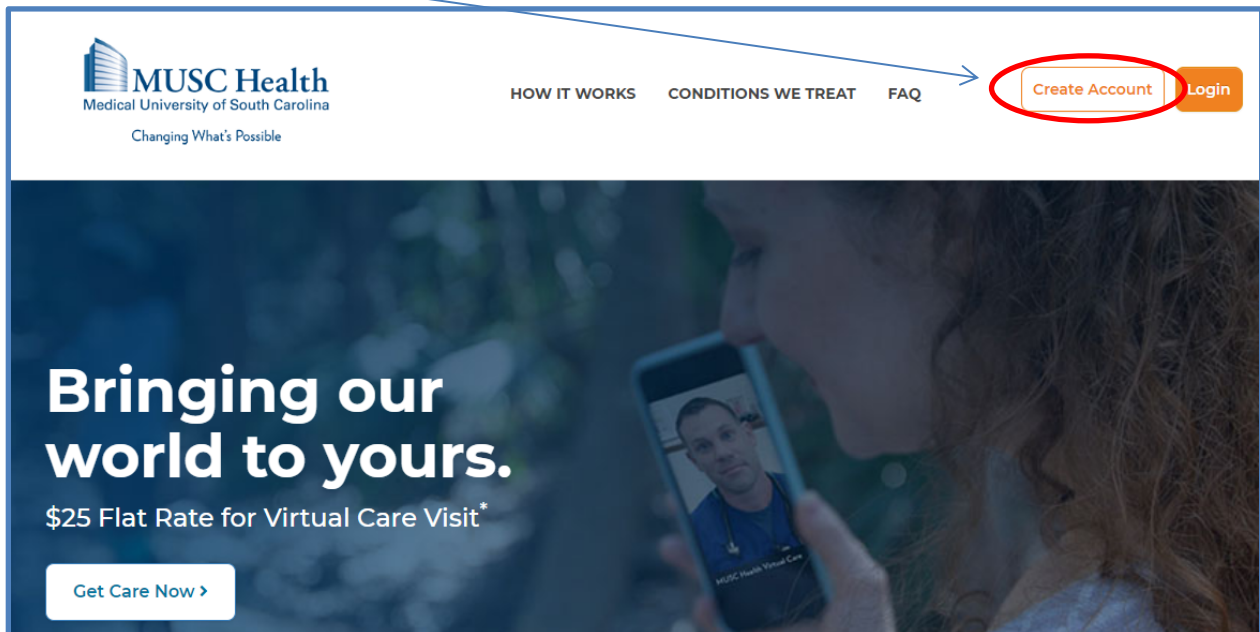


Steps to create a MUSC Health Virtual Care account

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.

A screenshot of the 'Log in' form. The form has a title 'Log in' with a close button (X) in the top right corner. It contains two input fields: 'Email address' and 'Password', both outlined in orange. To the right of the 'Password' field is a link 'Forgot password?'. At the bottom left is an orange 'LOG IN' button. At the bottom right is a 'Create account' button, which is circled in red. A blue arrow points from the 'Create Account' button in the previous screenshot to this 'Create account' button.

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. Acknowledge the Legal agreements, then click **Create Account**.

 [How it Works](#) [Conditions We Treat](#) [FAQ](#) [LOG IN](#)

Complete your registration

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 *

Account Information

Email *

Password *

Password Confirmation *

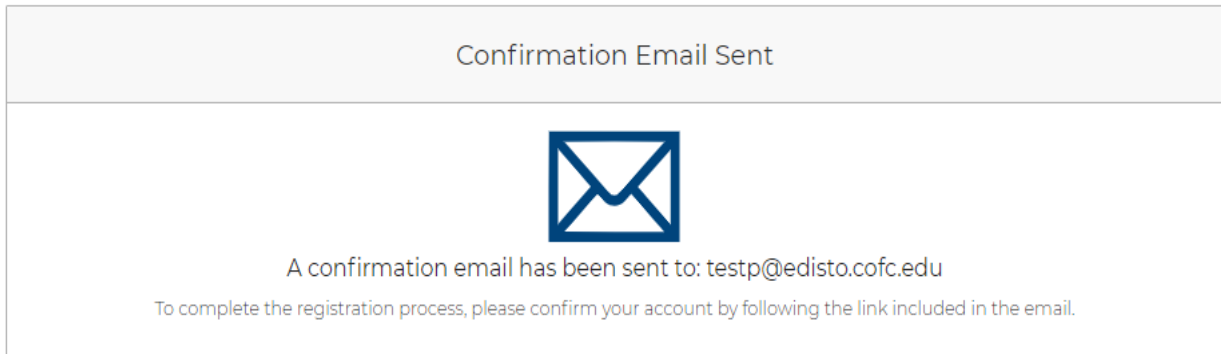
Your password must be at least 8 characters long and contain one capital letter, one lowercase letter and one number

