Patient Guide to Virtual Health at UHS

Version 1
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Getting Started

Account Creation
You can create an account anytime at nyuhs.zipnosis.com

Your username will be the email address you register with.

Your initial password will be set by you after you receive an email invitation to activate your account.

Patient Creation of a Zipnosis Account
Patients can find step by step guidance on creating an account or accessing a scheduled appointment within the virtual platform by going to:

- Nyuhs.org/virtual
- Nyuhs.org/virtualhealth

Tip: Chrome or Safari web browsers work best!

Step 1: Go to nyuhs.zipnosis.com

Step 2: Click the orange button that says LOG IN
Step 3: Click the text that says Create account

Step 4: Enter information and follow instructions to create an account.

Tip: Questions about technology requirements can be directed to the Zipnosis support desk at (607) 545 - 4187
Adding a Dependent to an Account

If a patient needs to add a dependent he/she would open his/her account and click add patient:

Add the dependent’s information and then click ADD DEPENDENT
How to Navigate within the Virtual Health Platform

To access the Virtual Walk-In

To access a scheduled visit

To access the Virtual Walk-In

To access a scheduled visit
Accessing your Scheduled Appointment
Be careful not to start a Virtual Walk-In visit while checking in for your scheduled visit.

Select the tab that says UHS Scheduled Video Visit

Click to start your visit
Click start visit on the pop up

Click the boxes to acknowledge and consent

Enter the information you would like to share with the provider or clinician
Click continue to proceed

Interview complete

Thank you for completing the intake questions for your visit. We will pass along this information to the on-call provider for review. Please continue and we will connect you to a UHS provider via video.

CONTINUE  CANCEL VISIT

Select Submit Visit.

Payment Information

No payment is required at this time. We will send a claim to insurance on your behalf when the provider completes your visit. Based on your plan’s current coverage, you may be sent a bill up to $0.00.

Patient: Insurance
Baxter Benefit

SUBMIT VISIT

Patient will verify phone number and select “Enter Waiting Room”

Video Visit Check In

Before entering the waiting room, please provide a phone number for the provider to reach you in the event the video visit disconnects.

1 (607) 555-55

ENTER WAITING ROOM

Your video visit will expire 24 hours after your visit is completed. We won’t charge you if it does. Return to Dashboard.
Patient is now in the virtual waiting room

Video appointment

We've notified a provider that you are ready to start your video visit.
Your nutrition and health educator will be with you soon.

Your provider today is Nutritionist Provider
Technical Assistance and Support

Contact the Virtual Health Customer Support Desk: (607) 545-4187

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