Patient Guide to Virtual Health at United Health Services

Version 4 – October 2020

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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 United Health Services system is committed to innovation and quality by continuing to be a leader in the field of Virtual Health.

All United Health Services Virtual Health offerings are staffed by our local 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 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. United Health Services Virtual Walk-In is staffed exclusively by United Health Services providers.

ACCREDITED

Telehealth
Accreditation - C2P
Expires 12/20/2021

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
>
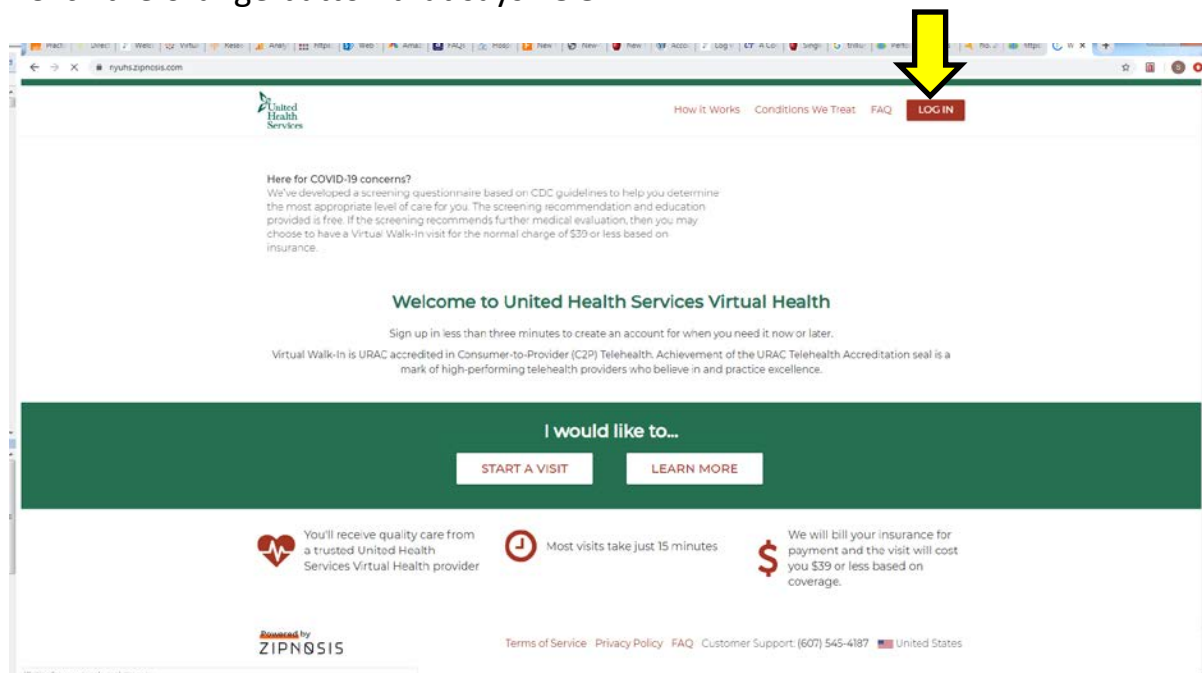> broswer is updated to the
>
> latest version!

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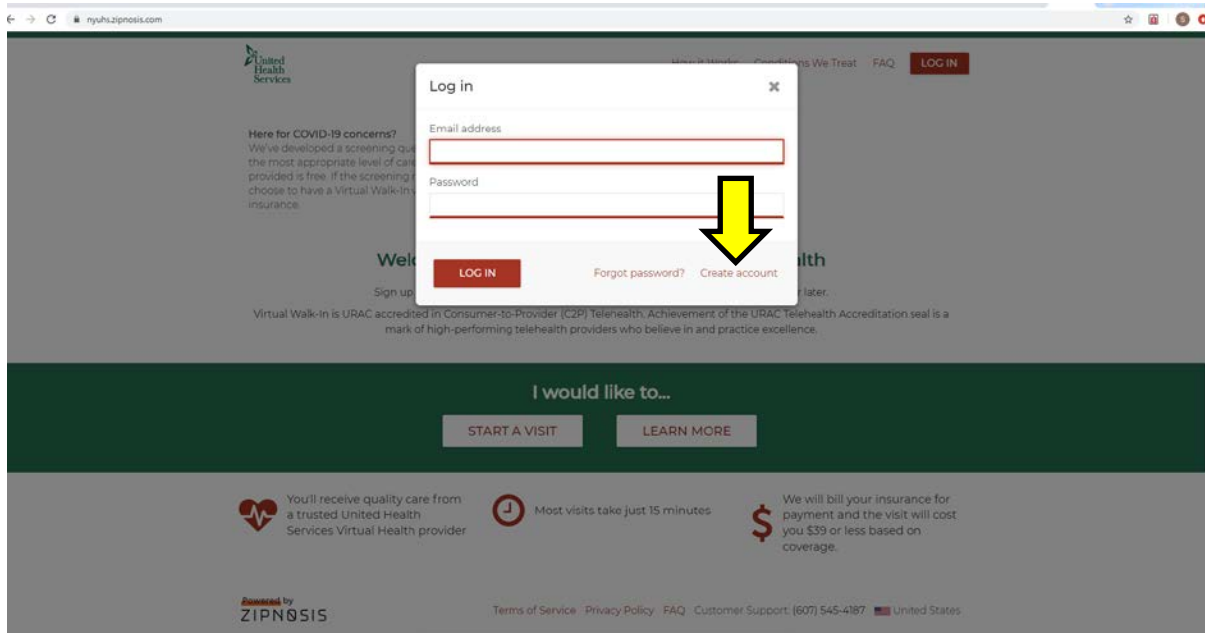
- Nyuhs.org/virtual
- Nyuhs.org/virtualhealth

Step 1: Go to nyuhs.zipnosis.com

Step 2: Click the orange button that says LOG IN.