Legal agreements

☐ I agree to the MUSC Health Virtual Care [Terms of Service](#) and [Privacy Policy](#).

CREATE ACCOUNT [Cancel](#)

6. A confirmation email will be generated and sent to the email used for registration.



7. Check your email and click on the link of the confirmation to confirm your MUSC Virtual Health account.

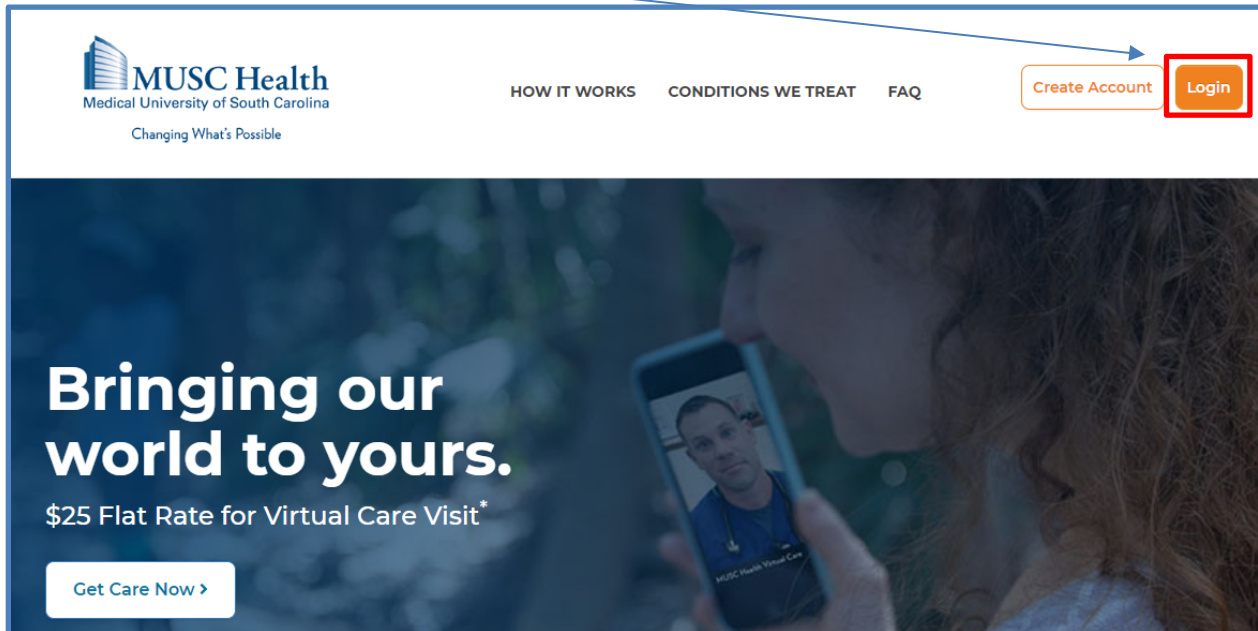


Your account has now been created! You are now ready to start your visit!

