

Patient Guide to Virtual Health at UHS

Version 3



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About Virtual Health

Virtual Health, also known as Telehealth, is an innovative way to connect with patients using technology and telecommunications systems. Virtual Health expands access to care and increases health equity. The UHS system is committed to innovation and quality by continuing to be a leader in the field of Virtual Health.

All UHS Virtual Health offerings are staffed by our local UHS providers, right here in our own community. We are here for you and your family. A Virtual Health visit allows you to see and hear your provider, clinician or care team member in real time through a secure platform that meets federal privacy standards and protects your confidentiality. We accept all insurances.



How to Use Virtual Health

For a scheduled visit with a primary, specialty, or therapy provider, please call your provider's office to request a virtual visit and they will determine if a visit through our Virtual Health program is right for you. If a virtual visit is appropriate, they will schedule the virtual appointment.

The [nationally accredited UHS Virtual Walk-In](#) brings care for common minor acute-care conditions to patients located anywhere in New York State 8:00 a.m. to 8:00 p.m., seven days a week. UHS Virtual Walk-In is staffed exclusively by UHS providers.



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.

Tip for Success:
Make sure your web browser is updated to the latest version!

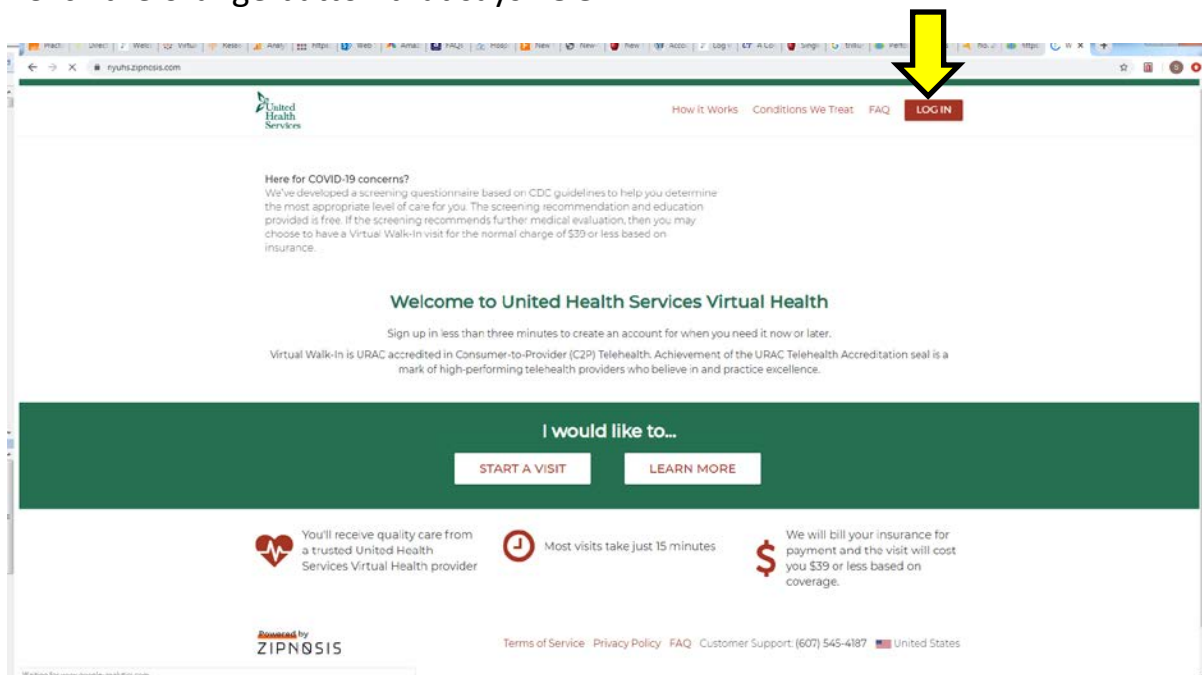
Patient Creation of a Zipnosis Account

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

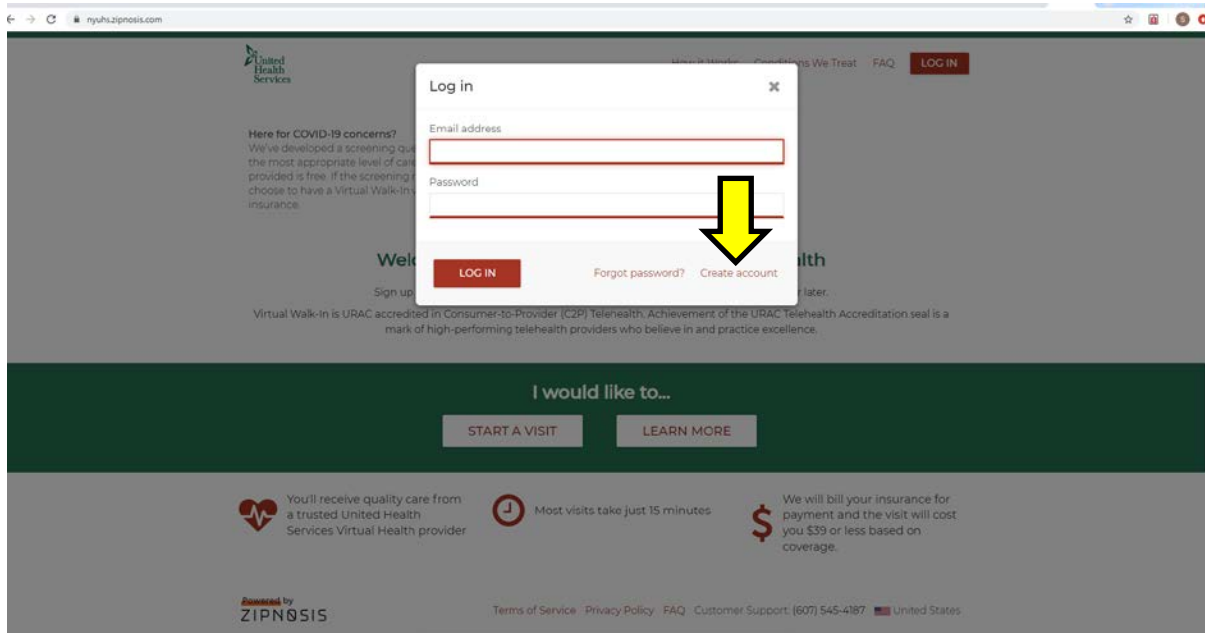
- [Nyuhs.org/virtual](https://nyuhs.org/virtual)
- [Nyuhs.org/virtualhealth](https://nyuhs.org/virtualhealth)

