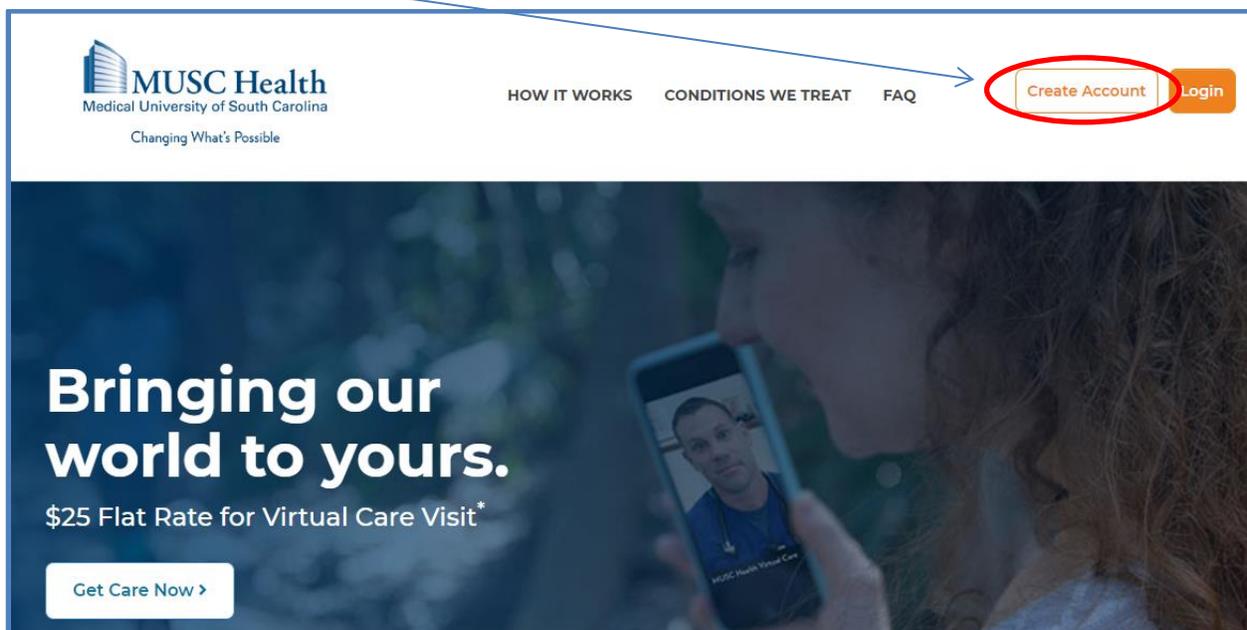# Steps to create a MUSC Health Virtual Care account

1. Navigate to musc.care
   - This will launch MUSC Health Virtual Care.
   - Follow the directions below, clicking as directed within the application.

2. Click **Create Account**

3. The following screen will appear. Click **Create Account** again.

4. Next, if you are a part of one of the available groups, select the appropriate circle and click **Continue**.

Are you a member of any of these groups? (Optional)

For patients who receive MUSC Health Virtual Care through their insurance plan, employer, or other group, please select your group.

○ MUSC Business Partners

○ MUSC Employees, Students, & Dependents

○ MUSC Health Alliance ACO (Select Medicare patients only)

○ SCMA Members' Insurance Trust Members

○ State Health Plan

○ None of these groups apply to me

CONTINUE

5. The next screen prompts you for your demographic information. **Complete** all of the fields.

Account Setup

Personal Information

Legal First Name *

Legal Last Name *

Sex *

○ Male   ○ Female

Birth Date (MM/DD/YYYY) *

Contact Information

Address Line 1 *

Address Line 2

City *

State *

-- Please select --

Zip Code *

Phone *

☐ Send text message updates about diagnosis and prescription status. Standard messaging rates may apply.

6. You will also be prompted to complete your account information.
   - Check the Agree to the Terms of Service & Privacy Policy box, and click **Create Account** to complete the process.