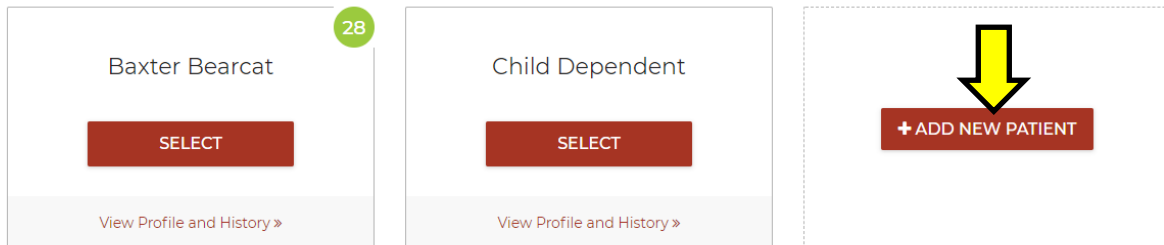Step 3: Click the text that says that says Create account.

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.

How to Navigate within the Zipnosis 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
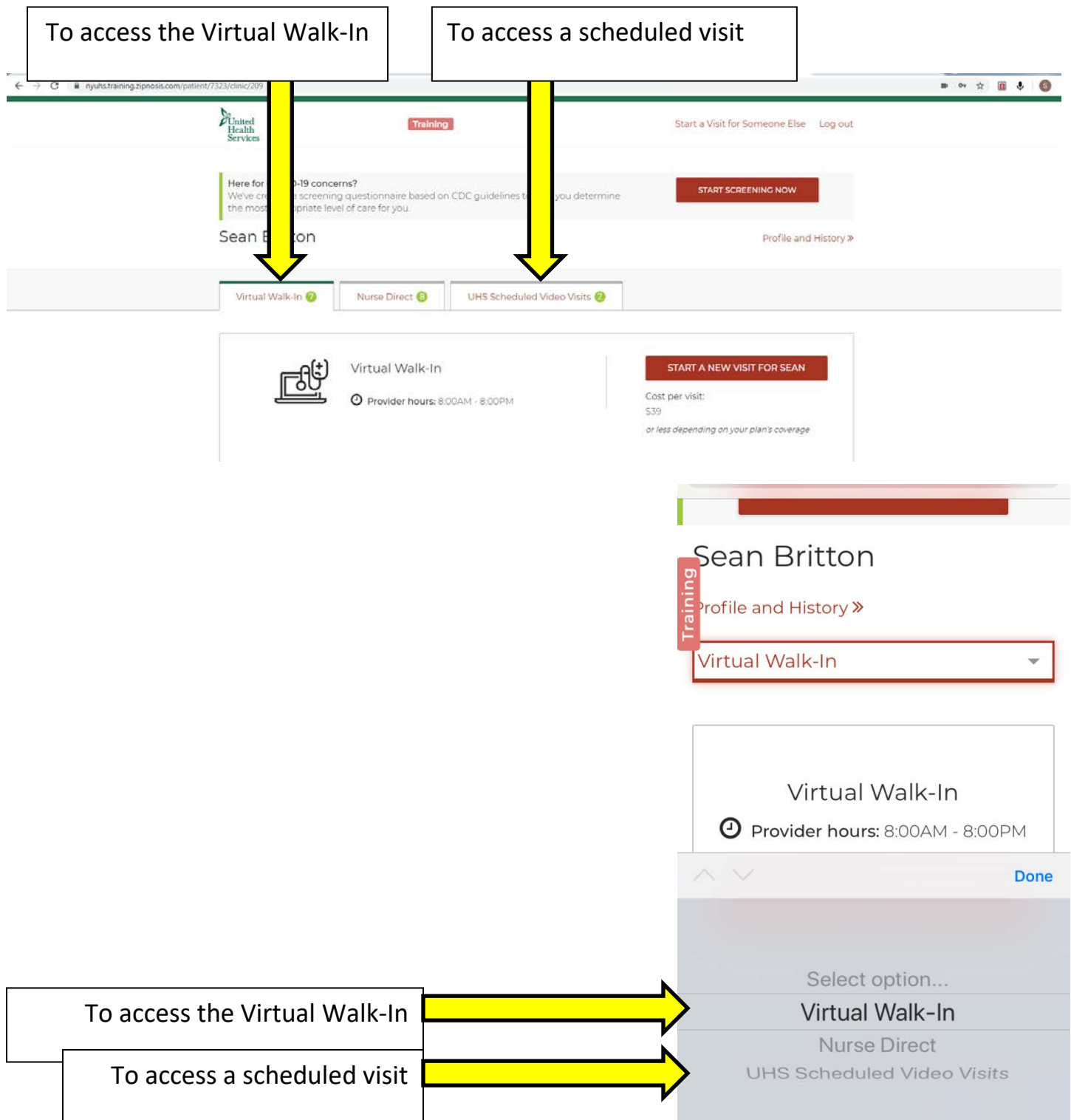
Accessing a Scheduled Zipnosis Appointment

Scheduled appointments are made by calling the office of the primary care, specialty care, or therapy services provider by telephone. Visit types best suited for virtual health include, but are not limited to:

- Follow up visits on a specific condition or medication change following a more complex in-person visit
- Medication management visits for conditions such a depression, anxiety or GERD
- Discussion of lab and/or imaging results
- Acute visits for minor medical complaints
- Post-Op visits when appropriate

Parents must initiate all virtual appointments for their dependents.