Step 1: Go to nyuhs.zipnosis.com

Step 2: Click the orange button that says LOG IN



Step 3: Click the text that says that says Create account

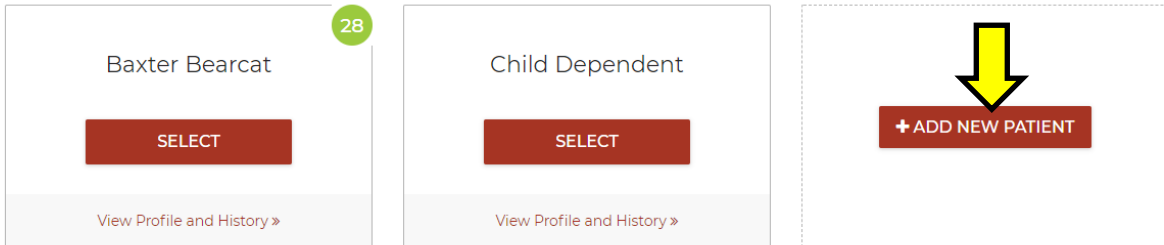


Step 4: Enter information and follow instructions to create an account.

Tip for Success:
If you are having issues logging into your account,
please call 607-442-6520.

Adding a Dependent to a Zipnosis Account

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



Add the dependent's information and then click ADD DEPENDENT

The screenshot shows the 'Add new dependent' form. It includes fields for 'Legal First Name *', 'Legal Last Name *', 'Relationship to Primary *' (a dropdown menu), 'Sex *' (radio buttons for Male and Female), and 'Birth Date (MM/DD/YYYY) *'. Below these is the 'Group benefit' section with a 'Benefit Group' dropdown menu. A yellow arrow points to the 'ADD DEPENDENT' button at the bottom left of the form.

How to Navigate within the Zipnosis Virtual Health Platform

To access the Virtual Walk-In

To access a scheduled visit

United Health Services

Training

Start a Visit for Someone Else Log out

Here for COVID-19 concerns? We've created a screening questionnaire based on CDC guidelines to help you determine the most appropriate level of care for you.

START SCREENING NOW

Sean Britton Profile and History >>

Virtual Walk-In 2 Nurse Direct 3 UHS Scheduled Video Visits 2

Virtual Walk-In

Provider hours: 8:00AM - 8:00PM

START A NEW VISIT FOR SEAN

Cost per visit: \$39 or less depending on your plan's coverage

Sean Britton

Profile and History >>

Virtual Walk-In

Virtual Walk-In

Provider hours: 8:00AM - 8:00PM

Done

Select option...