Account Information

Email *

Password *   Password Confirmation *

Your password must be at least 8 characters long and contain one capital letter, one lowercase letter and one number

Legal agreements

☐ I agree to the MUSC Health Virtual Care Terms of Service and Privacy Policy.

CREATE ACCOUNT   Cancel

7. A confirmation email will be generated and sent to the email used for registration. Check your email and click on the link of the confirmation to confirm you MUSC Virtual Health account.

Please Confirm Your Account   **MUSC Health**
                                Medical University of South Carolina

Hi Brenda!

Please confirm your MUSC Health Virtual Care account email through the following link:

CONFIRM MY ACCOUNT

CUSTOMER SUPPORT, TREATMENT PLAN OR PRESCRIPTION QUESTIONS:

Please call MUSC Health Virtual Care support at (843) 491-1269.

Thank you for using MUSC Health Virtual Care,
The MUSC Health Virtual Care Team

Having trouble with the link? Copy & paste the following into your browser.
https://muscvirtualcare.zipnosis.com/patient/confirmation?confirmation_token=PeuQBtwSaeJ_XB7qVcPT

Terms of Service | Privacy Policy | FAQ | Customer Support - (843) 491-1269

Your account has now been created! You are now ready to start your visit!

Please call **843-792-9907** with any questions or concerns related to setting up your account.
For general COVID-19 questions, please call 843-985-8888.

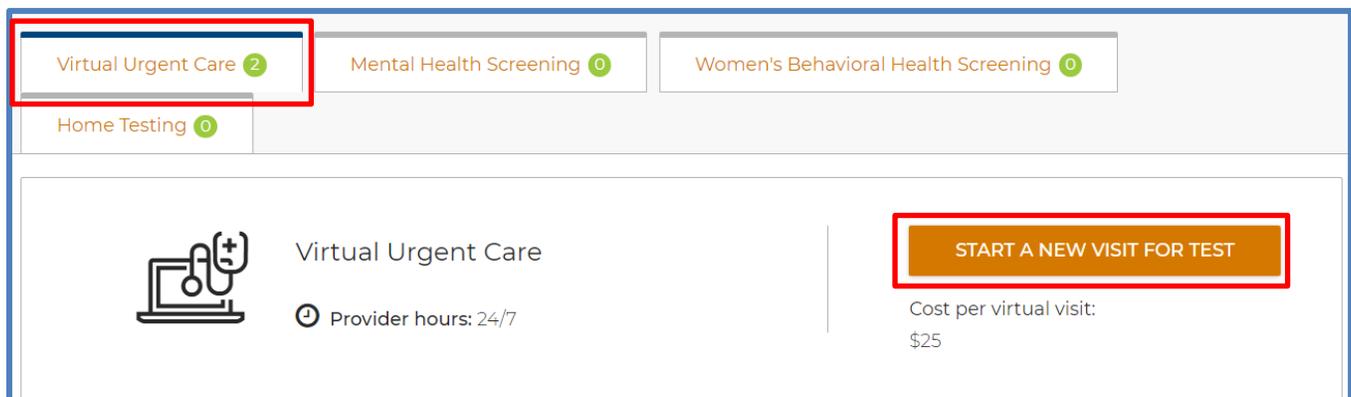# Steps to Complete a COVID-19 Online Screening in MUSC Health Virtual Care

