

# Parent and Guardian Guide to School-Based UHS Virtual Health

Version 1



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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.



Telehealth  
Accreditation - C2P  
Expires 12/20/2021

## Getting Started

### Account Creation

You can create an account anytime at [nyuhs.zipnosis.com](https://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!

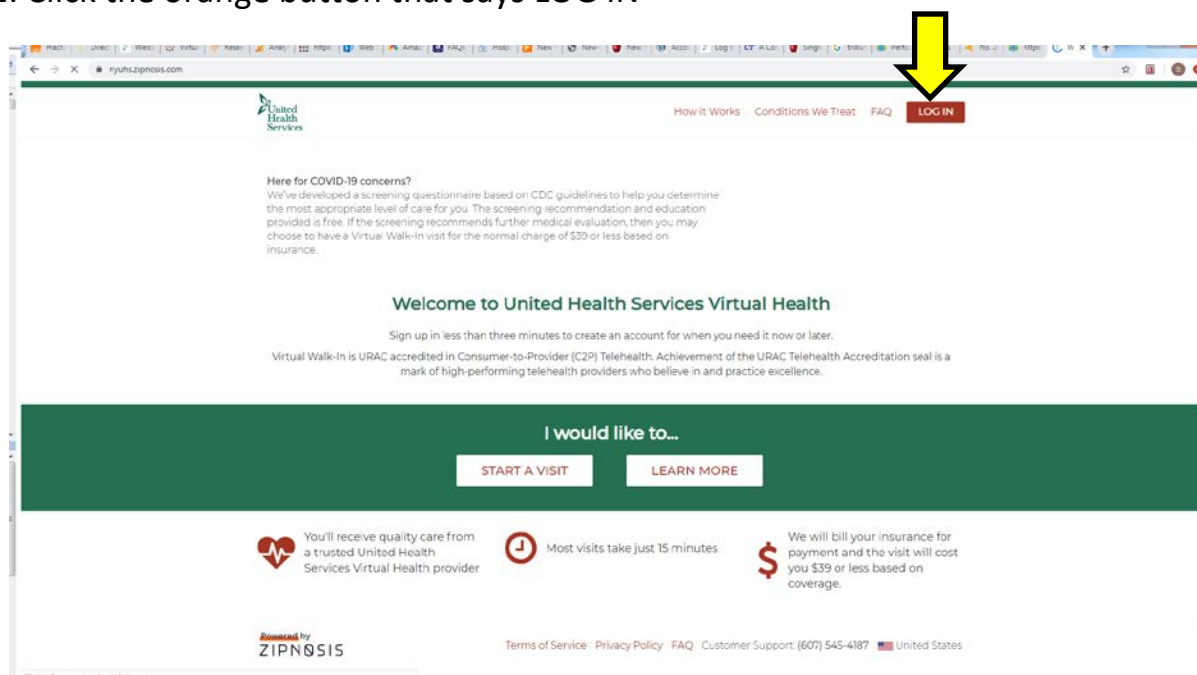
### Patient Creation of a Zipnosis Account

