

How to Use the Direct Message

Jay-Ileen (Ai) - 2024-02-21 - VSee Clinic for Providers

Direct Messages are 1-1 chats between the Provider and the Patient. This is different from the Visit Chat wherein it is a chat conversation between all the participants of the visit.

*Note: Direct Message is called **Private Chat** in the VSee Messenger App.*

- Before the Call
 - [For One-to-One appointments](#)
 - [For Group Appointments](#)
- [During the Call](#)

Before the Call

For One-to-One Appointments:

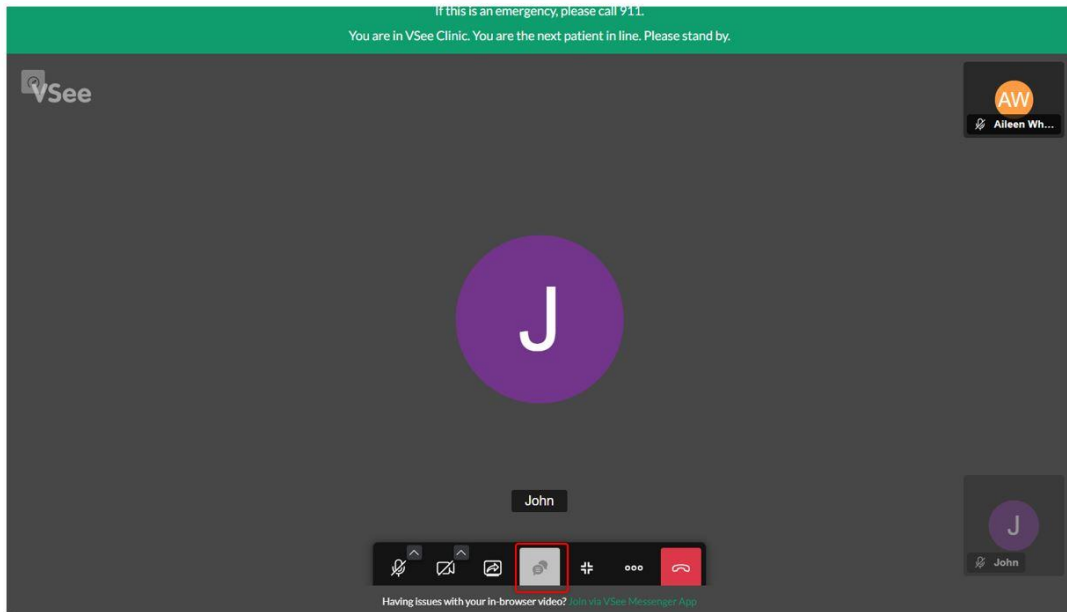
1. From the Waiting Room Dashboard, click on the **Patient's name**.

The screenshot displays the VSee Clinic dashboard for Dr. Sarah Bays. The top navigation bar includes 'Dashboard', 'Patients', and 'Schedule'. The main content area is divided into several sections:

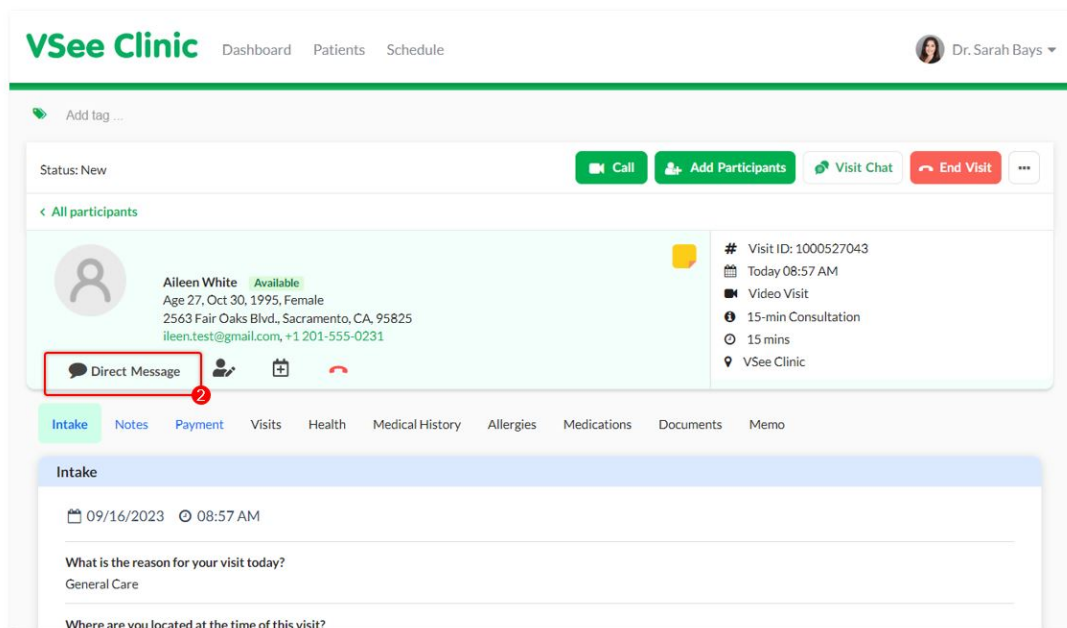
- Call Selected:** A green button labeled 'Call Selected'.
- Ready for Visits (1):** A list of patients ready for visits. The first entry is Aileen White, a 27-year-old female in General Care, who is 'Available' and 'Waiting 1 min'. A red box highlights her name. To the right of the patient information is a 'No Host' status and a green video call icon.
- Getting Ready (0):** A section with a right-pointing arrow and '0' patients.
- In Progress (0):** A section with a downward-pointing arrow and '0' patients, with the note 'There are no ongoing visits.'
- Recent (0):** A section with a right-pointing arrow and '0' patients.
- Today's Schedule:** A section with a gear icon and the text 'No appointments at this time.'
- Reminder:** A list of three reminders for Aileen White (Visit #1000486526), Brianna Williams (Visit #100048316), and Aileen White (Visit #1000431325), each with a 'Pending notes' status.