1. **Navigate** to musc.care
   - This will launch MUSC Health Virtual Care.
   - **Login**.
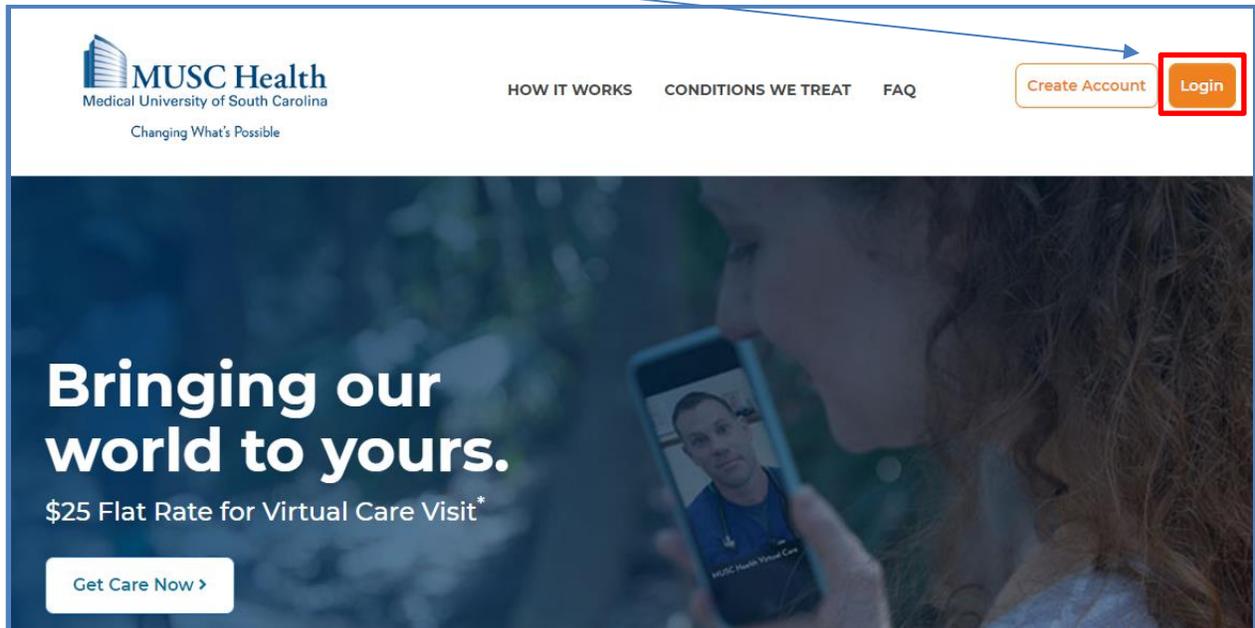
2. **Select** the appropriate patient for the virtual visit.
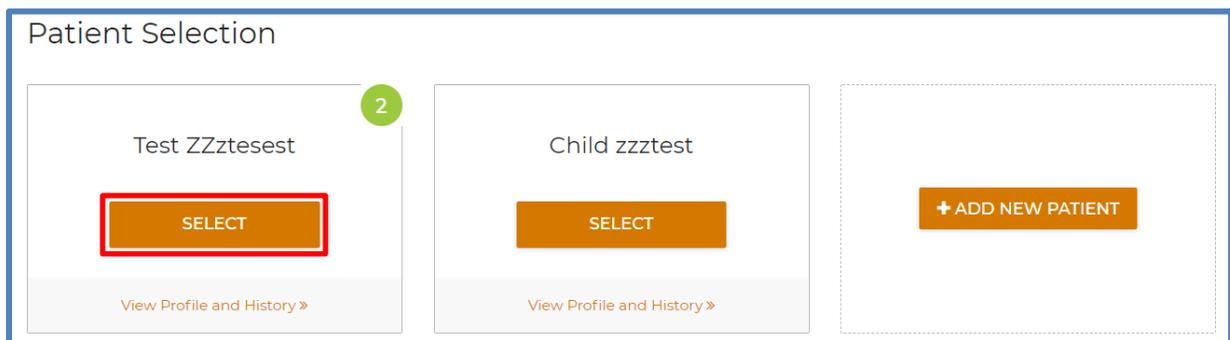
3. **Select** Virtual Urgent Care and then "Start a New Visit".

4. **Agree** to the MUSC Health Terms of Service and Privacy Policy and **acknowledge** the Informed Consent and Terms of Use.
   - Click **Continue**.