Go to nyuhs.zipnosis.com and log in to the virtual health platform.

SELECT the appropriate patient.

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.
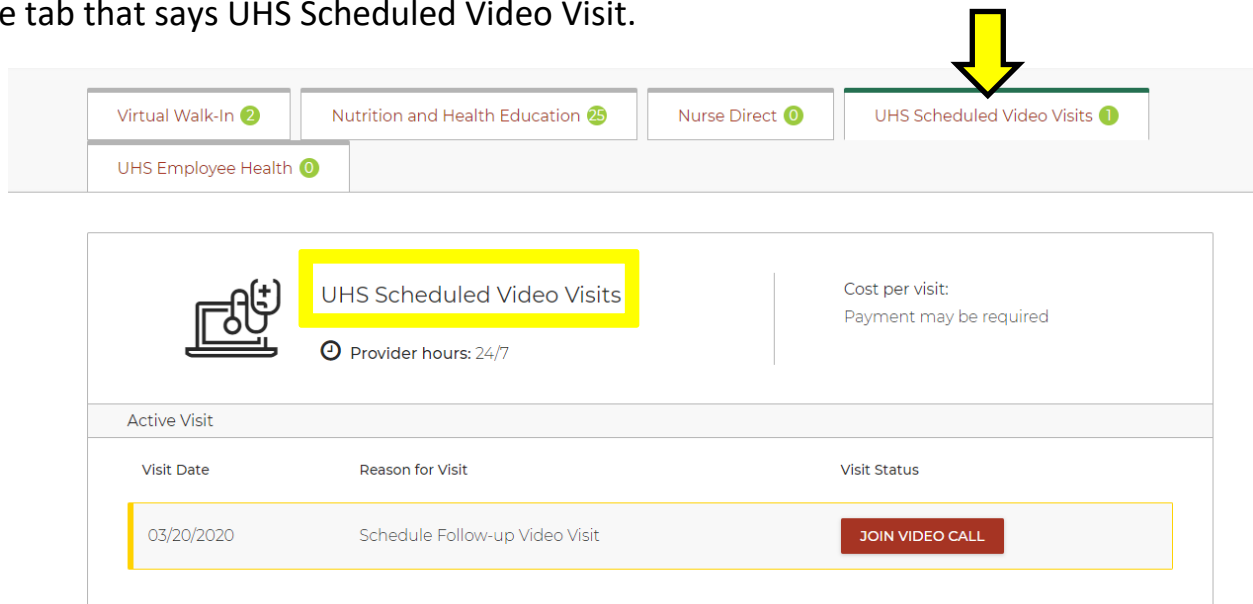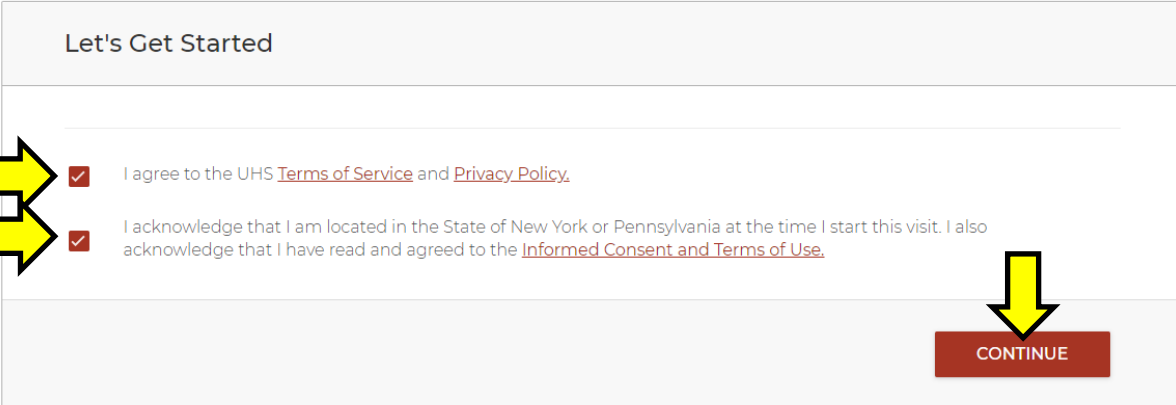
Click START YOUR VISIT.
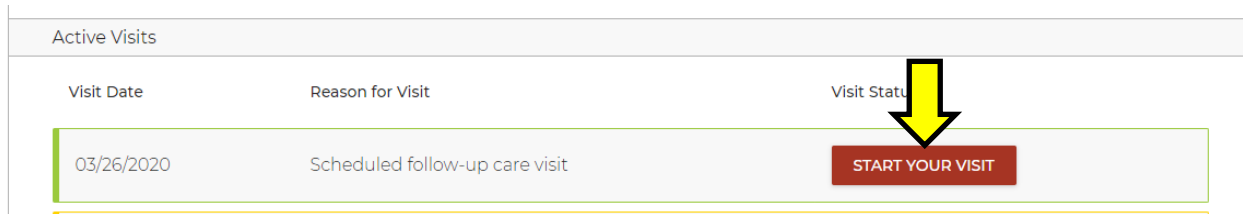
Click START VISIT in the pop-up.
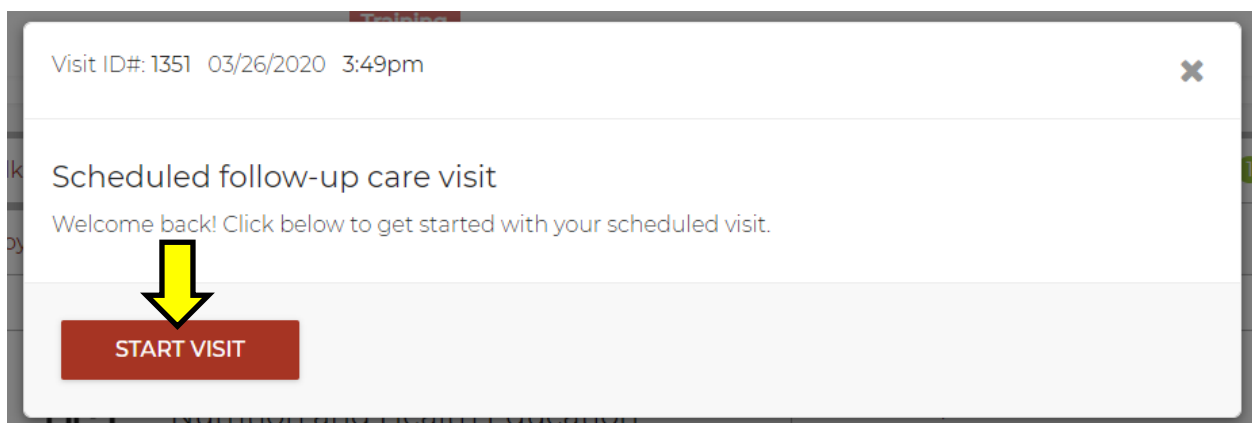
Click the boxes to acknowledge consent and terms of service, then click CONTINUE.
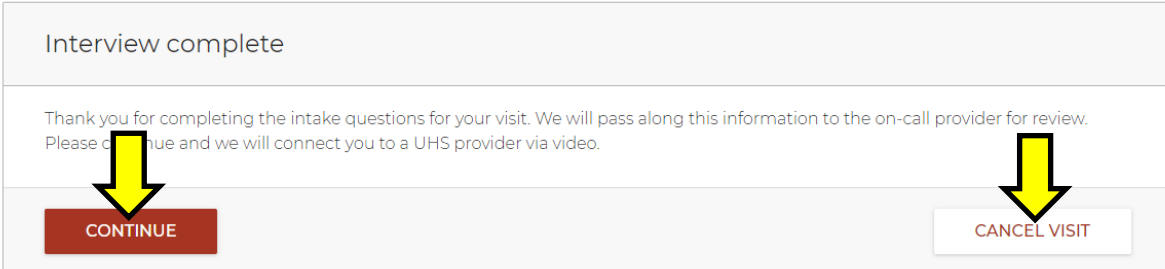
Let's Get Started

