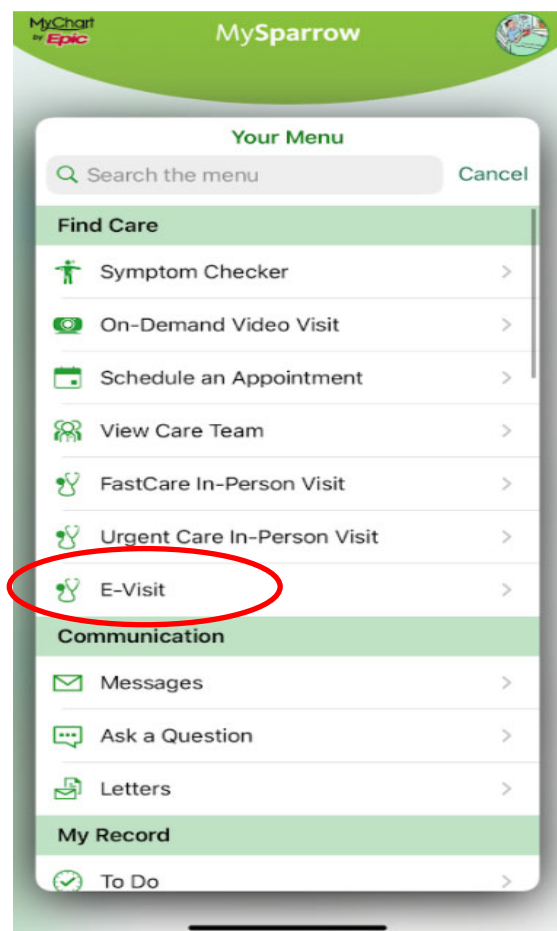


E-Visit Instructions for patients Using a Smartphone

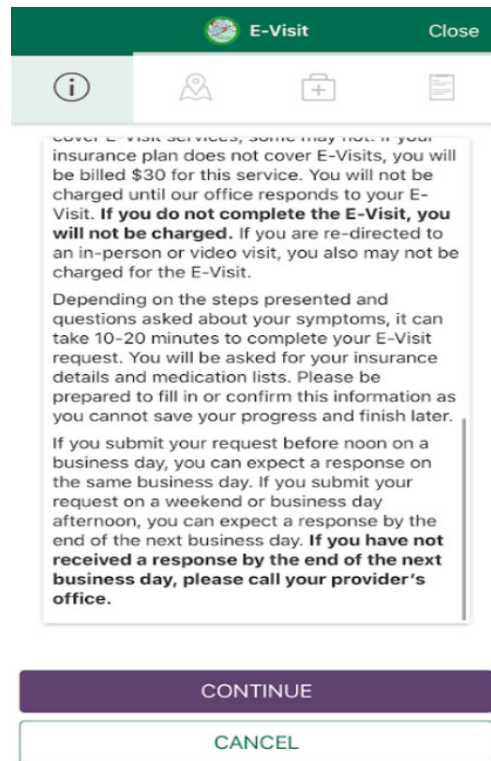
Step 1 Login to the **MyChart** application on your smartphone or tablet.

Step 2 Select 'Menu.'

Step 3 Under the Find Care section select E-Visit.

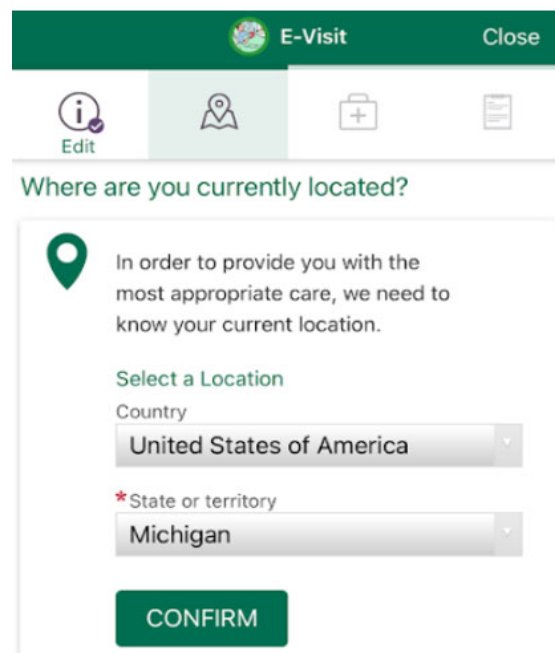


Step 4 Read the 'Overview' tab and click 'Continue.'