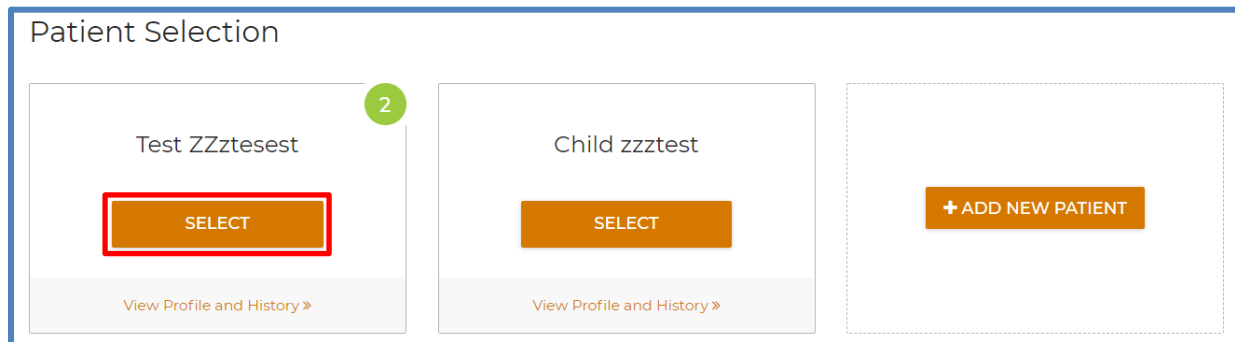
Please call **843-804-4229** with any questions or concerns related to setting up your account.
For general COVID-19 questions, please call 843-985-8888.

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

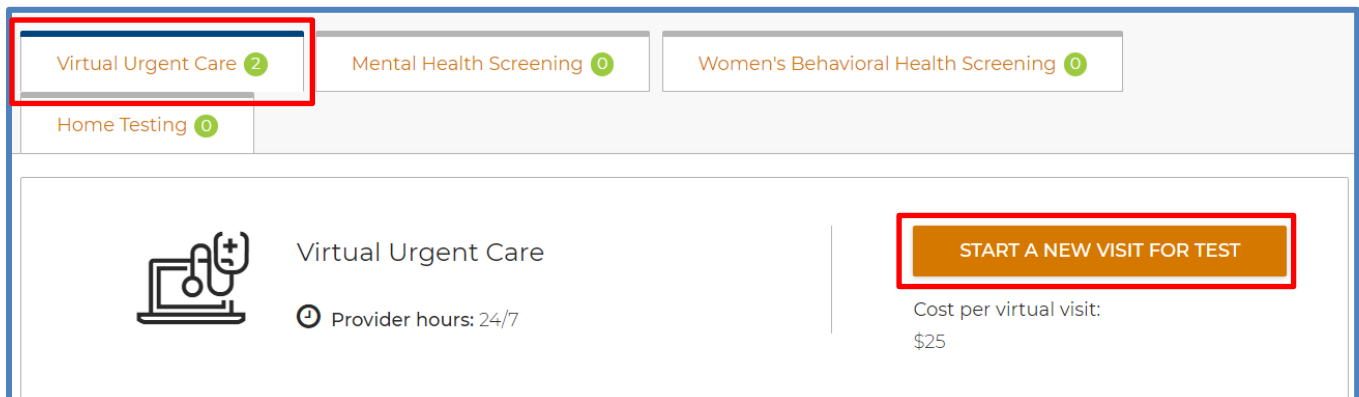
1. **Navigate** to [musc.care](https://musccare.com)
 - This will launch MUSC Health Virtual Care.
 - **Login.**



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**.

Let's Get Started

☐

I agree to the MUSC Health [Terms of Service](#) and [Privacy Policy](#).

☐

I acknowledge that I am located in the State of SC at the time I start this visit. I also acknowledge that I have read and agreed to the [Informed Consent and Terms of Use](#).

CONTINUE

5. **Indicate** if you have a serious health problem.

- 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** on the COVID-19 (Coronavirus) Visit to begin your encounter. This should be used for both Covid testing and Antibody testing.