Virtual Walk-In

Nurse Direct

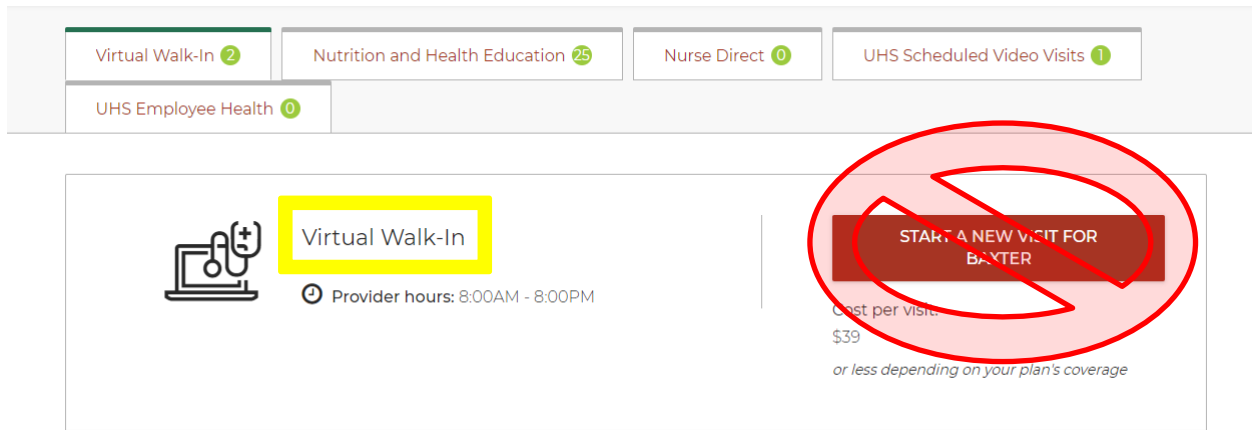
UHS Scheduled Video Visits

To access the Virtual Walk-In

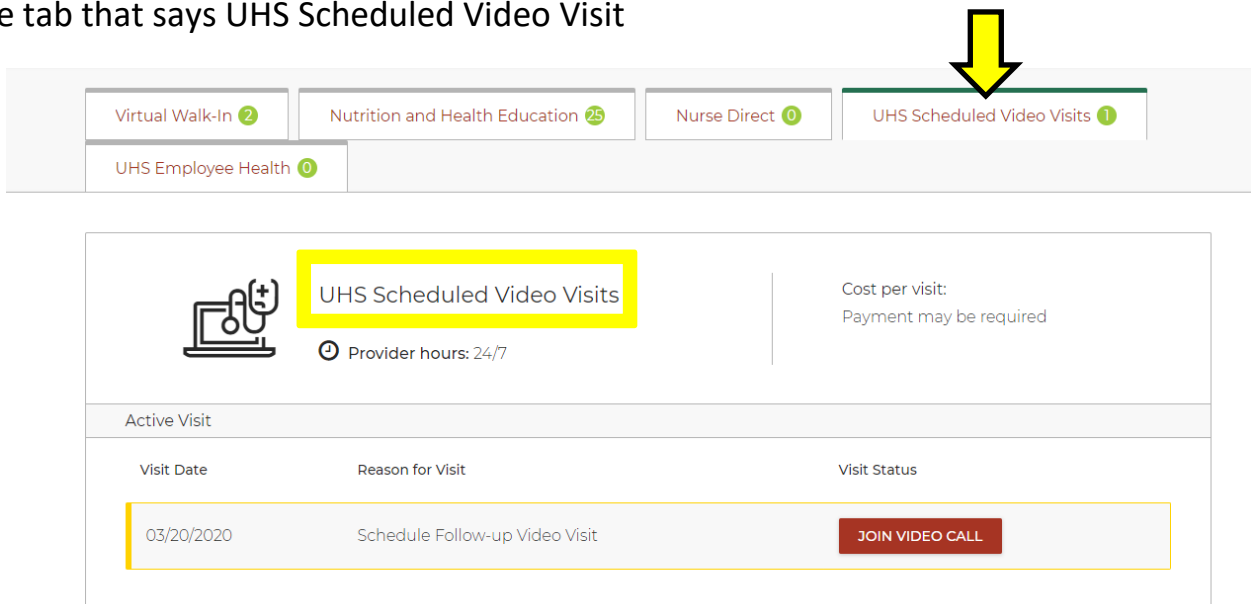
To access a scheduled visit

Accessing your Scheduled Zipnosis Appointment

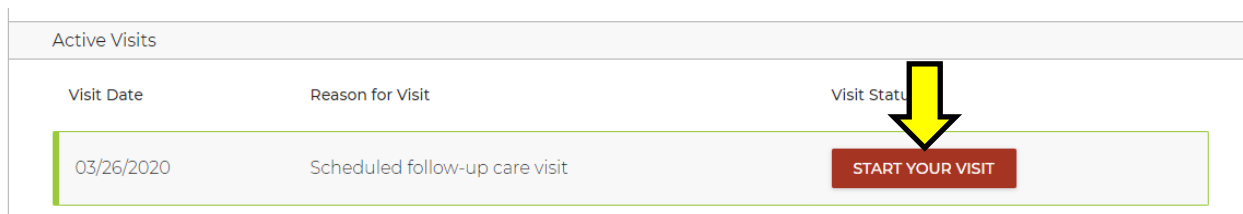
Be careful not to start a Virtual Walk-In visit while checking in for your scheduled visit



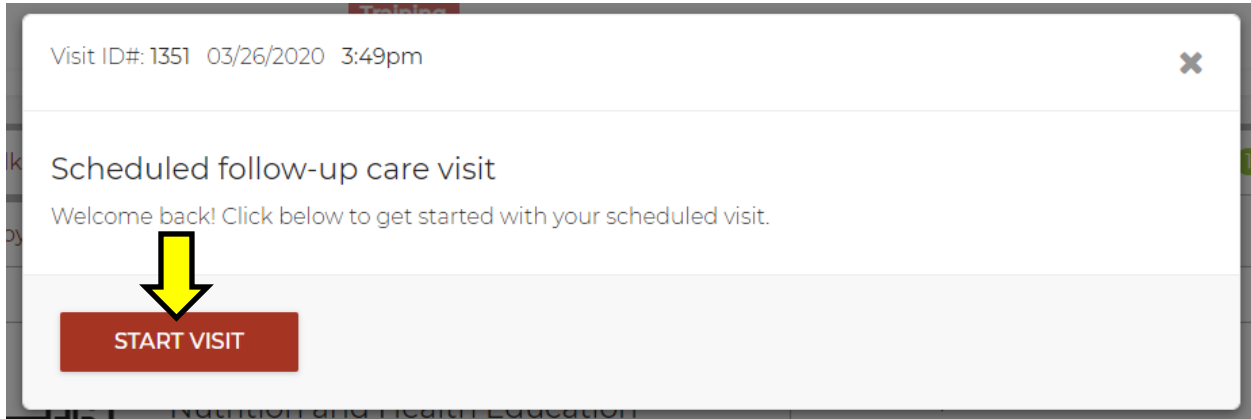
Click the tab that says UHS Scheduled Video Visit