The screenshot shows the 'E-Visit' interface with the 'Overview' tab selected. The main content area contains a warning message: 'Not all insurance plans cover E-visit services, some may not. If your insurance plan does not cover E-Visits, you will 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 cannot save your progress and finish later. If you submit your request before noon on a business day, you can expect a response on the same business day. If you submit your request on a weekend or business day afternoon, you can expect a response by the end of the next business day. **If you have not received a response by the end of the next business day, please call your provider's office.**' Below the text are two buttons: a purple 'CONTINUE' button and a white 'CANCEL' button.

Step 5 Select the country and state that you are currently in at the time of this visit, then press 'confirm.'



The screenshot shows the 'E-Visit' interface with the location selection screen. The question 'Where are you currently located?' is displayed. Below the question, there is a message: 'In order to provide you with the most appropriate care, we need to know your current location.' Underneath, there is a section titled 'Select a Location' with two dropdown menus. The first dropdown is labeled 'Country' and has 'United States of America' selected. The second dropdown is labeled '*State or territory' and has 'Michigan' selected. A green 'CONFIRM' button is located at the bottom of the form.

Step 6

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 Close

Edit Edit

What brings you here today?

Head Lice

Cough, Flu, COVID-19

Sinus

Red Eye

Insect Bite

Rash

Painful Urination

Rash

Painful Urination

Vaginal Discharge / Irritation

Diarrhea

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?
Choose a recipient

CONTINUE


CANCEL


Step 7


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

E-Visit Close

Edit Edit Edit


E-Visit with Sparrow Family Physician, MD

 **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 8

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.'

The screenshot shows a web form titled "Verify Your Personal Information". It is divided into two main sections: "Contact Information" and "Details About Me".

Contact Information: This section displays the address "123 MAIN ST, LANSING MI 48912" and a home icon. Below the address, it asks "Going somewhere for a while? Add a Temporary Address" and shows three fields: a home icon with "000-000-0000", a mobile icon with "000-000-0000 (preferred)", and a work icon with "Not entered". There is an "EDIT" button below this section.

Details About Me: This section shows "Preferred First Name" as "Preferred" and "Marital Status" as "Widowed". It also shows "Religion" as "Not entered". There is an "EDIT" button below this section.

At the bottom of the form, there are three buttons: a purple "NEXT" button with a green checkmark icon, and a white "FINISH LATER" button.

Step 9

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.'

The screenshot shows a web form titled "Insurance". At the top, there is a navigation bar with "E-Visit" and "Finish Later" buttons, and a breadcrumb trail: "Personal Info > Insurance > Sign Document".

The main content area starts with a paragraph: "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."

Below this is a section titled "Responsibility for Payment" with a text box containing: "Zztest, Lulu Middle, 123 MAIN ST, LANSING MI 48912, 000-000-0000".

There are two questions with asterisks:

- "* We have this person on file to pay for costs not covered by insurance. Is this information correct?" with "Yes" and "No" radio buttons. "Yes" is selected.
- "* Would you like to use insurance to pay for this appointment?" with "Use insurance" and "Do not bill insurance" radio buttons. "Do not bill insurance" is selected.


At the bottom, there are three buttons: a purple "NEXT" button with a green checkmark icon, a white "BACK" button, and a white "FINISH LATER" button.


Step 10

Under 'Sign Documents' click 'Review And Sign,' once all documents are signed click 'Next.'

The image displays two side-by-side screenshots of the E-Visit 'Sign Documents' step. Both screenshots show a progress bar at the top with three steps: 'Insurance', 'Sign Documents', and 'Medications'. The 'Sign Documents' step is currently active. Below the progress bar, there is a header 'E-Virtual Health Informed Consent' and a status indicator. In the left screenshot, the status is 'Not Signed Yet' and the 'REVIEW AND SIGN' button is highlighted with a red circle. In the right screenshot, the status is 'Signed on 7/1/2021' and the 'REVIEW' button is highlighted with a red circle. Below the document preview, there is a 'NEXT' button highlighted with a red circle, along with 'BACK' and 'FINISH LATER' buttons. The text below the document preview reads: 'Once this step is completed, documents will be submitted for clinic review.'

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 box to check it. Then, click 'Next.'