☑ I agree to the UHS Terms of Service and Privacy Policy.

☑ I acknowledge that I am located in the State of New York or Pennsylvania at the time I start this visit. I also acknowledge that I have read and agreed to the Informed Consent and Terms of Use.

CONTINUE

Click CONTINUE to proceed after your interview is complete.
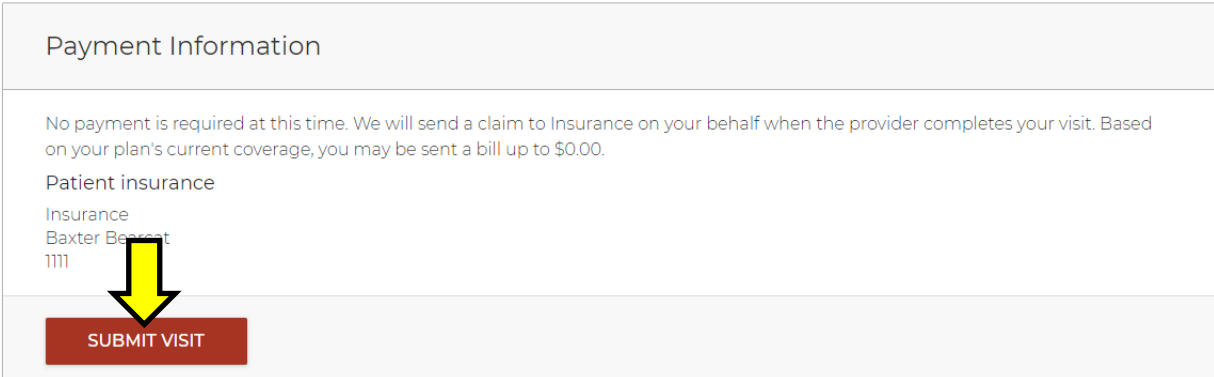
Interview complete

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 Bearcat
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.

1 (607) 555-5

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

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

Accessing a Virtual Walk-In Visit

Virtual Walk-In is for the treatment of minor acute medical conditions. The Virtual Walk-In is staffed exclusively by the same United Health Services Walk-In providers who work within our in-person locations.

Go to nyuhs.zipnosis.com and log in to the virtual health platform.

SELECT your student/child.

Click the tab that says Virtual Walk-In and click START A NEW VISIT.

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

Answer the question about a serious health problem, then click CONTINUE.

Select a reason for visit. If you do not see a reason for visit appropriate to the condition, then calling the office of your provider to see if you qualify for a scheduled virtual visit or seeking in-person care at one of our locations is recommended.

Complete all of the patient intake questions. Click CONTINUE to proceed after your interview is complete.

