Questions

For your E-Visit with **EVISIT PROVIDER**

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Question	Answer
Is your appointment related to a work injury or other type of accident?	No 

# Step 15 Complete the E-Visit questionnaire related to your symptom. Then, press 'Continue.'

## E-Visit for Rash



## E-Visit: Rash

For your E-Visit with **EVISIT PROVIDER**

\* Indicates a required field.

\* Have you had any of the following?

Select all that apply.

Tightness of throat or difficulty breathing    Swelling of face, tongue, or lips    Difficulty swallowing    Confusion or dizziness  
 Severe head or neck pain    Fever    None of the above

\* What side of the body is the rash on?

Left    Right    Both sides

\* Where is the rash located?

Select all that apply.

Head    Neck    Chest    Back    Stomach    Arms/Hands    Legs/Feet    Buttock    Genital Area    Other

\* How long has the rash been there?

Just today    A few days    About a week    2 to 3 weeks    About a month    More than a month

\* Does the rash have any of the following?

Select all that apply.

Itchy  
 Painful  
 Burning/sensitive  
 Redness  
 Tiny spots  
 Larger spots  
 Patches  
 Blisters  
 Raised bumps/hives  
 Scaly/crusty



**Step 16** Confirm your answers from the E-Visit questionnaire. If you need to change an answer click on the pencil next to the question you need to change. If all answers are correct, then press 'Submit.'

E-Visit for Rash

**E-Visit: Rash**

For your E-Visit with **EVISIT PROVIDER**

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Question	Answer	
Have you had any of the following?	Tightness of throat or difficulty breathing	
What side of the body is the rash on?	Left	
Where is the rash located?	Head	
How long has the rash been there?	Just today	
How has the rash changed?	Not changed	
Is there any additional information regarding your current medical concern that you would like to add?		
Are you pregnant?		

**BACK** **SUBMIT** **CANCEL**

**Step 17** You are finished! If you submit your request before noon, you can expect a response on the same business day. If you submit your request on a weekend or business day after-noon, you can expect a response by the end of the next business day.

E-Visit Details

**Your E-Visit for Rash has been submitted**

You can expect to receive a MyChart message with a response from our team within one business day. If you do not receive a response or your symptoms get worse, please call your clinic. You can return to this page through your appointments and visits list.

**E-Visit for Rash with Heidi Johnson, DO**

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This E-Visit cannot be canceled because a doctor has responded to it.

**Your E-Visit Submission**

Review your questionnaire answers below.

- E-Visit: Rash (Print)
- Pre-Visit Questions (Print)