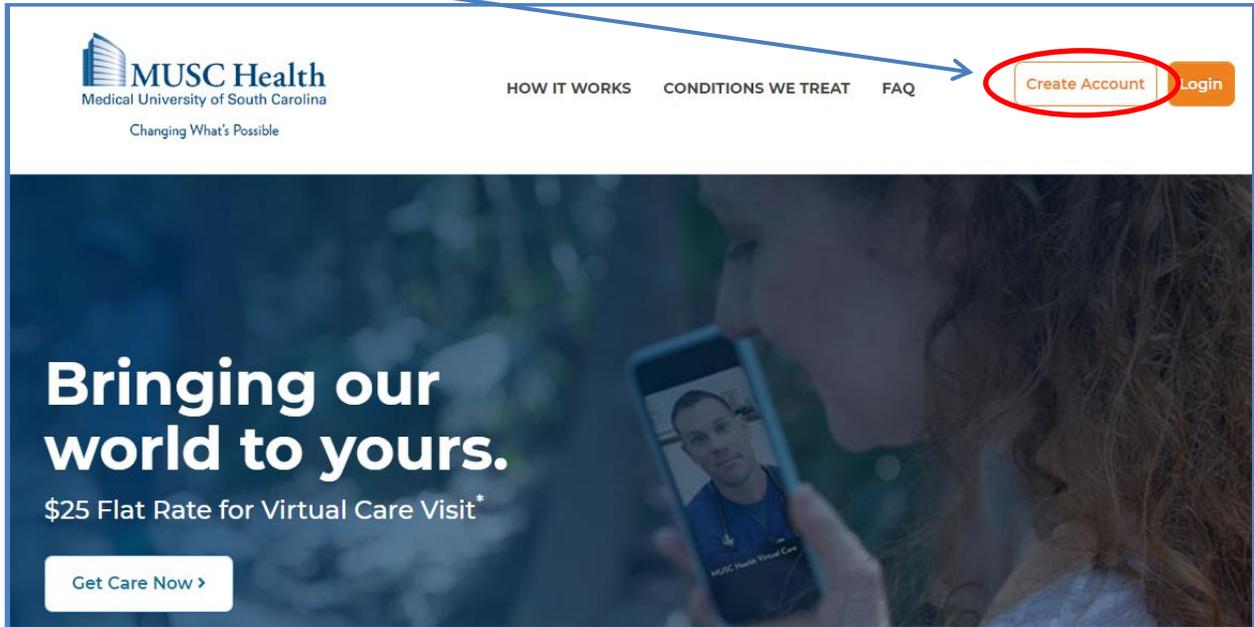


Steps to create a MUSC Health Virtual Care account

1. Navigate to [musccare](https://musccare.com)
 - 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.

The screenshot shows a "Log in" form with a close button (X) in the top right corner. The form contains two input fields: "Email address" and "Password". To the right of the "Password" field is a link for "Forgot password?". At the bottom left is a "LOG IN" button. At the bottom right, the "Create account" link is circled in red, and a blue arrow points from step 3 of the instructions to it.

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 *

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 

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

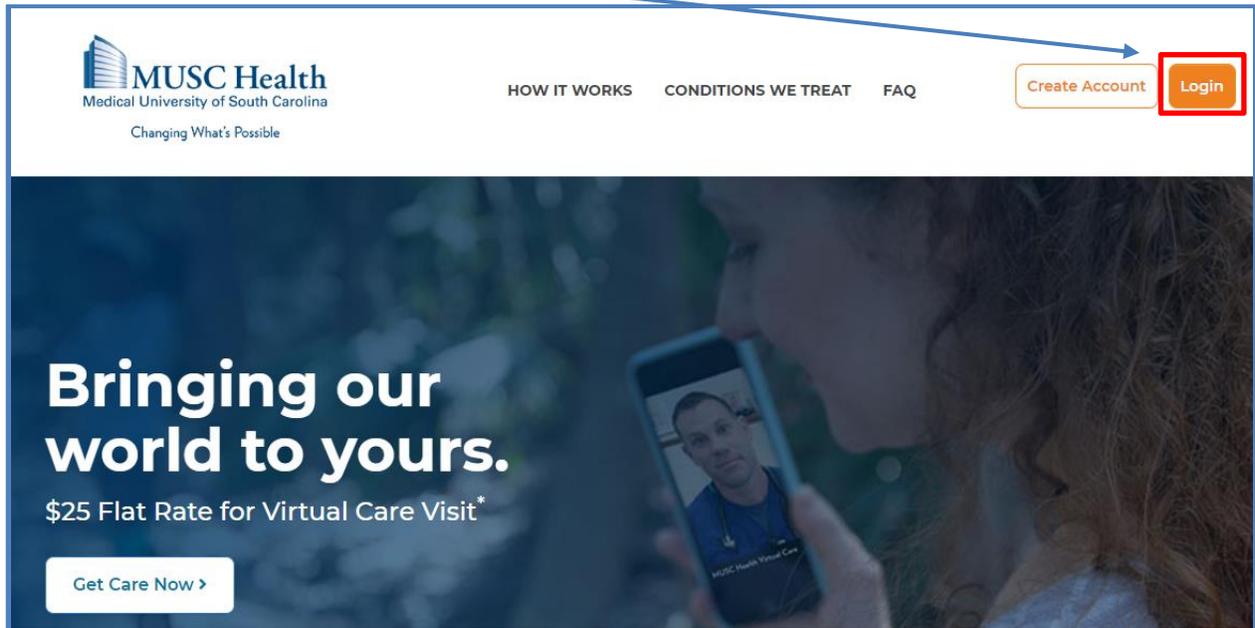
[Terms of Service](#) | [Privacy Policy](#) | [FAQ](#) | Customer Support - (843) 491-1269