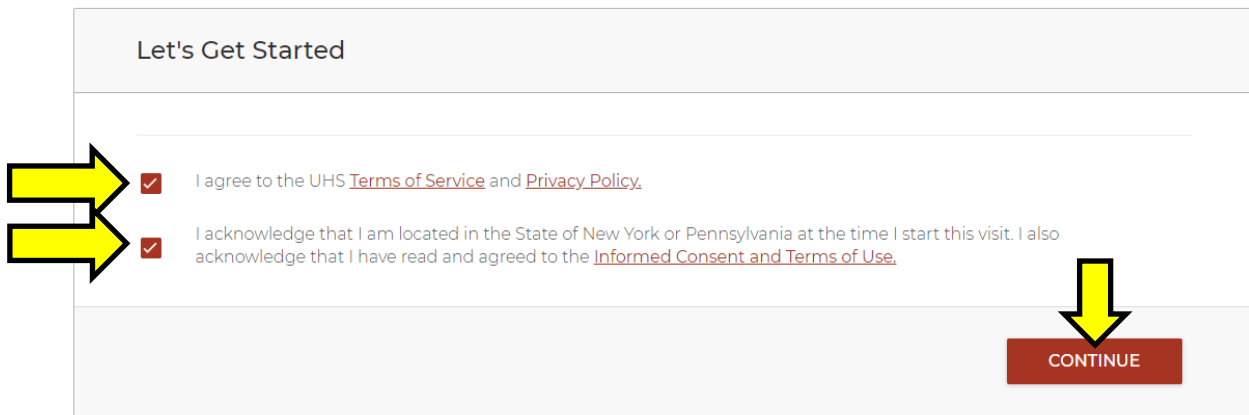
Click START YOUR VISIT



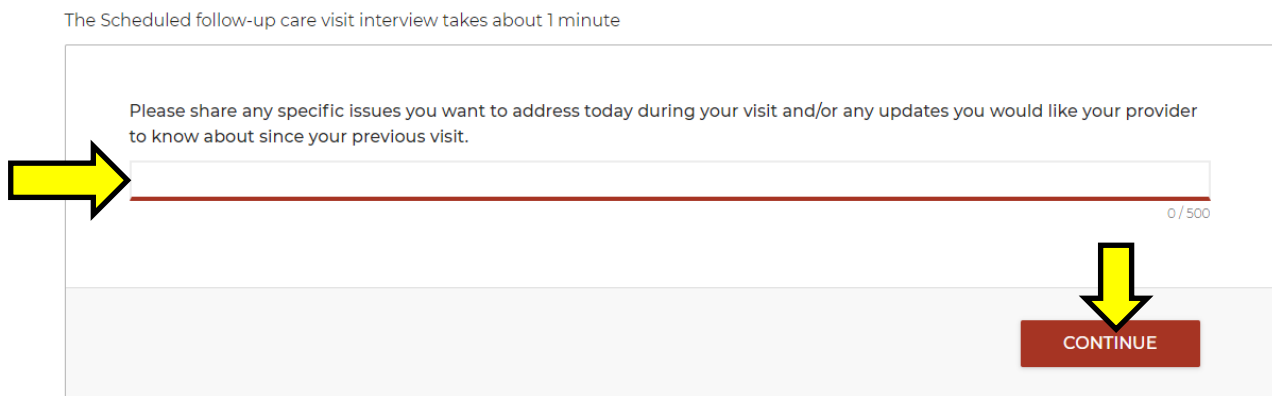
Click START VISIT in the pop-up



Click the boxes to acknowledge consent and terms of service, then click CONTINUE




Enter the information you would like to share with the provider or clinician, then click CONTINUE



Click CONTINUE to proceed after your interview is complete

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**

Click 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
Insurance
Baxter Bennett
1111


 **SUBMIT VISIT**

Enter a phone number you can be reached at and click ENTER WAITING ROOM



Video Visit Check In

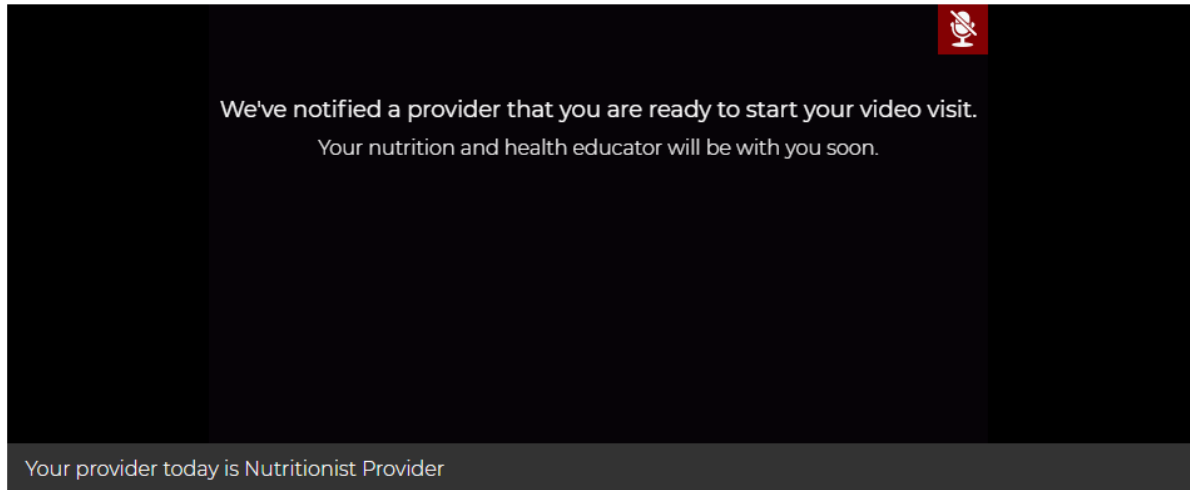
Before entering the waiting room, please provide a phone number for the provider to reach you in the event the video visit disconnects.

 **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](#)

You will now be in the virtual waiting room

Video appointment



Tip for Success:
If you toggle between browser tabs or take phone calls you may miss connecting with your provider. Check back frequently to make sure you do not miss him/her.

Adding Other Participants to a Zipnosis Virtual Visit

United Health Services Virtual Health now allows for multi-party video. This feature allows a patient to invite others to his/her scheduled video visit.

