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**.

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 **843-792-9907** 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
   - This will launch MUSC Health Virtual Care.
   - **Login.**

![MUSC Health Virtual Care login page](image)

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

![Patient Selection page](image)

3. **Select** Virtual Urgent Care and then “Start a New Visit”.

![Virtual Urgent Care selection](image)
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. This should be used for both Covid testing and Antibody testing.

![Image of visit selection options]

7. For COVID-19 encounters, promo code **COVID19** can be used at payment to cover the $25 encounter fee.

8. 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 of two ZipTickets based on the symptoms documented in your encounter.
   a. **ZipTicket COVID-19 Antibody** is for asymptomatic patients who are indicated for antibody testing.
   b. **ZipTicket COVID-19 Test** is for symptomatic patients who require testing to determine if they currently have the COVID-19 virus.
4. **Select** “Continue ZipTicket” to activate your ZipTicket.

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

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

   **PLEASE NOTE:**
   
   a. **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.
   
   b. **ZipTicket COVID-19 Test** (“respiratory collection”) is for symptomatic patients who require testing to determine if they **currently** have the COVID-19 virus. **Covid-19 Testing REQUIRES a scheduled appointment after the ZipTicket is activated.**
Please call 843-792-9907 with any questions or concerns related to setting up your account. For general COVID-19 questions, please call 843-985-8888.