At the bottom of the dashboard, it says 'Powered by VSee · Privacy Policy'.

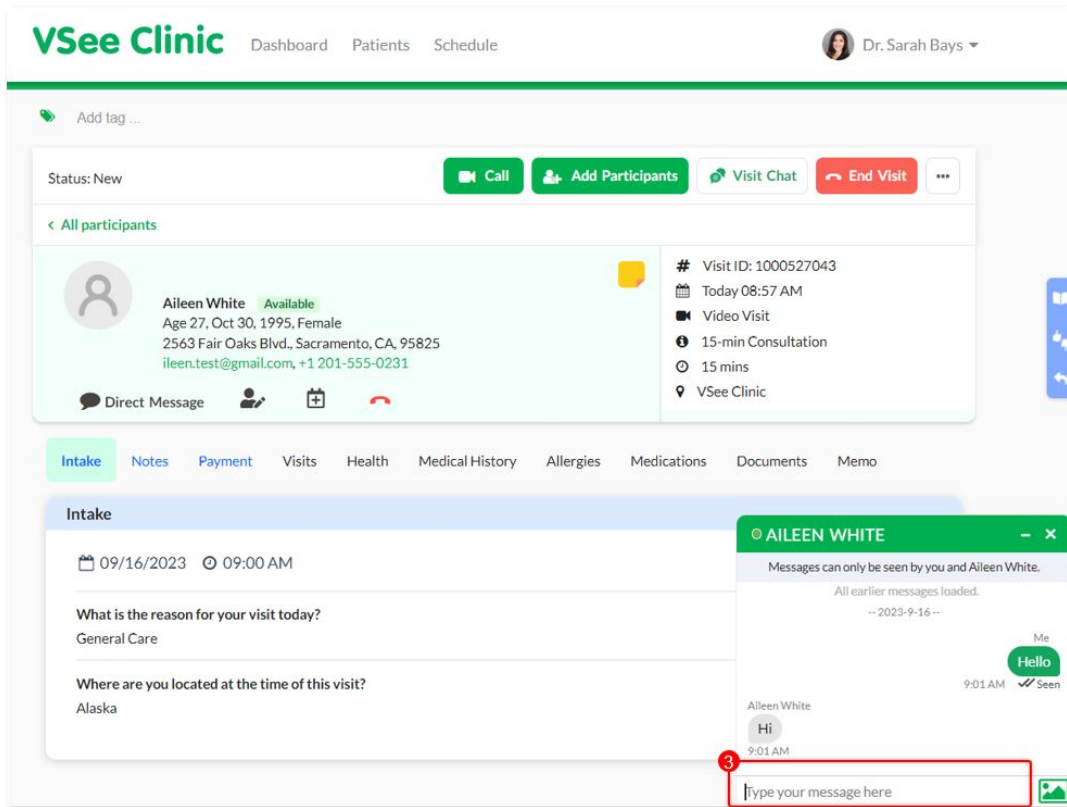
Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.