Step 1: Click the multi-party video link from within your video window to send an invitation by text or email

Step 2: Click APPROVE to allow the other party to join the virtual visit

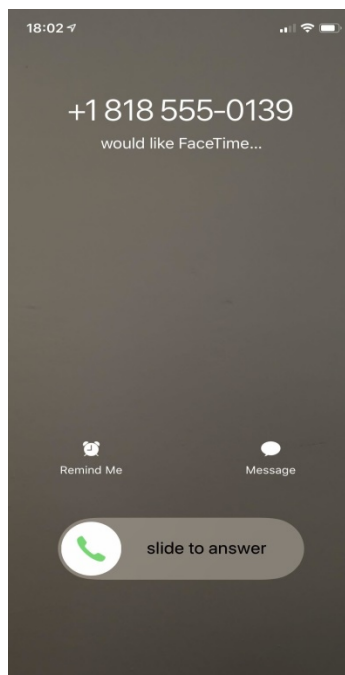


User Guide for FaceTime

- Instructions are presented as they would be to the patient.
- Only an Apple (IOS) Product (Iphone, MacBook and Ipad) can utilize FaceTime.
 - If you have an Android Product (Samsung Phones, Chromebooks and Androids) can't utilize this platform and will need to utilize another platform.

Utilizing FaceTime through your iPhone

- Provider will call you using the FaceTime app.
 - The Provider does this by calling your iPhone using the Facetime App.
- You will receive a call from the provider's phone number or email address. (So you may not recognize the number as your providers' office)



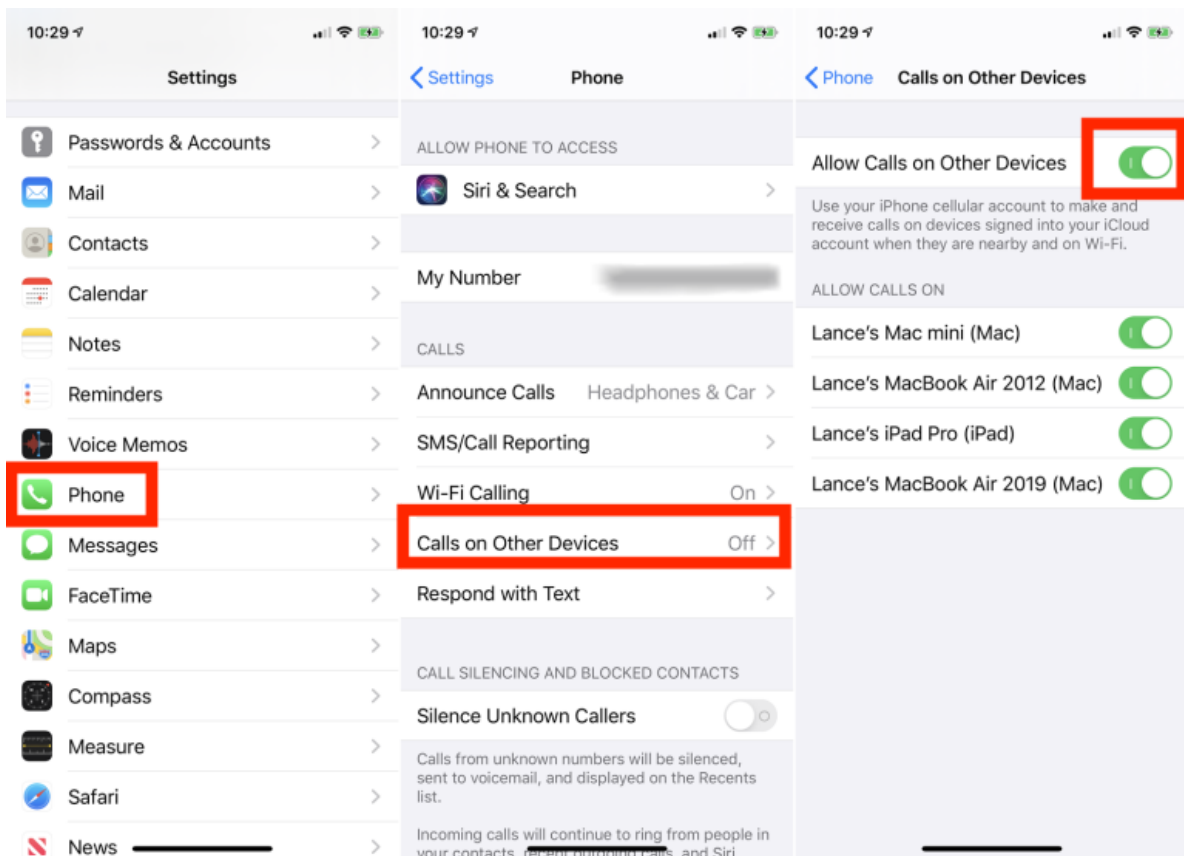
- Slide the bar to the right to answer the call and you will be connected to the provider on the other end of the phone.

Utilizing FaceTime through your Mac Book and iPad

- Before you can enlist your iPad or Mac as a phone, these devices must meet certain requirements. Your iPhone must be running iOS 8.1 or later and be activated with a carrier, while your iPad must have at least iOS 8, or iPadOS.
- Your Mac must be on OS X Yosemite or later. If you have a Mac Mini or Mac Pro, it must also have an external microphone or headset to use this feature.
- Each device must be signed into iCloud and FaceTime using the same Apple ID. They must also have Wi-Fi enabled and be connected to the same network using either Wi-Fi or Ethernet.

