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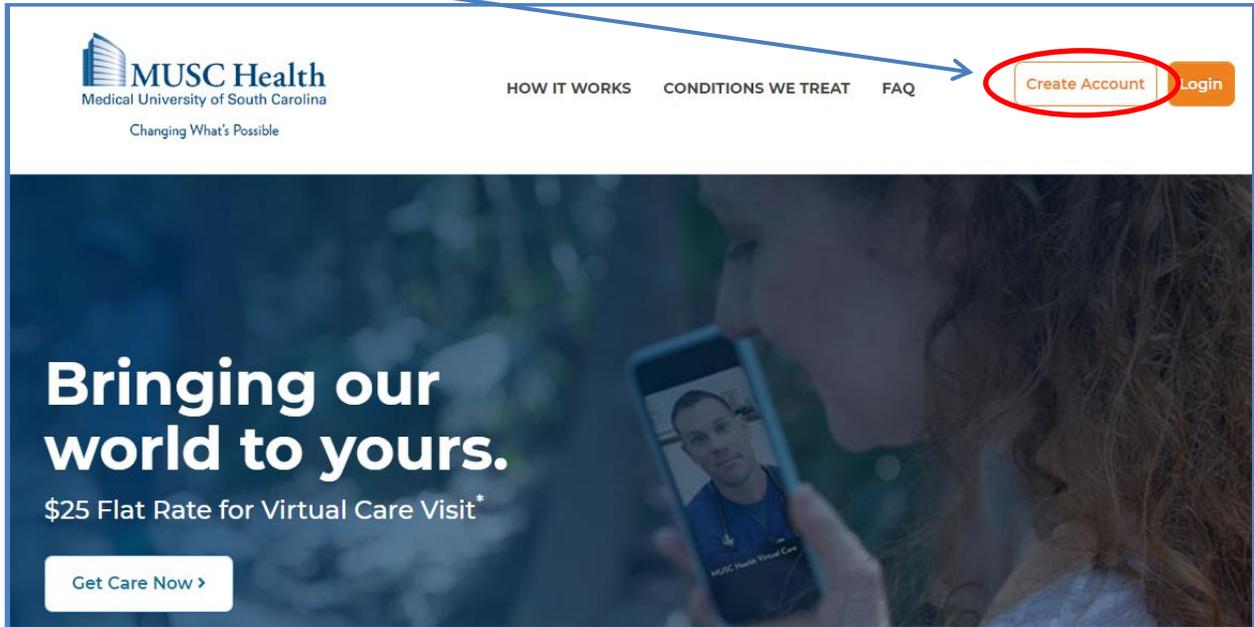
1.  Navigate to musc.care
    - This will launch MUSC Health Virtual Care.
    - Follow the directions below, clicking as directed within the application.

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**. (If you have the State Health Plan please click the indicated circle as seen below; otherwise, we are MUSC Business Partners and you will need to provide the code: COVID19 if visiting for COVID testing)

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

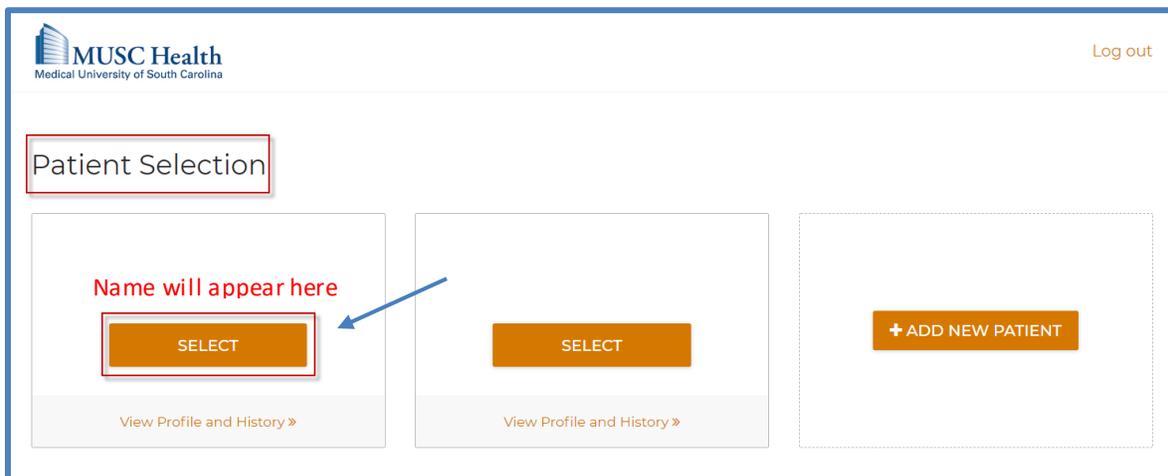Your account has now been created! You are now ready to start your visit!