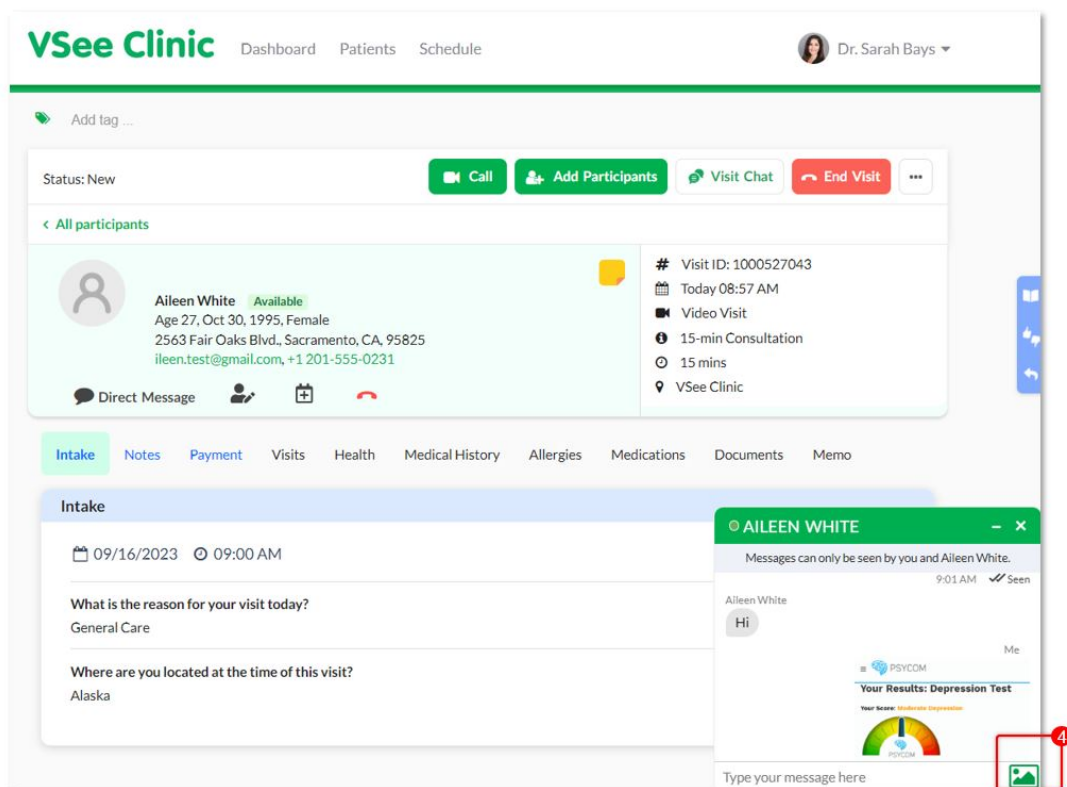
2. Click on **Direct Message**.



3. A pop-up window will appear at the bottom right of the screen. Type your message in the field provided.



4. Click on the **photo** icon to send an image.



Supported Files:

- images (png, jpeg, gif)

- pdf
- ms office (msword, rtf, ms-excel, ms-powerpoint, ms-excel)
- open office

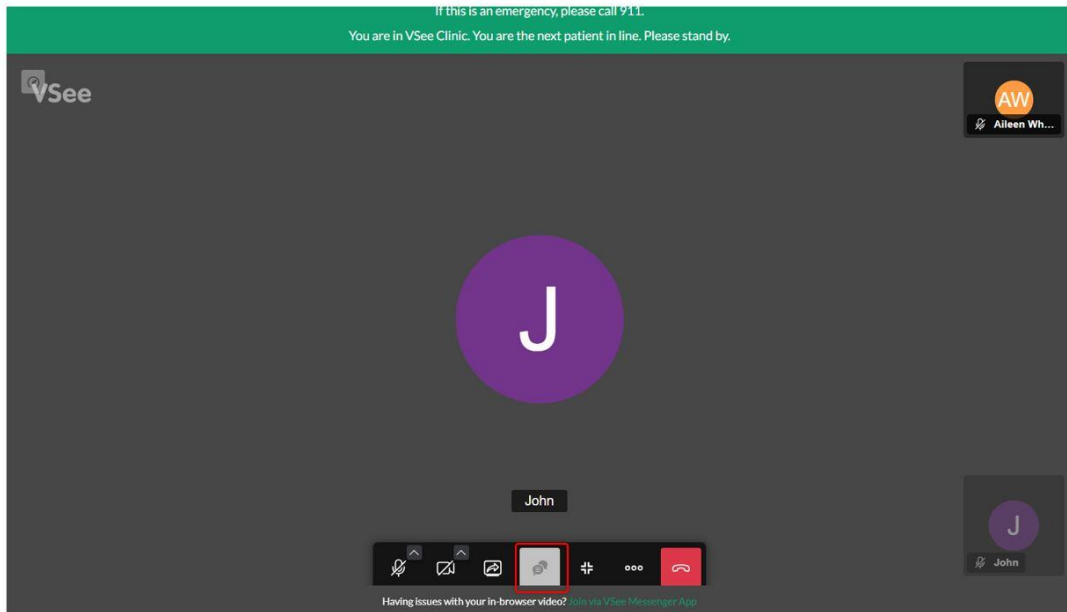
Note: Direct Message currently does not support .mp4 files