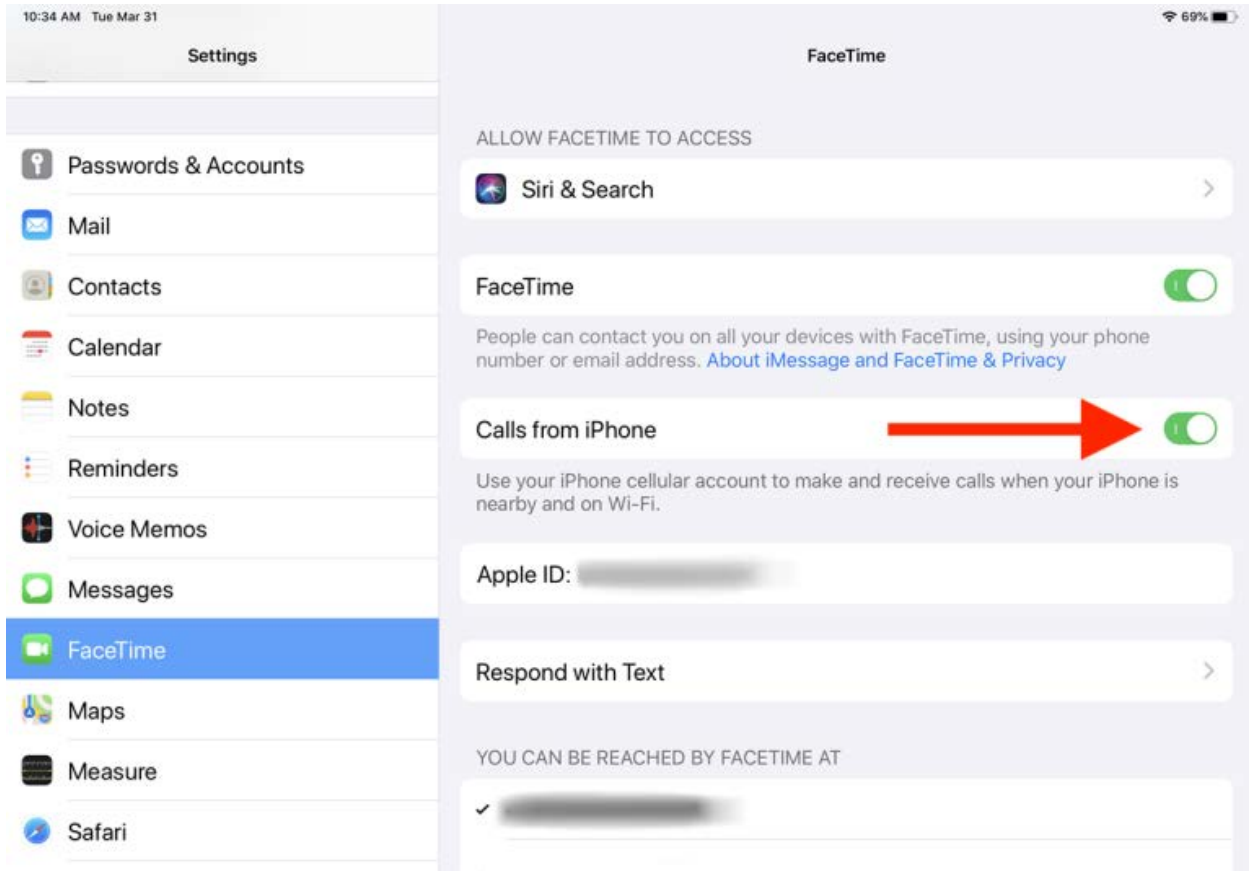
Setting up your iPhone to allow calls on other devices

- Now you need to allow calls to come through on different devices:
 - Open **Settings > Phone > Calls on Other Devices**.
 - Turn on the switch next to “Allow Calls on Other Devices”



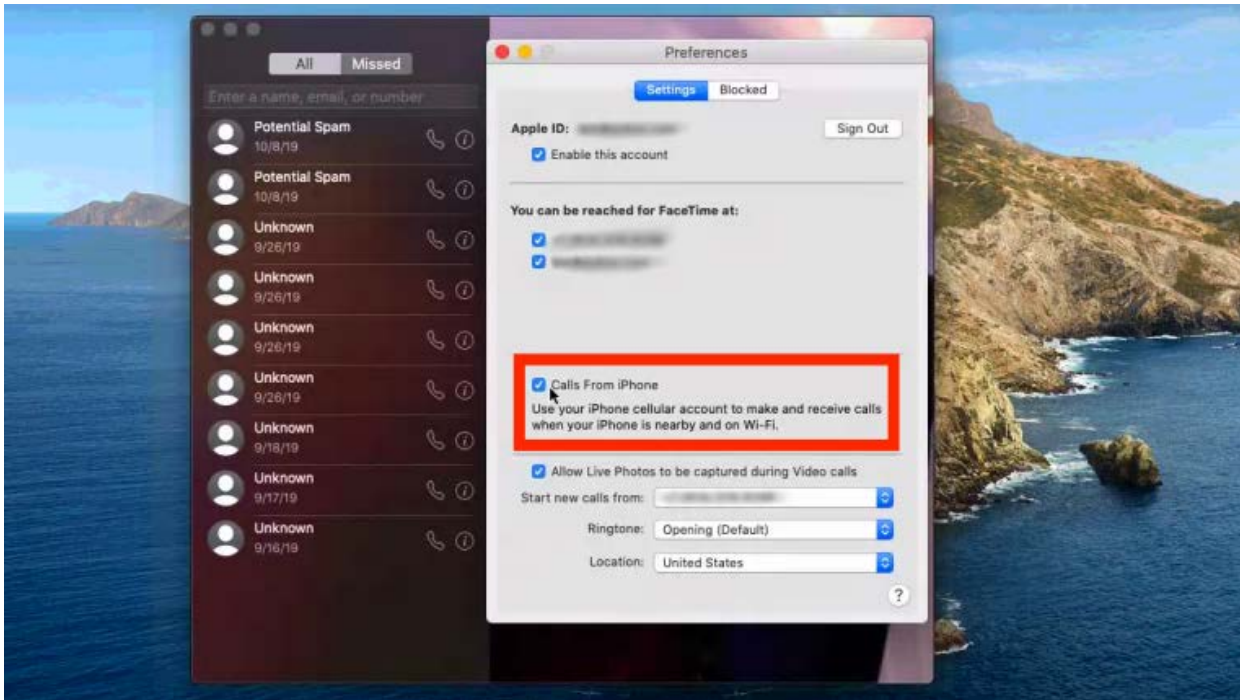
Setting up your iPad to receive Calls

- To allow your iPad to receive calls:
 - Open **Settings > FaceTime** and turn on the switch next to Calls From iPhone.