Please call **843-792-1892** with any questions or concerns related to setting up your account.

## Steps to Complete a COVID-19 Online Screening in MUSC Health Virtual Care
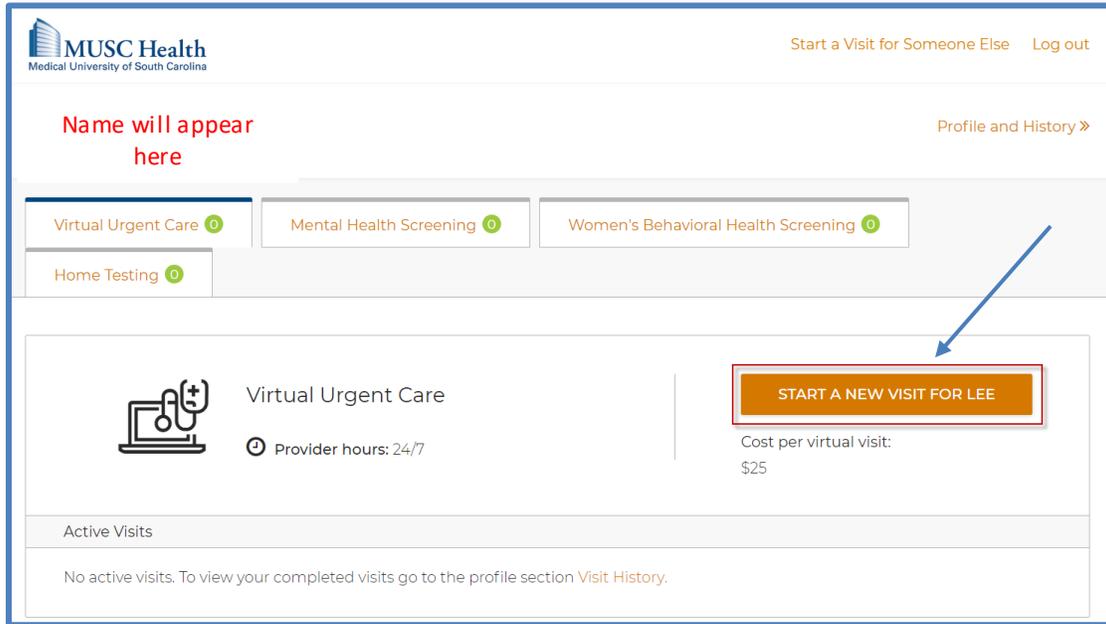
1. **Navigate** to musc.care
   - This will launch MUSC Health Virtual Care.
   - **Login**.
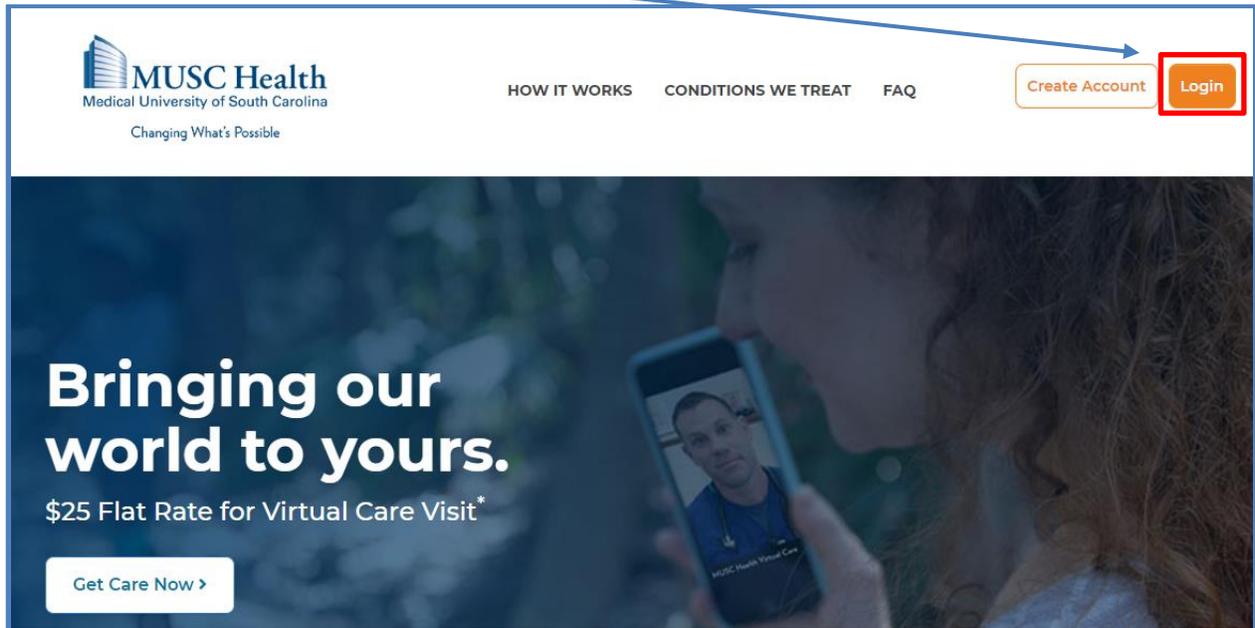