For Group Appointments:

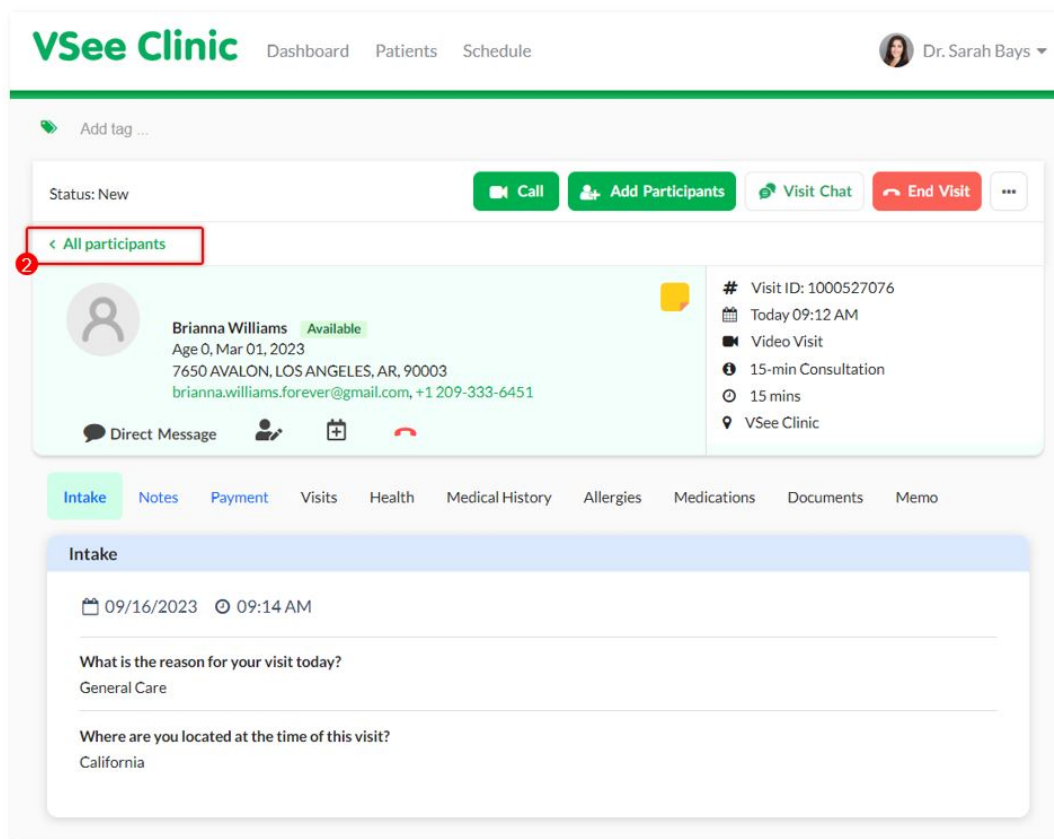
1. Click on the **Visit ID number** or you can directly click on the patient/participant you want to message.

The screenshot shows the VSee Clinic dashboard for Dr. Sarah Bays. The main section is titled 'Ready for Visits (1)' and lists three patients: Brianna Williams (0 year, General Care, Available, Waiting 2 mins), John (Guest, Available, Waiting 0 mins), and Aileen (Guest, Offline, Waiting 2 mins). A red box highlights the 'Visit ID 1000527072, ...' for Brianna Williams. To the right, 'Today's Schedule' shows a visit for Brianna Williams on Sat, 16 Sep 2023 - 09:15 AM with Dr. Sarah Bays, M.D. via Video. Below that, a 'Reminder' section lists three pending notes for Aileen White (Visit #1000486526), Brianna Williams (Visit #1000448316), and Aileen White (Visit #1000431325). The dashboard also includes navigation links for 'Call Selected', 'Invite Patient', and 'Schedule', and a footer that says 'Powered by VSee - Privacy Policy'.

Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.