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 Bearcat
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.
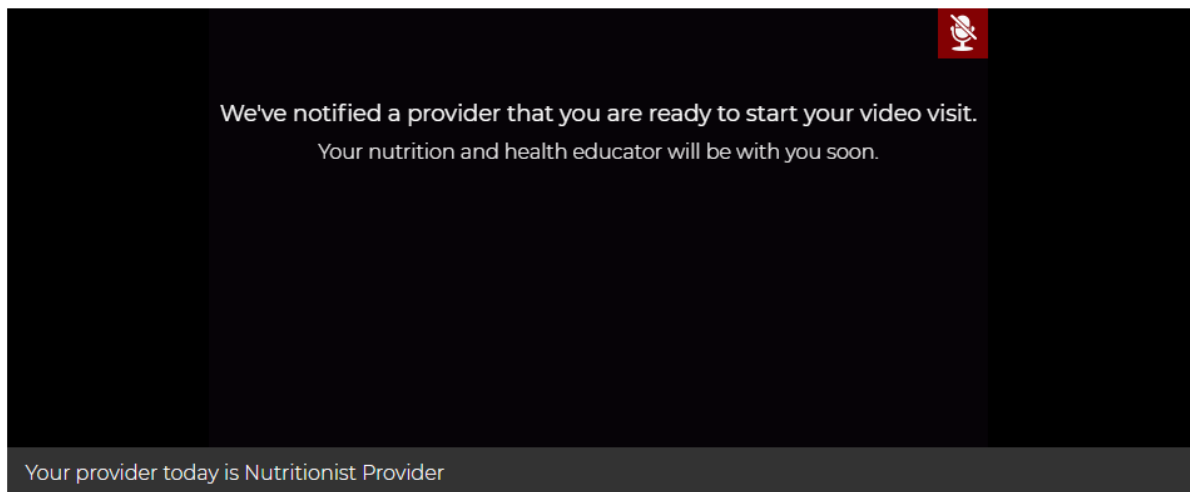
1 (607) 555-5

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
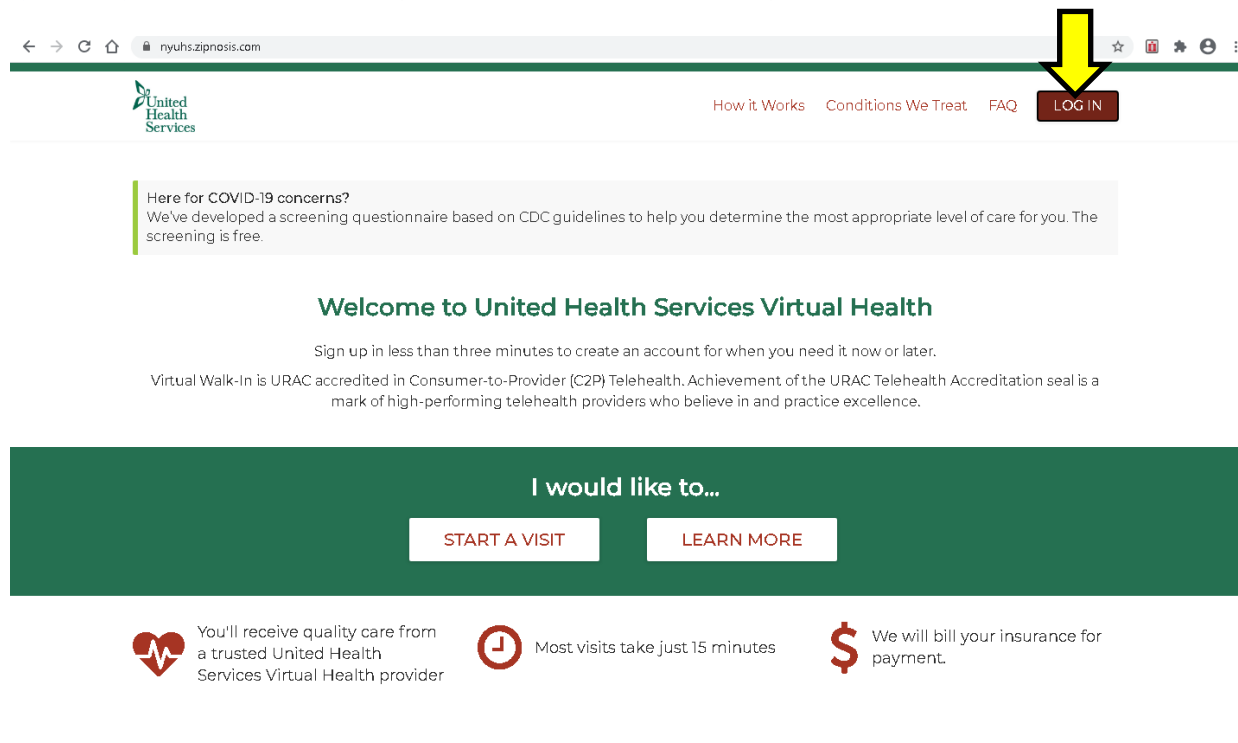
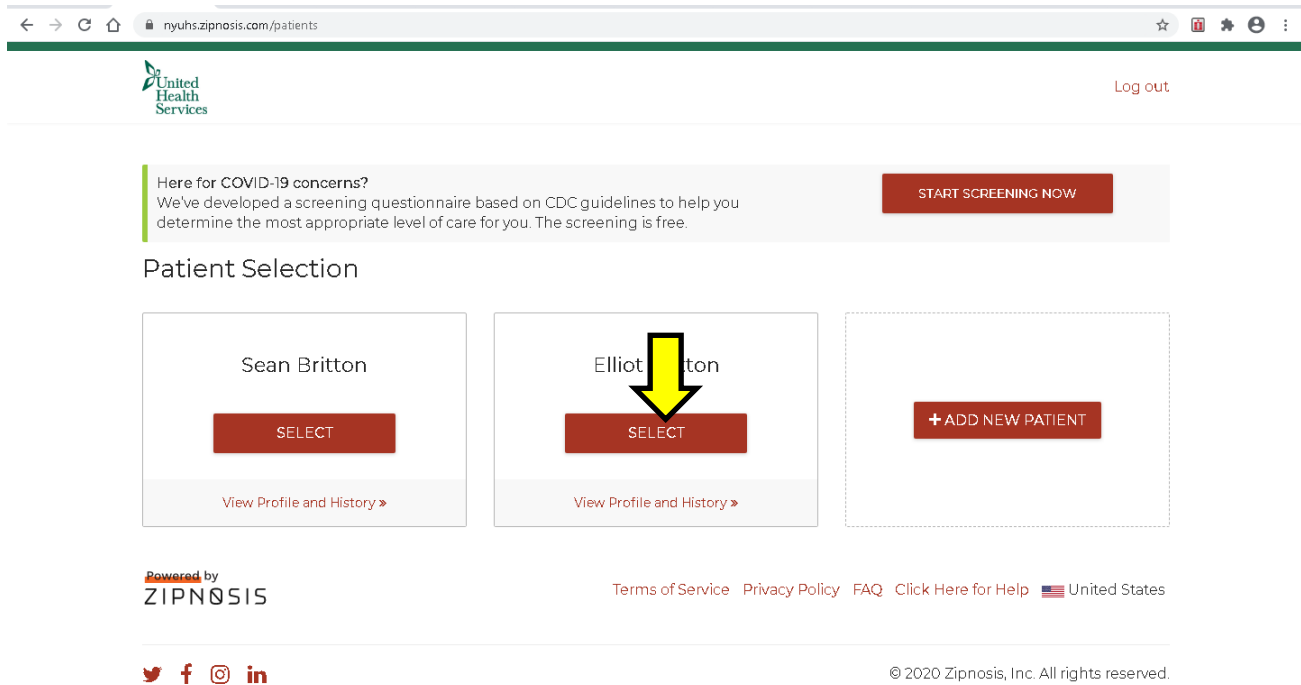You will now be in the virtual waiting room.