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

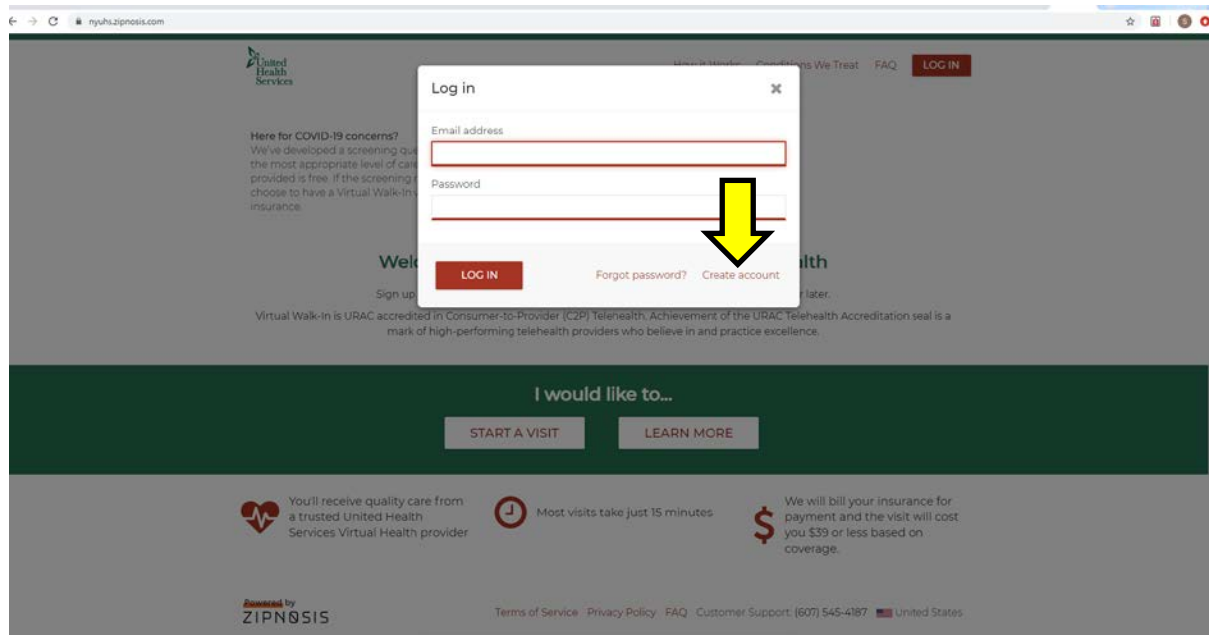
- [Nyuhs.org/virtual](https://nyuhs.org/virtual)
- [Nyuhs.org/virtualhealth](https://nyuhs.org/virtualhealth)

Step 1: Go to [nyuhs.zipnosis.com](https://nyuhs.zipnosis.com)

Step 2: Click the orange button that says LOG IN



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

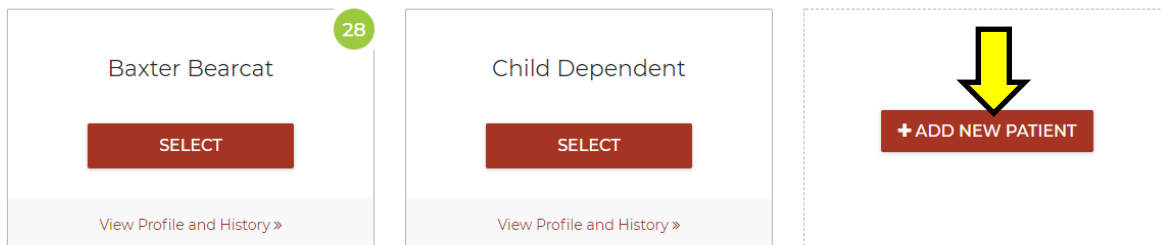


Step 4: Enter information and follow instructions to create an account.

**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 a '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

Virtual Walk-In

Nurse Direct

UHS Scheduled Video Visits

START A NEW VISIT FOR SEAN

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

Sean Britton

Virtual Walk-In

Virtual Walk-In

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

Done

Select option...

