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. Acknowledge the Legal agreements, then click **Create Account**.
6. A confirmation email will be generated and sent to the email used for registration.

![Confirmation Email Sent](image)

A confirmation email has been sent to: testp@edisto.cofo.edu
To complete the registration process, please confirm your account by following the link included in the email.

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

![Please Confirm Your Account](image)

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](http://musc.care)
   - 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**.

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

![Select COVID-19 Visit](image)

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.

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

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

PLEASE NOTE:

a. **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.*

b. **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.*

c. **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.
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.