Video appointment

Your provider today is Nutritionist Provider

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.
  - o 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.

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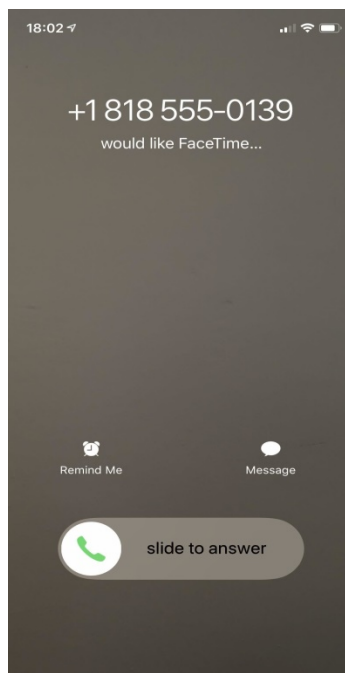
- Slide the bar to the right to answer the call and you will be connected to the provider on the other end of the phone.

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".
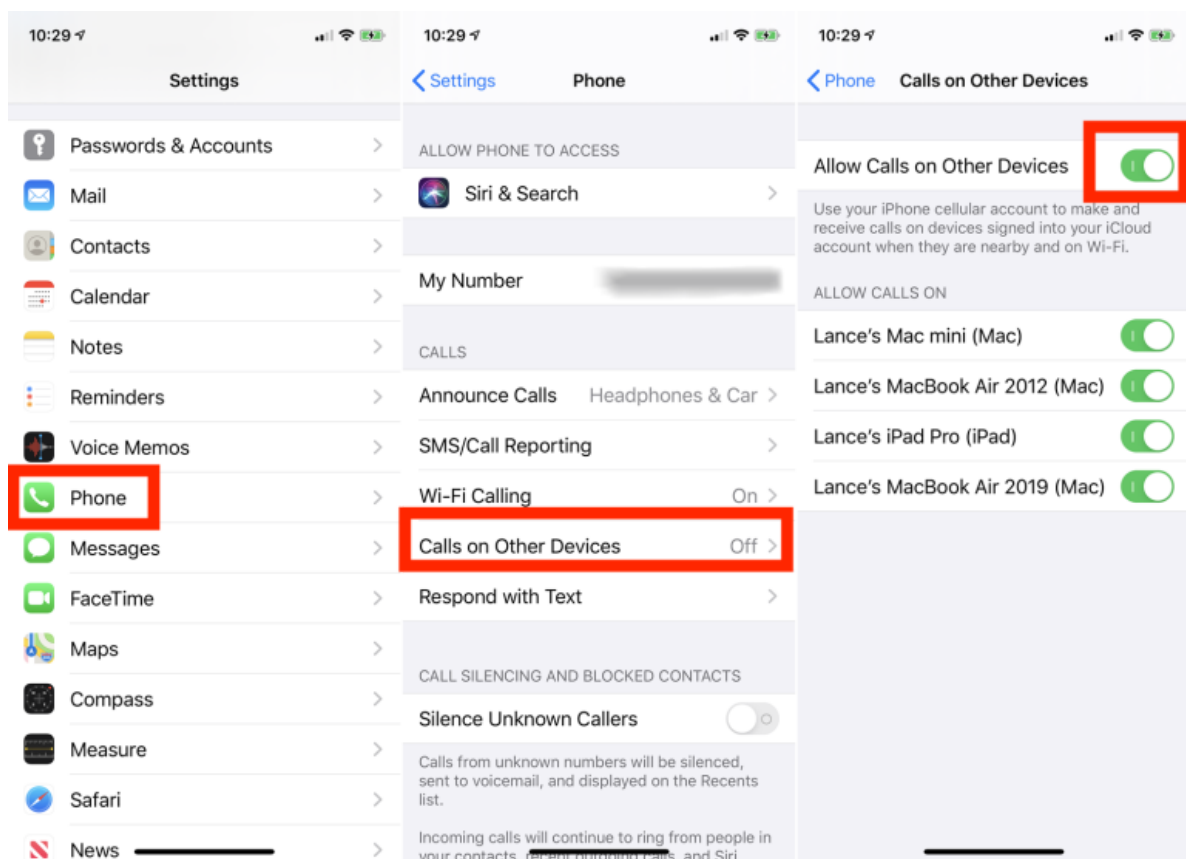
Setting up your iPad to receive Calls