Setting up your Mac to receive Calls

- To allow your Mac to receive calls:
 - Open the Face Time App on your Mac
 - Go to **FaceTime > Preferences**
 - At the settings screen, check the box for Calls From iPhone

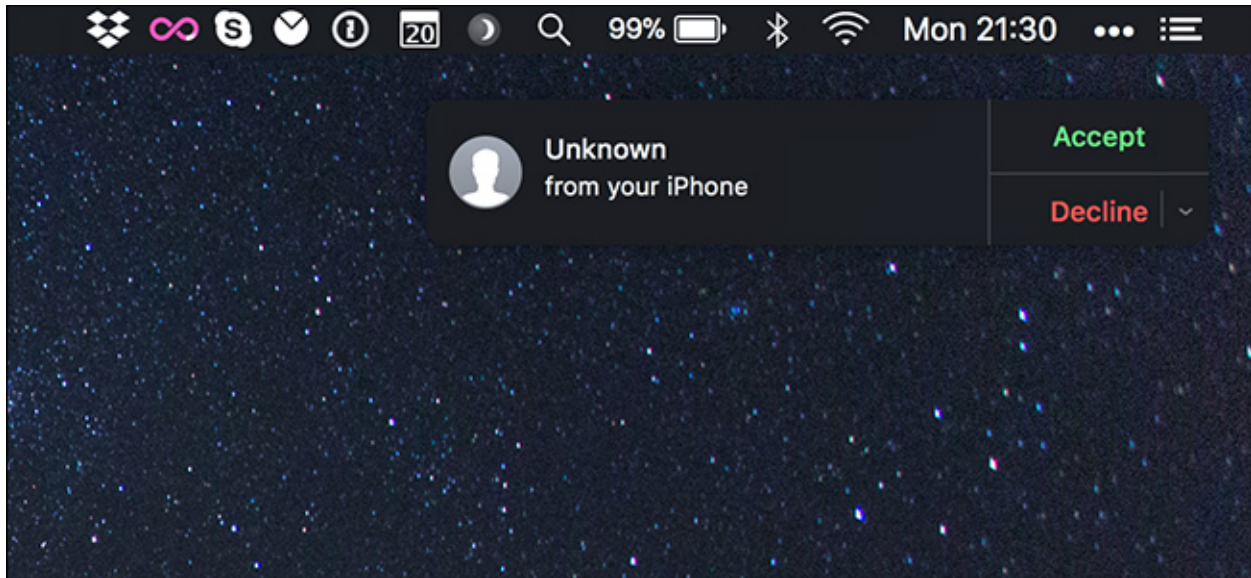


Utilizing FaceTime through your iPad or Mac

- Provider will call you using the FaceTime app.



- The Provider does this by calling your iPhone using the Facetime App.
- On your MacBook or iPad a notification will appear in the top-right corner of your screen.
- Clicks accept to answer the incoming FaceTime call.



- You will be connected to the provider on the other end.

User Guide for Google Duo

You can use Google Duo on any smart phone, computer or tablet

To Get Started

- Download the app onto your device:

For Android Devices:

Step 1: Install Duo

Duo is available on Android phones and tablets. When you sign up, you'll get a verification code on your phone.

Download and install Duo

Step 2: Verify your phone number

You can skip phone number verification. If you skip this step, you have to connect to your Google Account.

1. On your Android device, enter your phone number and make sure it's correct.
 2. Tap Agree.
 3. Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)
 4. Enter the code that you received in the text message.
- If you don't receive a text message, tap Resend SMS.
 - If you have a cell connection and aren't getting the SMS, request a call by tapping Call me.
 - If you continue having problems verifying your phone number, visit the [verification troubleshooting article](#).

Step 3: Connect your Google Account

To connect your Google Account, tap Agree.

If you already use Duo on another device with your Google Account, sign in with the same account to finish setup.

For Computers:


Set up Google Duo for web

Step 1: Open Duo

1. On your computer, open duo.google.com.

Step 2: Verify your phone number (optional)

Important: If you skip this step and you don't verify your phone number, you can only receive calls from people who you've previously called.

1. Enter your phone number.
2. Click Get verification code.
3. Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)
4. Enter the code that you received in the text message.
 - If you don't receive a text message, click Resend.
 - If you still don't receive a text message, click Back  to make sure you entered your phone number correctly.
 - If you continue having problems verifying your phone number, visit the [verification troubleshooting article](#).

For iPhone or iPad:

Step 1: Install Duo

Duo is available on iPhones and iPads. When you sign up, you'll get a verification code on your phone.

[Download and install Duo](#)

Step 2: Verify your phone number

You can skip phone number verification. If you skip this step, you have to connect to your Google Account.

1. On your iOS device, enter your phone number and make sure it's correct.
 2. Tap Agree.
 3. Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)
 4. Enter the code that you received in the text message.
- If you don't receive a text message, tap Resend SMS.
 - If you have a cell connection and aren't getting the SMS, request a call by tapping Call me.
 - If you continue having problems verifying your phone number, visit the [verification troubleshooting article](#).

Step 3: Connect your Google Account

To connect your Google Account, tap Agree.

If you already use Duo on another device with your Google Account, sign in with the same account to finish setup.