Virtual Walk-In

Nurse Direct

UHS Scheduled Video Visits

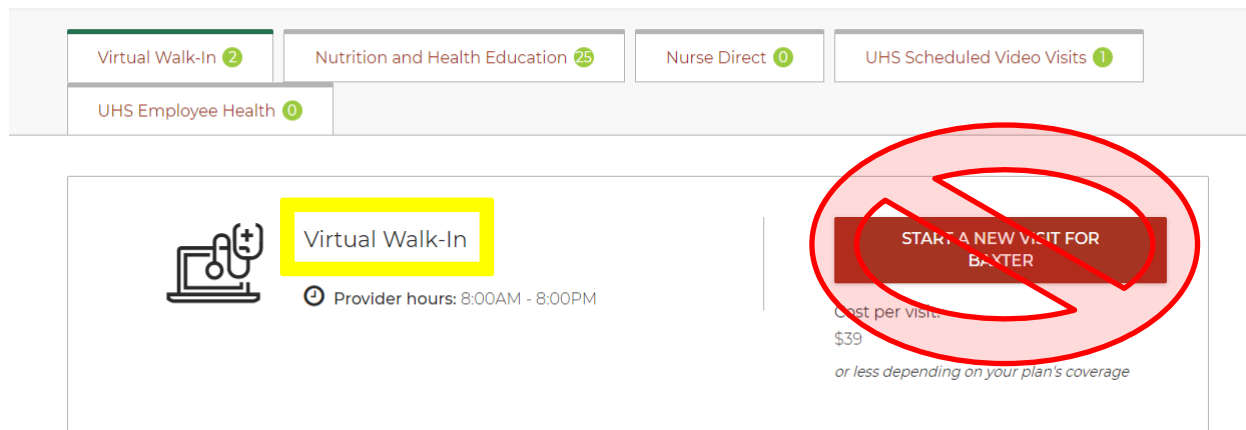
To access the Virtual Walk-In

To access a scheduled visit

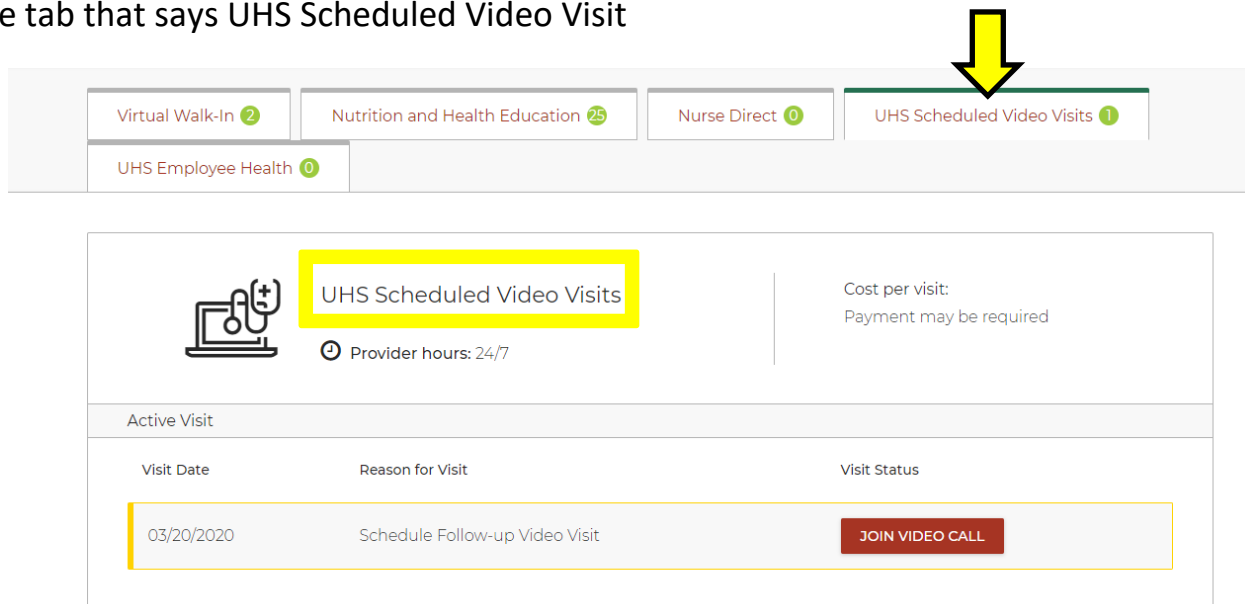


## Accessing your Scheduled Zipnosis Appointment

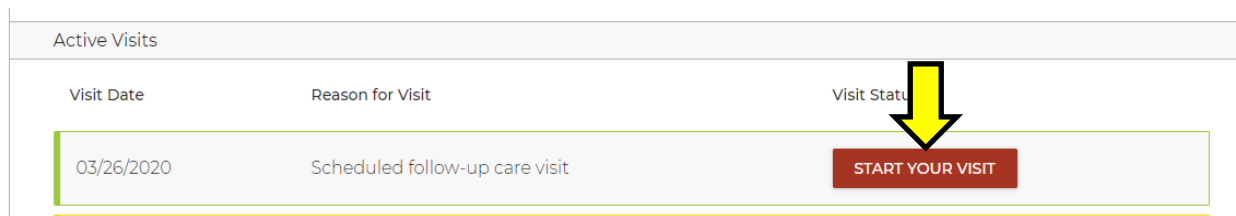
Be careful not to start a Virtual Walk-In visit while checking in for your scheduled visit