5. **Indicate** if you have a serious health problem.
   - If you are completing a MUSC Health Virtual Urgent Care encounter for COVID-19 screening, select "**No**". Online COVID-19 screening is available for patients regardless of serious health conditions.
   - Click **continue**.

6. **Select** COVID-19 (Coronavirus), Respiratory Infections, and Allergies as the reason for the visit.
   - **Click select** on the COVID-19 (Coronavirus) Visit to begin your encounter. This should be used for both Covid testing and Antibody testing.

7. For COVID-19 encounters, promo code **COVID19** can be used at payment to cover the $25 encounter fee.

8. Once you complete your encounter, **route** to the provider for review.
   - Following the provider's review and assessment, you will receive an email informing you that the encounter summary is available via the musc.care portal.
   - **Closely follow any instructions you receive from the provider.**

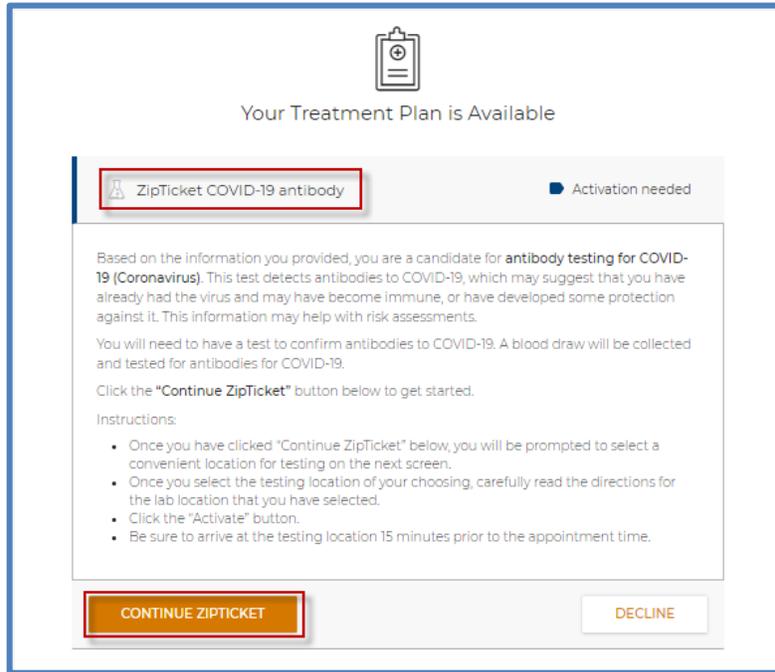# Steps to Activating a MUSC Health Virtual Urgent Care ZipTicket

PLEASE NOTE: Covid-19 Testing <u>REQUIRES</u> a scheduled appointment after the ZipTicket is activated.

1. After the provider's review of your encounter, you will receive an email prompting you to login to musc.care.

2. Log into musc.care and access your "Treatment Plan".
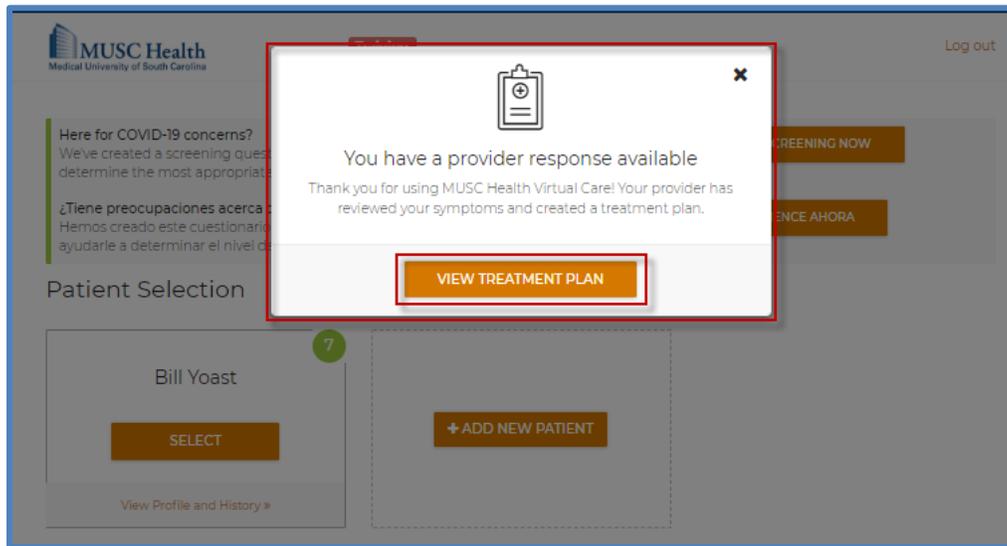
3. You will be issued <u>one of two</u> ZipTickets based on the symptoms documented in your encounter.
    a. **ZipTicket COVID-19 Antibody** is for asymptomatic patients who are indicated for antibody testing.
    b. **ZipTicket COVID-19 Test** is for symptomatic patients who require testing to determine if they **<u>currently</u>** have the COVID-19 virus.