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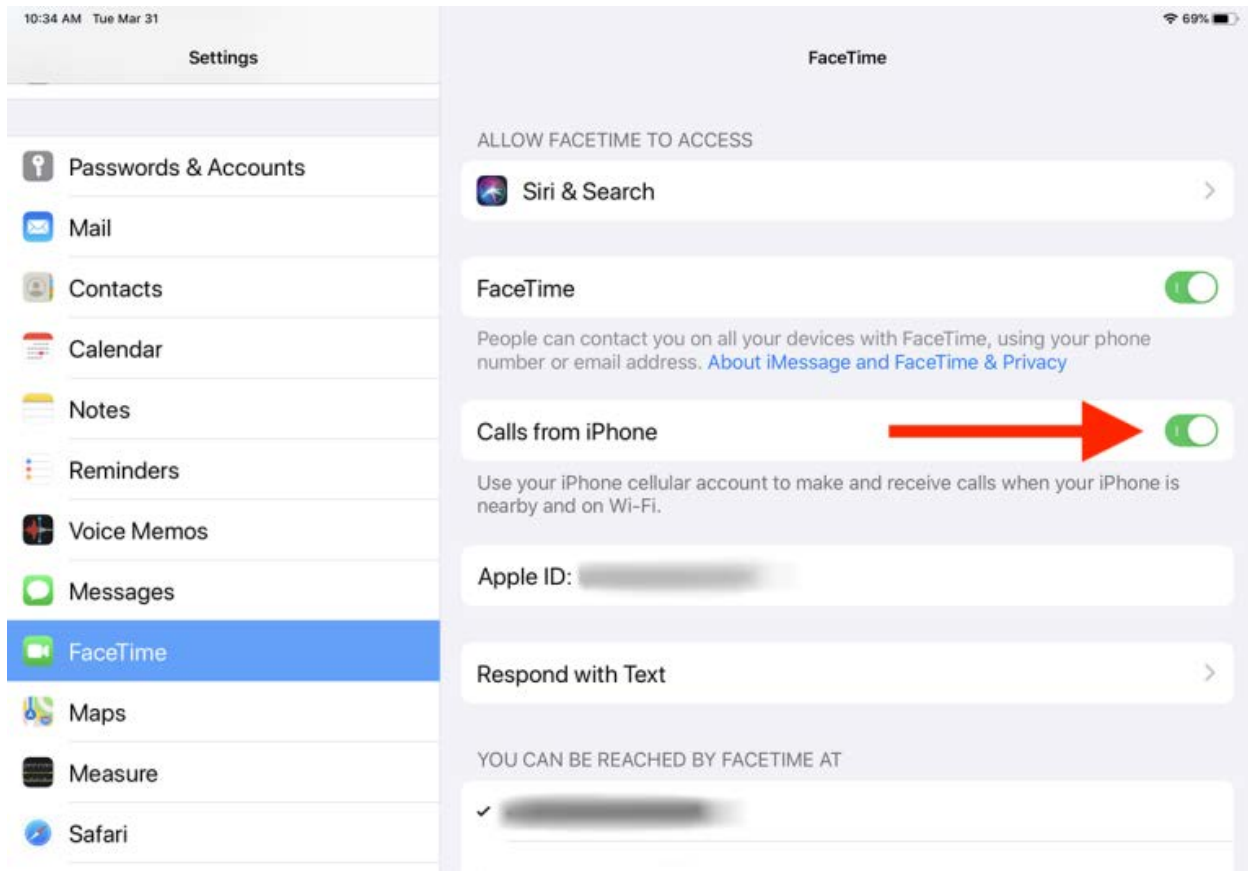
Setting up your Mac to receive Calls

- 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.
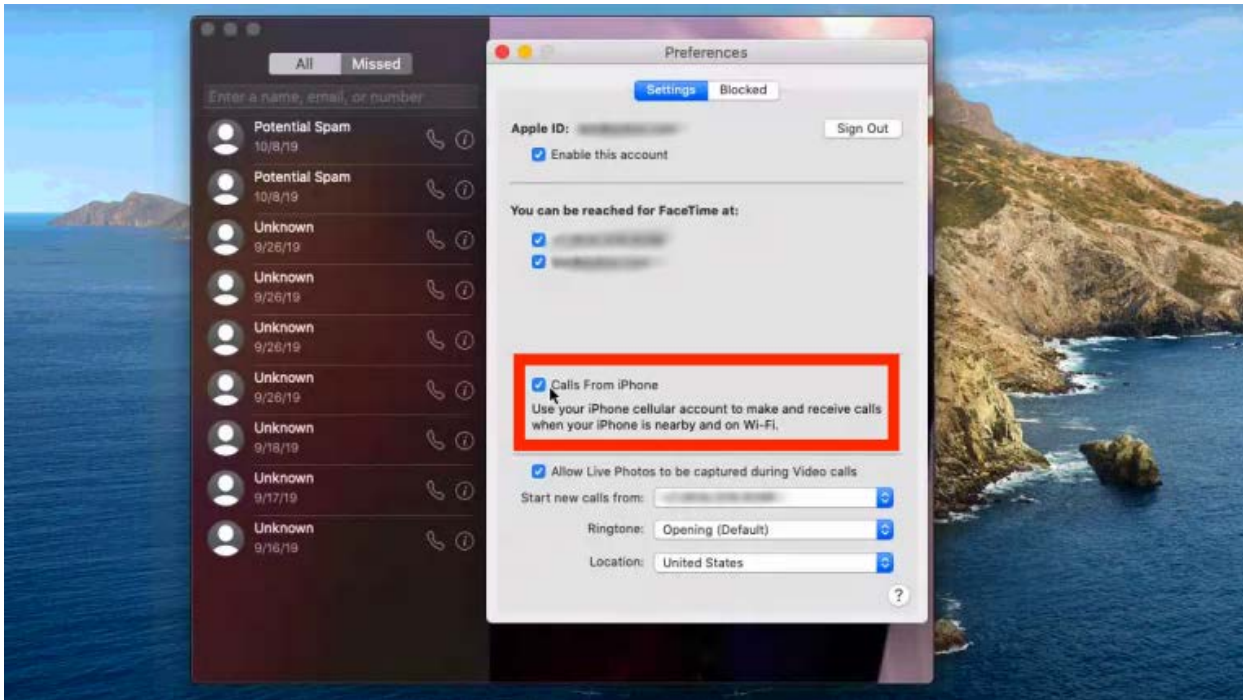
Utilizing FaceTime through your iPad or Mac