 E-Visit
Finish Later

 E-Visit
Finish Later

CURRENT MEDICATIONS


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


glucose blood VI test strips strip
[Learn more](#)
 Use as needed. follow instructions on package.


 Remove

ibuprofen 100 MG chewable tablet
Commonly known as: MOTRIN CHILDRENS
[Learn more](#)
 Take 1 tablet (100 mg total) by mouth every 8 hours as needed for fever.

⚠ You have another medication with the same name. [i](#)

 Remove


Fluticasone-Salmeterol 100-50 MCG/DOSE inhaler 
Commonly known as: ADVAIR DISKUS
[Learn more](#)
 Inhale 1 puff into the lungs 2 times daily.

 Remove


+ ADD A MEDICATION

MEDICATIONS YOU ASKED TO BE ADDED
 Medications will not be added until your provider reviews them in a future visit.

PROZAC (FLUoxetine HCl) 40 MG Caps
[Learn more](#)
 Started taking on April 1, 2021
 Comments: 1 tablet a day

 Remove

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

MODEL OUTPATIENT PHARMACY 
1979 Milky Way Verona WI 53593

+ Add a pharmacy

NEXT

BACK

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.'

The image displays two screenshots of a mobile application interface for an E-visit. The top navigation bar includes 'E-Visit' and 'Finish Later'. A progress indicator shows three steps: Medications, Allergies (current), and Health Issues.

Left Screenshot: A list of allergies with a 'REMOVE' button for each. A text box above the list reads: "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."

Right Screenshot: Shows a 'REMOVE' button for a selected allergy, a '+ ADD AN ALLERGY' button, and a section titled 'Allergies You've Asked to be Deleted' with 'RESTORE' buttons. At the bottom, there are three buttons: 'NEXT' (with a checkmark), 'BACK', and '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.'

The image displays two screenshots of a mobile application interface for managing health issues during an E-Visit.

Left Screenshot: The top navigation bar includes 'E-Visit' and 'Finish Later'. A progress indicator shows 'Allergies', 'Health Issues' (active), and 'Questionnaires'. A text box instructs the user to review their health issues and verify the list is up to date, with a red warning: 'Call 911 if you have an emergency.' Below this, there is a list of health issues, each with a red 'REMOVE' button.

Right Screenshot: The top navigation bar is the same. A 'Learn more' link is visible. A red 'REMOVE' button is present. Below is a dashed box containing a '+ ADD A HEALTH ISSUE' button. A section titled 'Health Issues You've Asked to be Deleted' contains two items, each with a red 'RESTORE' button. At the bottom, there are three buttons: a purple 'NEXT' button with a green checkmark, a white 'BACK' button, and a white 'FINISH LATER' button.

Step 14 Complete the E-Visit questionnaire related to your symptom. Then, press 'Continue.'

E-Visit Finish Later

Allergies Health Issues **Questionnaires**

For your E-Visit with **Sparrow Provider**

*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

E-Visit Finish Later

Allergies Health Issues **Questionnaires**

For your E-Visit with **Sparrow Provider**

If available, please upload a photo of the rash. ⓘ

ADD A DOCUMENT

Is there any additional information regarding your current medical concern that you would like to add?

Are you pregnant?

I am pregnant	I am confident that I am not pregnant
I think I may be pregnant	

CONTINUE

BACK CANCEL

Step 15

Confirm your answers from the E-Visit questionnaire. If you need to change an answer click on the pencil next to the

E-Visit Finish Later

Allergies Health Issues Questionnaires

E-Visit: Rash

For your E-Visit with **Sparrow Provider**

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

Have you had any of the following?

None of the above

What side of the body is the rash on?

Right

Where is the rash located?

Arms/Hands

How long has the rash been there?

Just today

How has the rash changed?

I am not sure

Does the rash have any of the following?

None of the above

Is there any of the following?

None of the above

Does the rash have an odor?

No

E-Visit Finish Later

No

Has there been any contact or exposure to any of the following?

None of the above

Is the rash associated with any recent travel?

No

Have you had this rash before?

No

Have you had any recent surgery or trauma to this area of the skin?

No

Have you treated this rash yet?

No

If available, please upload a photo of the rash.

Is there any additional information regarding your current medical concern that you would like to add?


Are you pregnant?


SUBMIT


BACK **CANCEL**

Step 16

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 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

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)