Click the tab that says UHS Scheduled Video Visit

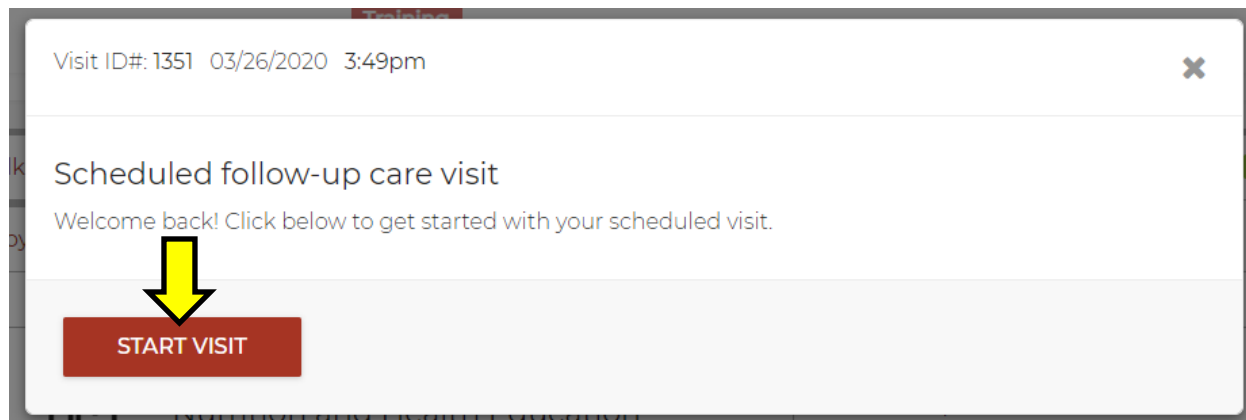


Click START YOUR VISIT

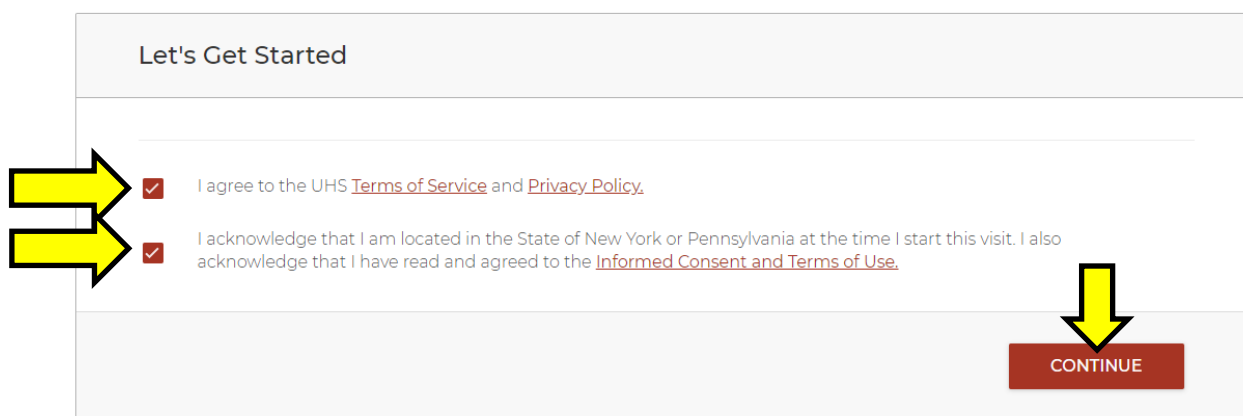




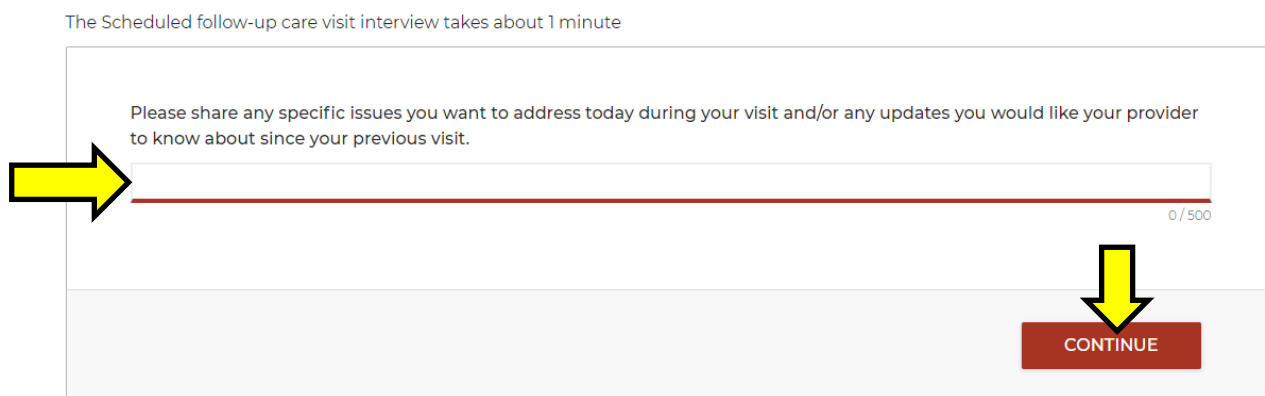
Click START VISIT in the pop-up



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

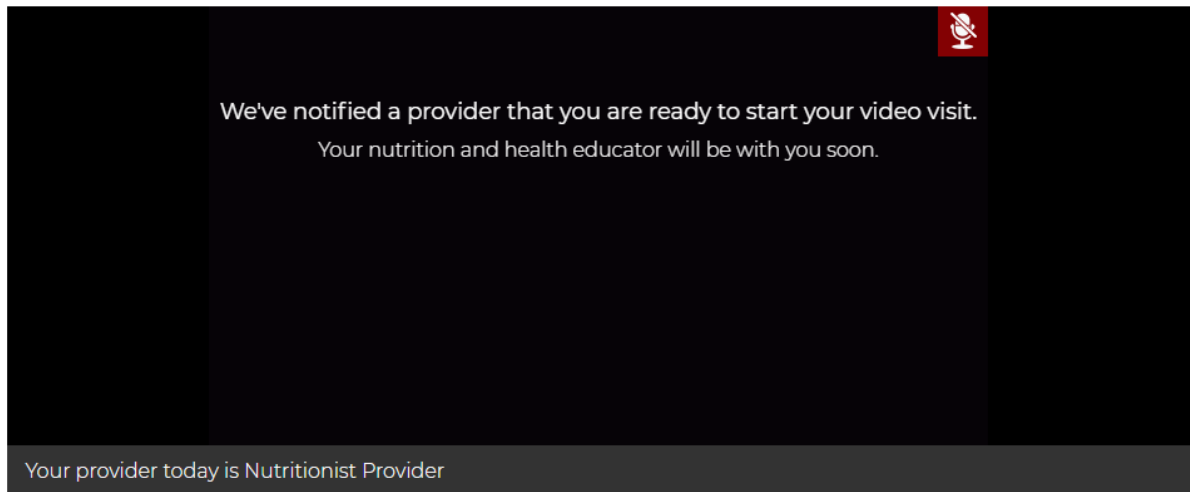
Before entering the waiting room, please provide a phone number for the provider to reach you in the event the video visit disconnects.

 **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



## Technical Assistance and Support

For non-urgent non-medical questions email us at: [VirtualHealth@nyuhs.org](mailto:VirtualHealth@nyuhs.org)

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