



VIRTUAL URGENT CARE
VISITS WITH YOUR
@DOC.SC.GOV
EMAIL ADDRESS

Get Care Now

MUSC Health is now offering an easy-to-use online virtual urgent care service at a \$20 rate when you register using your @doc.sc.gov email address.

- 1 It's easy! Go to the website:
MUSChealth.org/virtual-care
- 2 Click on "Get Care Now" then "Create Account"
- 3 Select "MUSC Business Partners" then add your @doc.sc.gov email address.

Common conditions we treat include allergy/hay fever, pink eye, sinus infection, skin rash, sore throat, UTI, flu, and over 40 more!

Questions?

Email telehealthcallcenter@musc.edu or call MUSC Health Virtual Urgent Care Support at 843-261-5940.



Receive quality care from a trusted MUSC provider for your whole family



Most visits take just 15 minutes



\$20 rate for you and your family members



MUSC Health
Medical University of South Carolina

Changing What's Possible

To start an appointment visit, MUSChealth.org/virtual-care

Account FAQs

Business Partners

A. I have never used MUSC Health Virtual Urgent Care: How do I sign up?

- To get set up with an account, simply visit MUSChealth.org/virtual-care and create an account using your @doc.sc.gov email address. Make sure you select the Benefit Group: “MUSC Business Partners.”
- After creating your account, you will receive an email, which asks you to verify your account.

B. My family has not signed up for MUSC Health Virtual Urgent Care. How do I create their accounts so they can also receive this benefit?

- Once you have created your account using your @doc.sc.gov email address, at any time you can add a family member (spouse, child, or other legal dependent).
- Login to your Virtual Urgent Care account. Select “Add a new patient.”
- When creating their account, be sure to select the Benefit Group: “MUSC Business Partners.”

C. I have already created a MUSC Health Virtual Urgent Care account, but I did not use my @doc.sc.gov email address. Can I still get the benefit?

- To receive this benefit, you will need to change the email address on your profile.
- Login to your account. In the top right corner, select “My Profile.”
- Under “Patient Details,” select the Edit button.
- Update your email address with your @doc.sc.gov email address.
- Type in your current password to confirm the change.
- You will also be sent an email to your original email address to verify the change.
- Next, you will need to update your Benefit Group.
- Right above the Email Address section, select the benefit group “MUSC Business Partners.”
- Select “Update Profile” to save the changes.

D. My family member (spouse, child, and/or legal dependent) has already created a MUSC Health Virtual Urgent Care account. How do I make sure they are able to receive the benefit?

- Once you have created your account using your @doc.sc.gov email address, at any time you can manage your family (spouse, child, or other legal dependent).
- You will need to create a new, duplicate account for the family member for them to receive the benefit. *(Note - a duplicate account only needs to be created if the family member has a separate, unique login not connected to your account.)*
- Next, scroll down to the Group Benefits section to edit the details of the profile, then, select the “MUSC Business Partners” benefit group. This will link the family member to your profile.
- Select “Update Profile” to save the changes.

E. I already have a Virtual Urgent Care account that uses my @doc.sc.gov email address.

- Simply login to your account. In the top right corner, select “My Profile.”
- Under “Patient Details,” select the Edit button.
- Scroll down to the Group Benefits section, select the benefit group “MUSC Business Partners”
- Select “Update Profile” to save the changes.

If you need additional assistance, please email telehealthcallcenter@muscedu or call MUSC Health Virtual Urgent Care Support at 843-261-5940.