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

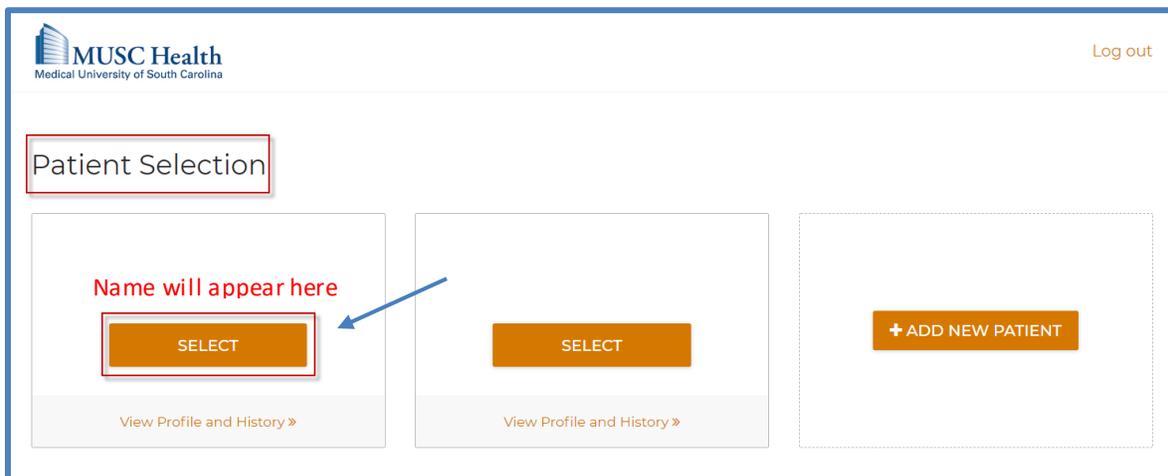
Please call **843-792-1892** with any questions or concerns related to setting up your account.

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

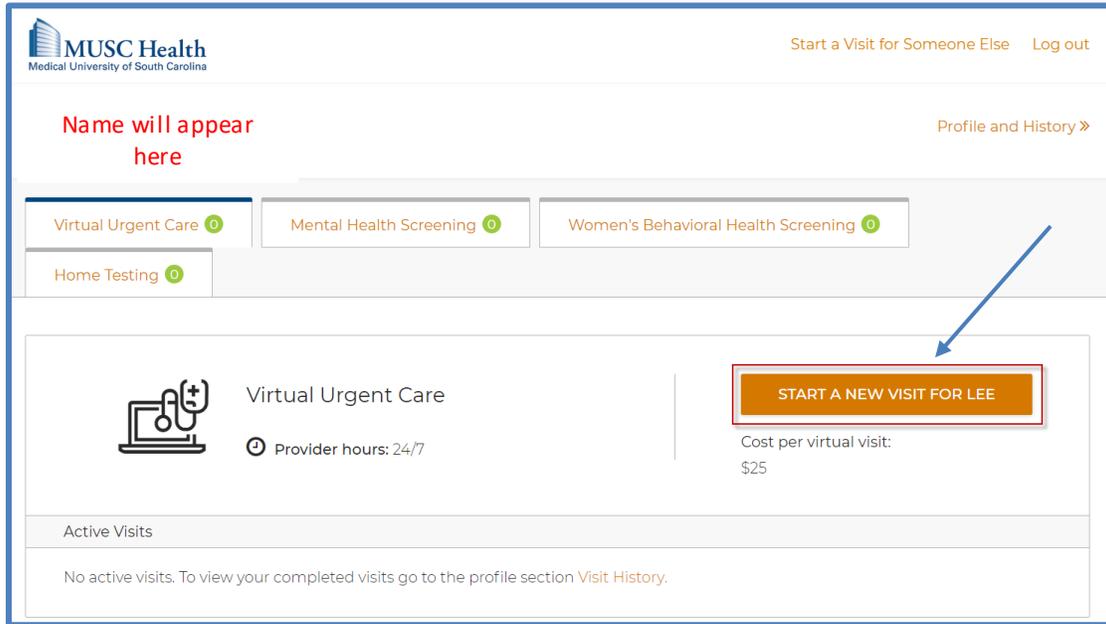
1. **Navigate to [musc.care](https://musccare.com)**
 - This will launch MUSC Health Virtual Care.
 - **Login.**