2. **Select** the appropriate patient for the virtual visit.

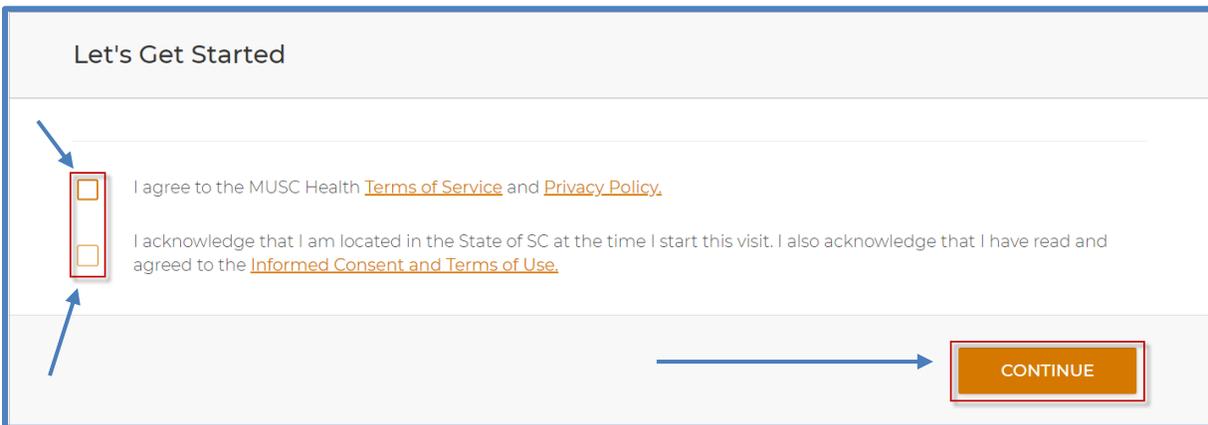3. **Select** "Start a New Visit".



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**.

Do you have a serious health problem?

You should not use MUSC Health Virtual Care **for a serious health problem**. Some examples of serious health issues are:

- Chest Pain
- Excessive bleeding
- If you have certain immune disorders or are currently undergoing chemotherapy
- If you had a recent surgery or hospitalization (within the last 14 days)

IF YOU ARE HERE FOR ONLINE COVID-19 SCREENING, PLEASE SELECT "NO" BELOW. ONLINE COVID-19 SCREENING IS AVAILABLE FOR PATIENTS REGARDLESS OR SERIOUS HEALTH CONDITIONS.

Do you have a serious health problem?        ○ Yes        ○ No

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.

What is the reason for this visit?

COVID-19 (Coronavirus), Respiratory infections, and Allergies
✕ CLOSE

Women's health
VIEW OPTIONS

Eye, ear, and mouth problems
VIEW OPTIONS

COVID-19 (Coronavirus) Visit
Evaluation of possible COVID-19 (Coronavirus) by a healthcare provider        SELECT

Cold, Sinus Infection, or Influenza (Flu)
Stuffy or runny nose, cough, sore throat, headache, fever, muscle aches        SELECT

Hay Fever/Allergies
Stuffy or runny nose, sneezing, eye redness or itchiness of the eyes, ears, nose, or throat caused by allergies        SELECT