4. **Select** "Continue ZipTicket" to activate your ZipTicket.

5. Pick the desired location and "Select Location".
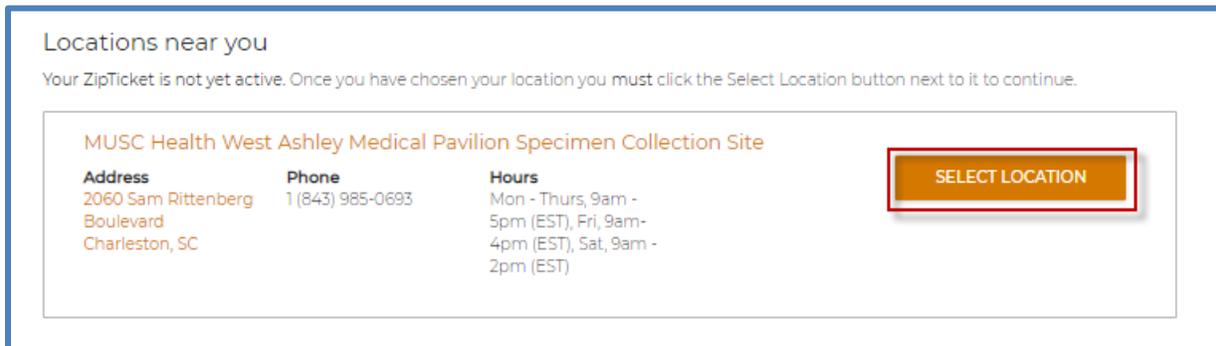
6. Carefully review the **Directions** and "Activate" the ZipTicket.
   PLEASE NOTE:
   a. **ZipTicket COVID-19 Antibody** ("blood draw") is for asymptomatic patients who are indicated for antibody testing and **no appointment is necessary for the blood draw**. You may present at any of the labs listed in the instructions after the ZipTicket is activated.
   b. **ZipTicket COVID-19 Test** ("respiratory collection") is for symptomatic patients who require testing to determine if they <u>currently</u> have the COVID-19 virus. **Covid-19 Testing <u>REQUIRES</u> a scheduled appointment after the ZipTicket is activated.**

Activate ZipTicket

COVID-19 Test

Directions for MUSC Health West Ashley Medical Pavilion Specimen Collection Site

Please DO NOT go directly to the lab. An appointment is REQUIRED for testing. Scheduling will be completed online through MyChart. If you do not have a MUSC Health MyChart account, please request and active your account using the following link: http://mychart.musc.edu.

Address Change
2060 Sam Rittenberg Boulevard
Charleston, SC 29407

Phone
1 (843) 985-0693

Hours
Mon - Thurs, 9am - 5pm (EST), Fri, 9am-4pm (EST), Sat, 9am - 2pm (EST)

ACTIVATE

Please call **843-792-9907** with any questions or concerns related to setting up your account. For general COVID-19 questions, please call 843-985-8888.