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

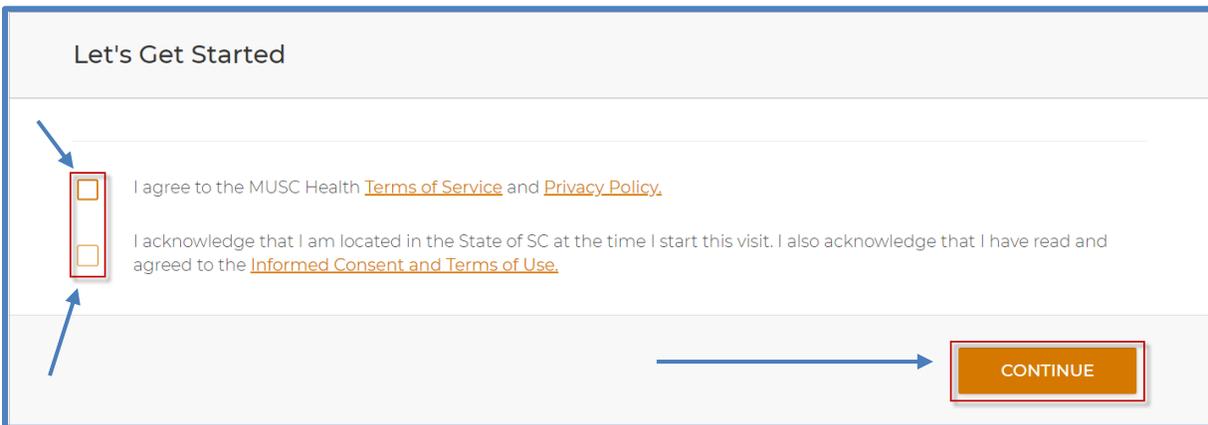


3. Select "Start a New Visit".



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 OF 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
x 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