7. 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.**

8. Once provider has reviewed the encounter, they will issue a ZipTicket. You will need to login to your MUSC account to access your summary and ZipTicket.
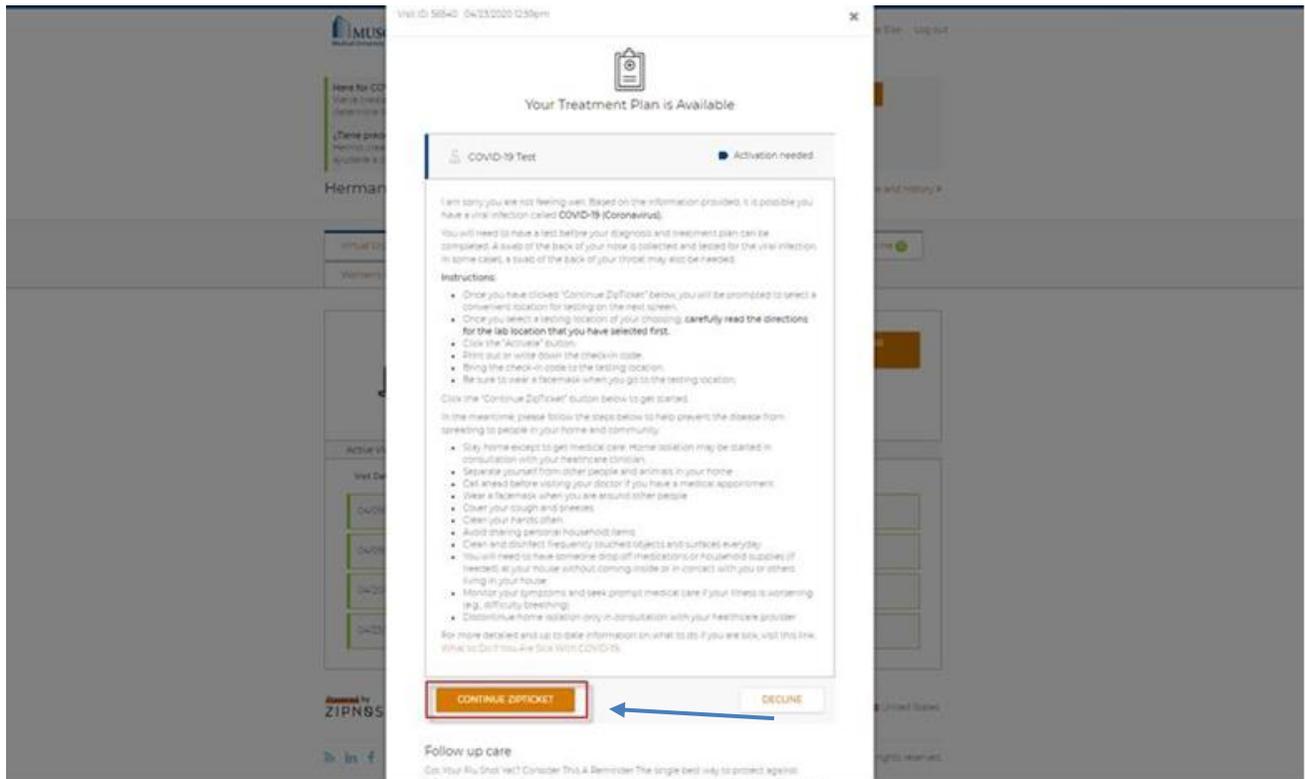
9. Once you click "Continue ZipTicket" as indicated above. You will be routed to a screen to select a location for your testing. The locations that appear will be sites within 60 minutes of your location. You may use the magnifying glass to search for other locations. You must then select the location of preference to move forward.

10. Once you select the location of your testing, you will need to click "Activate" on the next screen (shown below)

**MUSC Health**
Medical University of South Carolina

Training

Start a Visit for Someone Else    Dashboard    Log out

## Activate ZipTicket

COVID-19 Test

### Directions for Doctors Care Cayce

Please do not go straight to the testing center. You will receive a call within 24 hours to schedule an appointment. An appointment is REQUIRED for testing.

**Address** Change
977 Knox Abbott Drive
Cayce, SC 29203

**Phone**
1 (803) 758-2596

**Hours**
Monday - Saturday, 10am - 1pm

**ACTIVATE**

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11. Once you activate, you can retrieve your ZipTicket for specimen collection site instructions. You should follow the instructions carefully.