

MUSC Virtual Urgent Care Account FAQs

Employees, Students, & Dependents

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

- To get set up with an account, simply visit this [link](#) and create an account using your musc.edu email address. Make sure to select the Benefit Group: “MUSC Employee, Student & Dependents”.
- After creating your account, you will receive an email, which asks you to verify your account.

B. My dependents have not signed up for MUSC Virtual Care. How do I create their account so they can also receive this benefit?

- Once you have created your account using your musc.edu email address, at any time you can add a dependent (spouse, child, or other legal dependent).
- Login to your Virtual Care account. Select “Add a new patient” as pictured below.
- When creating their account, be sure to select the Benefit Group: “MUSC Employees, Students, & Dependents”.

MUSC Health
Medical University of South Carolina

Training

Home My Profile Log out

Provider hours: 7:00AM - 11:00PM

You can start a visit for anyone on your account at any time. [Add a new patient](#) from the Profile.

Mike Berger

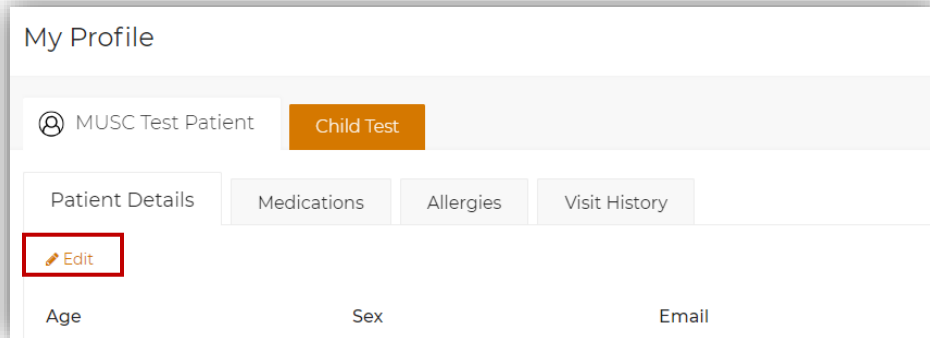
Current Visit status:
No active visits

Cost per Visit:
Online: \$25 | Phone: \$25
Video: \$25

START A NEW VISIT

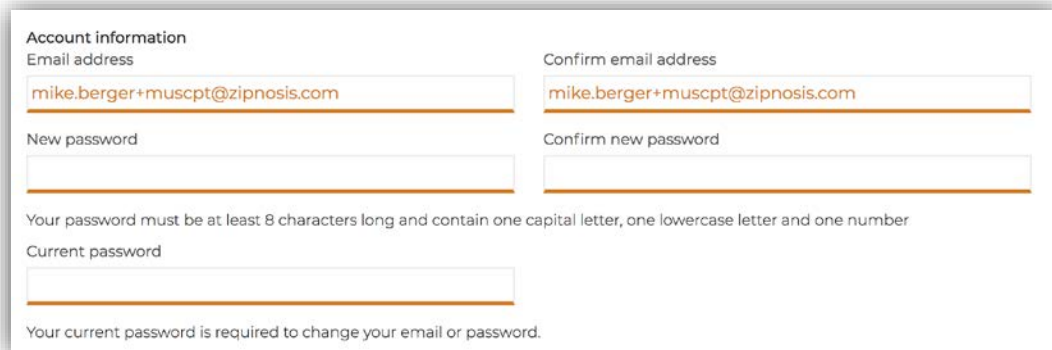
C. I have already created a MUSC Virtual Care account, but I did not use my musc.edu email address. Can I still get the benefit?

- 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



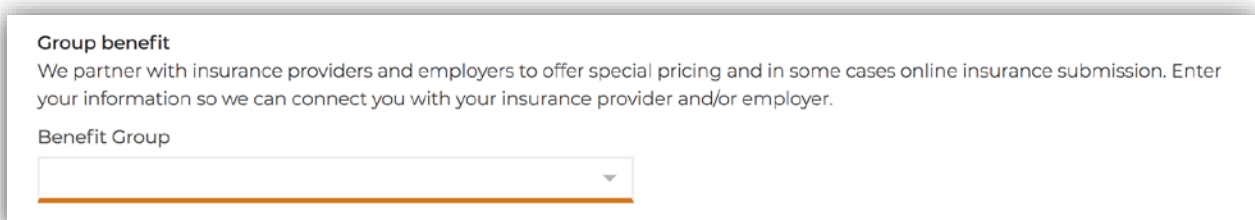
The screenshot shows the 'My Profile' page. At the top, there is a header with 'MUSC Test Patient' and a 'Child Test' button. Below this are tabs for 'Patient Details', 'Medications', 'Allergies', and 'Visit History'. The 'Patient Details' tab is active, and an 'Edit' button with a pencil icon is highlighted with a red box. Below the tabs, there are fields for 'Age', 'Sex', and 'Email'.

- Update your email address with your musc.edu 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.



The screenshot shows the 'Account information' form. It has two columns. The left column has 'Email address' with the value 'mike.berger+muscpt@zipnosis.com', 'New password' (empty), and 'Current password' (empty). The right column has 'Confirm email address' with the same value, and 'Confirm new password' (empty). Below the fields is a note: 'Your password must be at least 8 characters long and contain one capital letter, one lowercase letter and one number'. At the bottom, it says 'Your current password is required to change your email or password.'

- Next, you will need to update your Benefit Group.
- Right above the Email Address section, select the benefit group “MUSC Employees, Students, & Dependents”
- Select “Update Profile” to save the changes.



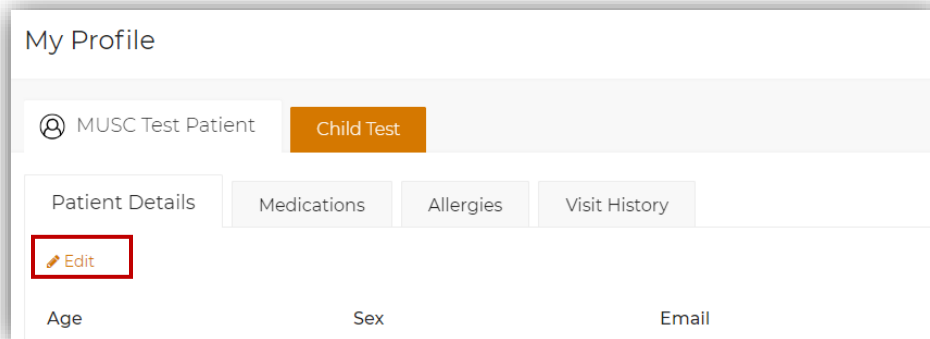
The screenshot shows the 'Group benefit' section. It starts with a heading 'Group benefit' and a paragraph: 'We partner with insurance providers and employers to offer special pricing and in some cases online insurance submission. Enter your information so we can connect you with your insurance provider and/or employer.' Below this is a label 'Benefit Group' and a dropdown menu with a downward arrow.

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

- Once you have created your account using your musc.edu email address, at any time you can manage your dependents (spouse, child, or other legal dependent).
- You will need to create a new, duplicate account for the dependent for them to receive the no charge benefit. *(Note – a duplicate account only needs to be created if the dependent 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 Employees, Students, & Dependents” benefit group. This will link the dependent to your profile.
- Select “Update Profile” to save the changes.

E. I already have a Virtual Care account that uses my musc.edu 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 Employees, Students, & Dependents”
- Select “Update Profile” to save the changes.

If you need additional assistance, please email telehealthcallcenter@musc.edu

or call

MUSC Virtual Urgent Care Support at 843-491-1269