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

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

SELECT

SELECT

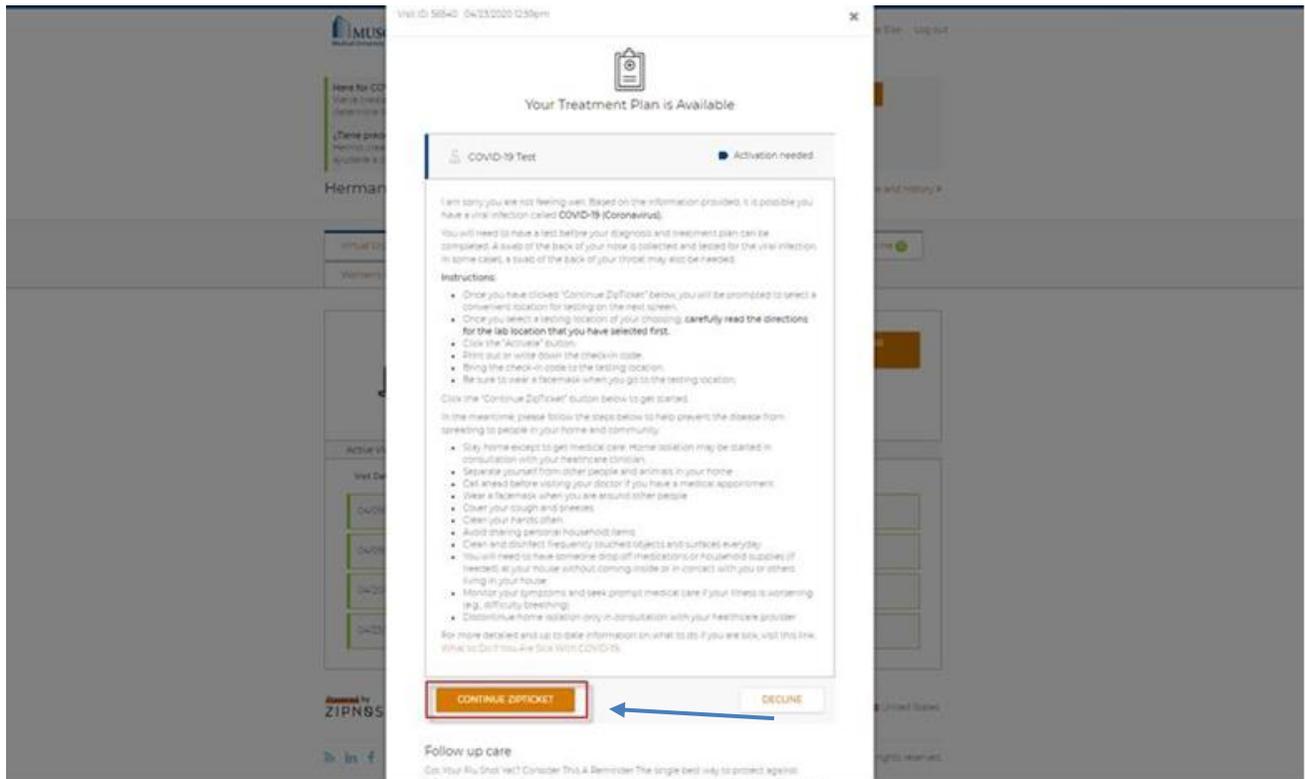
SELECT

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.

The screenshot displays the MUSC Health website interface. At the top, there is a navigation bar with the MUSC Health logo, a 'Training' button, and links for 'Start a Visit for Someone Else', 'Dashboard', and 'Log out'. Below the navigation bar is a Google Map of Columbia, SC, with a magnifying glass icon highlighted in the top-left corner. Below the map, the text reads 'Locations near you' and 'Your ZipTicket is not yet active. Once you have chosen your location you must click the Select Location button next to it to continue.' A list of nearby locations is shown, with the first entry being 'Doctors Care Cayce'. The entry includes the address '977 Knox Abbott Drive, Cayce, SC', the phone number '1 (803) 758-2596', and the hours 'Monday - Saturday, 10am - 1pm'. A blue arrow points from the magnifying glass icon on the map to the 'SELECT LOCATION' button next to the 'Doctors Care Cayce' entry. At the bottom of the page, there is a footer with the text 'Powered by ZIPNOISIS' and links for 'Accessibility', 'Terms of Service', 'Privacy Policy', 'FAQ', 'Click Here for Help', and 'United States'.

Provider hours: 24/7

MUSC Health
Medical University of South Carolina

Training

Start a Visit for Someone Else Dashboard Log out

Locations near you

Your ZipTicket is not yet active. Once you have chosen your location you must click the Select Location button next to it to continue.

Doctors Care Cayce	Phone	Hours
Address 977 Knox Abbott Drive Cayce, SC	1 (803) 758-2596	Monday - Saturday, 10am - 1pm

SELECT LOCATION

Powered by
ZIPNOISIS

Accessibility Terms of Service Privacy Policy FAQ Click Here for Help United States

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

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



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

MUSC Health
Medical University of South Carolina

Training

Start a Visit for Someone Else Dashboard Log out



Your Treatment Plan is Available

Dear Herman,

Instructions 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.

 COVID-19 Test  Result:

I am sorry you are not feeling well. Based on the information provided, it is possible you have a viral infection called **COVID-19 (Coronavirus)**.

Your ZipTicket is now active.

Carefully read the directions on your printable ticket before doing anything else.

If you have already completed your testing, your healthcare provider will contact you with your test results when available, and talk to you about what to do next.

In the meantime, please follow the steps below to help prevent the disease from spreading to people in your home and community.

- Stay home except to get medical care. Home isolation may be started in consultation with your healthcare clinician.
- Separate yourself from other people and animals in your home
- Call ahead before visiting your doctor if you have a medical appointment
- Wear a facemask when you are around other people
- Cover your cough and sneezes
- Clean your hands often
- Avoid sharing personal household items
- Clean and disinfect frequently touched objects and surfaces everyday
- You will need to have someone drop off medications or household supplies (if needed) at your house without coming inside or in contact with you or others living in your house
- Monitor your symptoms and seek prompt medical care if your illness is worsening (e.g., difficulty breathing)
- Discontinue home isolation only in consultation with your healthcare provider

For more detailed and up to date information on what to do if you are sick, visit this link: [What to Do if You Are Sick With Coronavirus Disease 2019 \(COVID-19\)](#).

LAB DETAILS ←

Follow up care

Got Your Flu Shot Yet? Consider This A Reminder The single best way to protect against influenza is to get vaccinated each year because protection against the flu wears off over time. In addition, the flu strains in the vaccine often change from year-to-year in order to match the flu viruses expected to be circulating in the community. For more information please call 843-792-7000.