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)

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

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 your MUSC Virtual Health account.

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](http://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.

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.

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