

QUALITY VIRTUAL HEALTHCARE WITH ON-DEMAND VIDEO VISITS

Sparrow.org/OlivetCollege

Provided by Sparrow

Olivet College and Sparrow Health System have partnered together to provide virtual health services through MySparrow to students, faculty, and staff. Sparrow is the most trusted name in healthcare in Mid-Michigan.

Quality Care in the Comfort of Your OC Home and On Your Schedule

- Available 8 a.m. to 8 p.m., seven days a week.
- Access a Symptom Checker to determine if COVID-19 testing is needed.
- Access on-demand video visits with an urgent care provider when you're not feeling well from your smartphone, tablet or computer for non-emergencies.
- Access test results and communicate with a Sparrow medical provider.

How it Works

1. Create a MySparrow account at **Sparrow.org/OlivetCollege**.
TIP: Take a few minutes now to create your account so that you'll be ready to access a Sparrow provider and video visit quickly when necessary.
2. You'll need access to Zoom video software and a computer, tablet, or smartphone. **NOTE:** If you are using your smartphone, you will need to install the

MyChart application to access your video visit.

3. When you need to access a medical provider, go to Sparrow.org/OlivetCollege and click on "sparrow/videovisit" under the On-Demand Video Visits section to begin a video visit with the next available Sparrow medical provider.
4. Your insurance provider will be billed directly by Sparrow. You will be responsible for any costs not covered by your insurance provider.

What to Expect from a Video Visit

1. Log into your MySparrow account.
2. Tell Sparrow's virtual assistant why you want to be seen.
3. Tell Sparrow's virtual assistant about yourself.
4. Check in to your video visit to meet with the next available Sparrow provider.

Insurance Coverage

Video visits are not free. Your insurance will be billed. It is important to know if Sparrow is considered in-network or out-of-network by your insurance provider, as this can affect your costs. You will be responsible for any costs not covered by your insurance provider.

TIP: Prior to a video visit, check out the insurance plans that participate with Sparrow or call 517-364-7999 to speak to a billing representative.

The Type of Symptoms That Can Be Diagnosed through MySparrow

In some cases, there's no substitute for meeting with your doctor in person. But many common health issues can be quickly and accurately diagnosed through MySparrow Video Visit. Here are some of the symptoms and conditions Sparrow often treats through on demand video visits:

- Asthma
- Back Pain
- Burns
- Cold Sore
- Cough
- Depression
- Diarrhea
- Eye Infection
- Fever
- General COVID-19 Visit
- Gout
- Headache
- Insect Bite
- Menstrual Cramping
- Nausea and Vomiting
- Numbness
- Pink Eye
- Rash
- Runny Nose
- Sinus
- Sore Throat
- Stress
- Urinary Tract Infection (UTI)

Questions?

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