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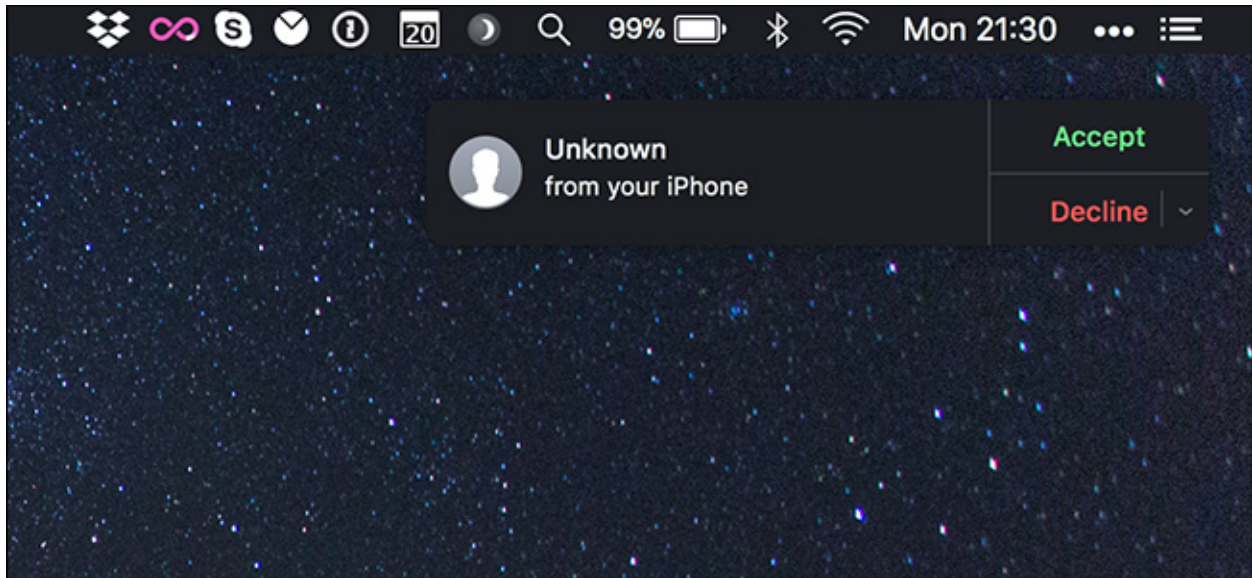
- You will be connected to the provider on the other end.

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.
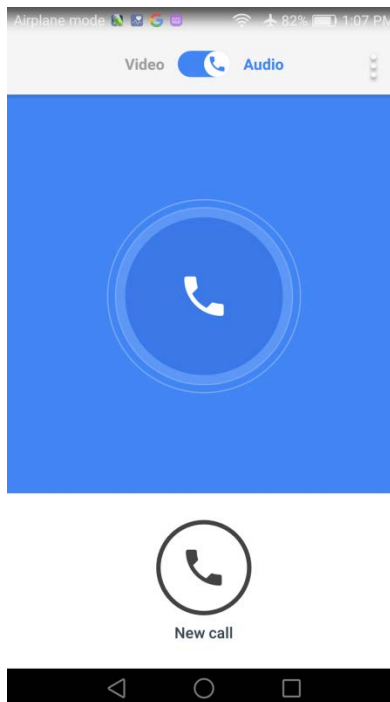
You can add or remove your Google Account from Duo at any time.

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.
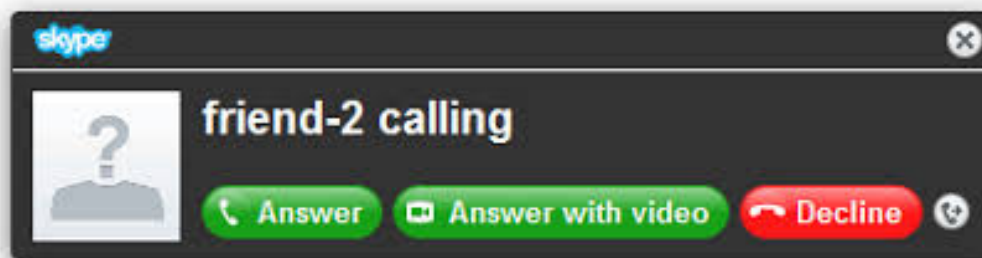
Utilizing Skype to see your provider

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