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

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

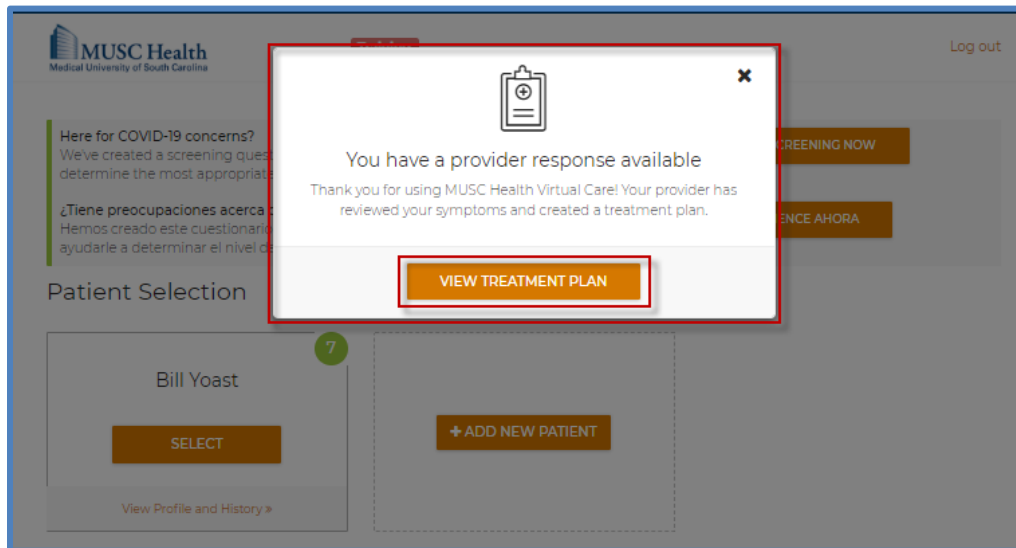
SELECT

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.**

Steps to Activating a MUSC Health Virtual Urgent Care ZipTicket


PLEASE NOTE: Covid-19 Testing REQUIRES 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 one ZipTicket based on the symptoms documented in your encounter.
 - a. **ZipTicket COVID-19 symptomatic screening** is for symptomatic patients who require testing to determine if they currently have the COVID-19 virus.
 - b. **ZipTicket COVID-19 asymptomatic screening** is for patients without symptoms who require testing to determine if they currently have the COVID-19 virus.
 - c. **ZipTicket COVID-19 Antibody** is for asymptomatic patients who are indicated for antibody testing.

4. **Select “Continue ZipTicket”** to activate your ZipTicket.


Your Treatment Plan is Available

 ZipTicket COVID-19 antibody Activation needed

Based on the information you provided, you are a candidate for **antibody testing for COVID-19 (Coronavirus)**. This test detects antibodies to COVID-19, which may suggest that you have already had the virus and may have become immune, or have developed some protection against it. This information may help with risk assessments.

You will need to have a test to confirm antibodies to COVID-19. A blood draw will be collected and tested for antibodies for COVID-19.

Click the **"Continue ZipTicket"** button below to get started.

Instructions:

- Once you have clicked "Continue ZipTicket" below, you will be prompted to select a convenient location for testing on the next screen.
- Once you select the testing location of your choosing, carefully read the directions for the lab location that you have selected.
- Click the "Activate" button.
- Be sure to arrive at the testing location 15 minutes prior to the appointment time.

CONTINUE ZIPTICKET DECLINE

5. **Pick the desired location and “Select Location”**.

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.

| Address | Phone | Hours |
|---|------------------|---|
| MUSC Health West Ashley Medical Pavilion Specimen Collection Site 2060 Sam Rittenberg Boulevard Charleston, SC | 1 (843) 985-0693 | Mon - Thurs, 9am - 5pm (EST), Fri, 9am - 4pm (EST), Sat, 9am - 2pm (EST) |

SELECT LOCATION

6. Carefully review the **Directions** and **“Activate”** the ZipTicket.

PLEASE NOTE:

- ZipTicket COVID-19 symptomatic screening** is for symptomatic patients who require testing to determine if they currently have the COVID-19 virus. *This test requires a scheduled appointment after the ZipTicket is activated.*
- ZipTicket COVID-19 asymptomatic screening** is for patients without symptoms who require testing to determine if they currently have the COVID-19 virus. *This test requires a scheduled appointment after the ZipTicket is activated.*
- 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.

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 **843-804-4229** with any questions or concerns related to setting up your account.
For general COVID-19 questions, please call 843-985-8888.