After you connect Duo to your Google Account:

- You can use Duo across different devices.
- People with your phone number or Google Account info, like your Gmail address, can see that you use Duo and call you using the app.

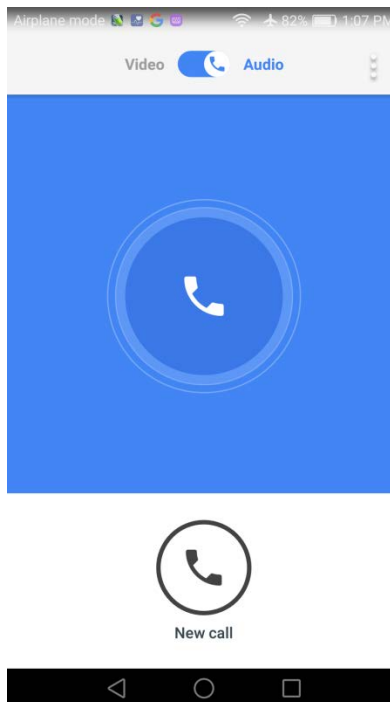
You can [add or remove your Google Account from Duo at any time](#).

Utilizing Google Duo to see your provider

- Whichever device you are using make sure that it is set up with Google Duo
 - Once you are set up you are now ready to receive calls



- The provider will call you using the Google Duo app
- You will receive a notification on your screen that an incoming call is coming



- Swipe up on the call button to accept it
- Conduct your visit with your provider:



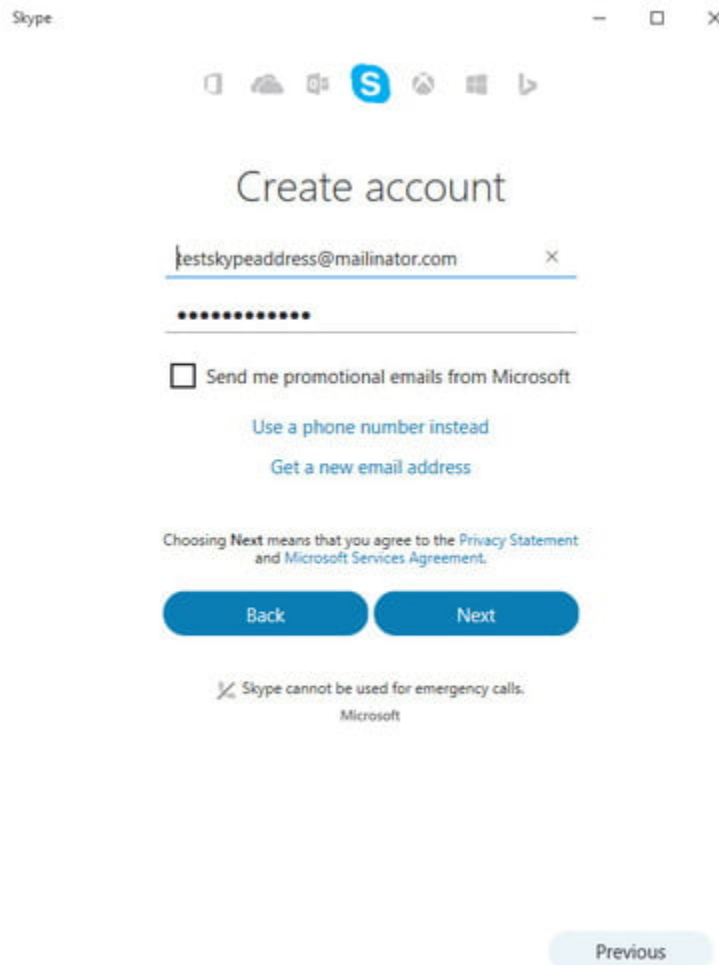
- When the visit is complete click the red disconnect Button.

User Guide for Skype

You can use Skype on any Smart phone, computer or tablet.

To Get Started

- Download the app onto your device:
 - For Windows PC or Mac:
 - Go to: <https://www.skype.com/en/get-skype/>
 - For Smart Phones:
 - Go to: <https://www.skype.com/en/get-skype/skype-for-mobile/>
 - For Tablets:
 - Go to: <https://www.skype.com/en/features/tablet-skype/>
- Create your username and password



Utilizing Skype to see your provider

- Whichever device you are using make sure that it is logged into Skype

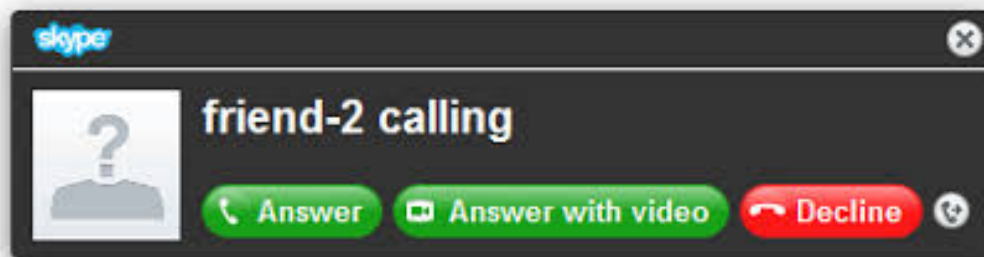
- Once you are logged in you are now ready to receive calls



- The provider will call you using the Skype App
- You will receive a notification on your screen that an incoming call is coming

For PC and tablets

- To answer select “Answer with Video”:



For Smartphones

- To answer select the “Video Chat” button:



- Conduct your visit with your provider:



- When the visit is complete click the red disconnect Button.

Technical Assistance and Support

For non-urgent non-medical questions email us at: VirtualHealth@nyuhs.org

For issues logging into your account, please call 607-442-6520.