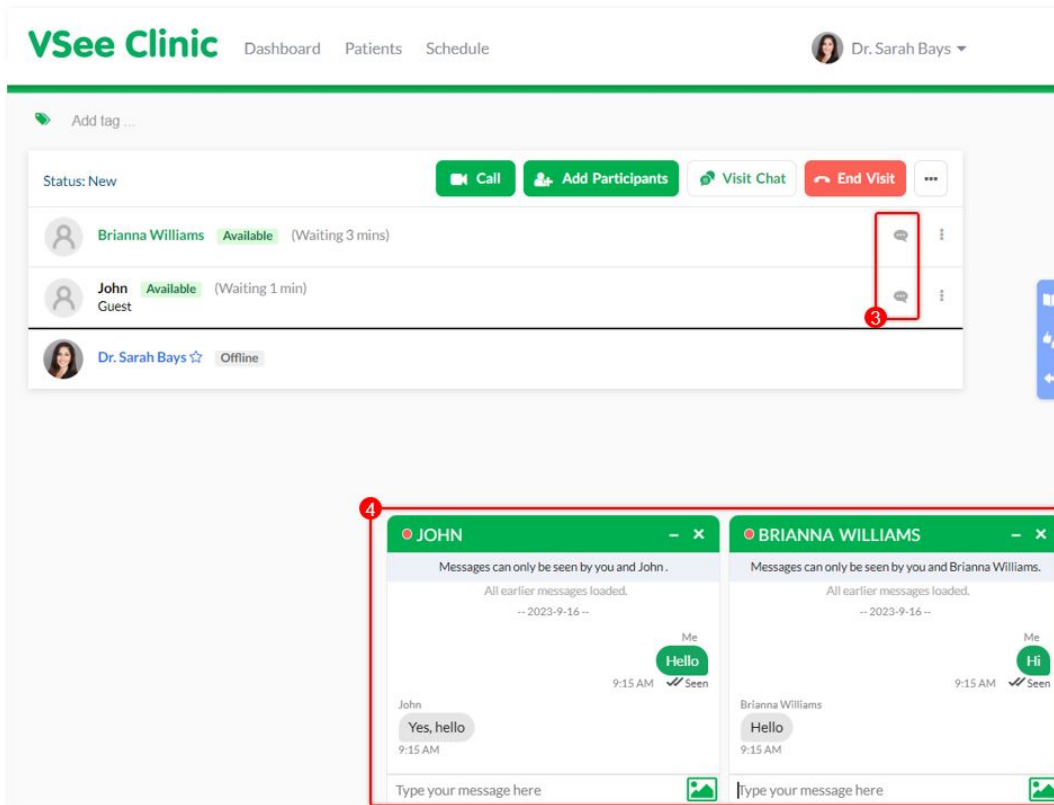


2. Click on **Direct Message**.



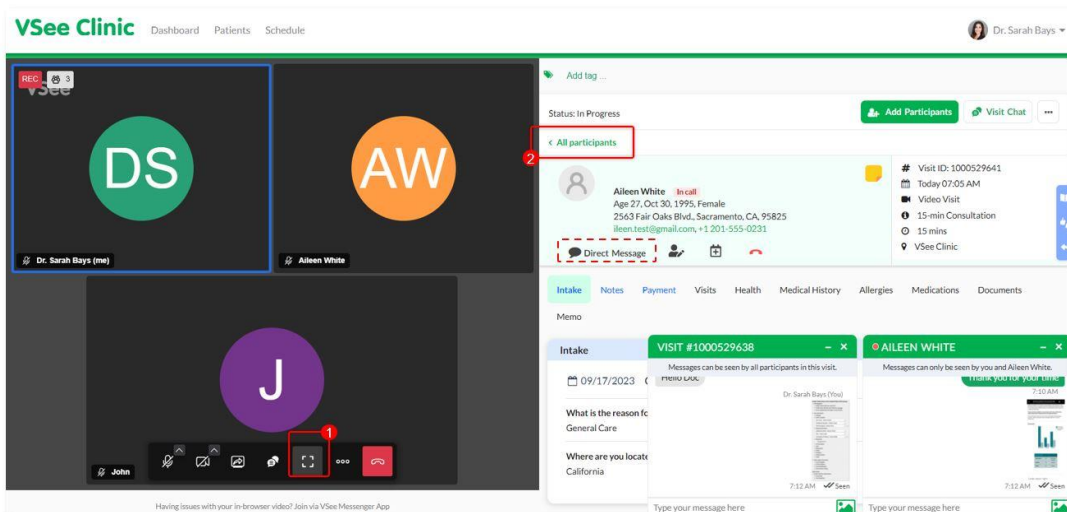
3. A pop-up window will appear at the bottom right of the screen. Type your message in the field provided.

4. Click on the **photo** icon to send an image.

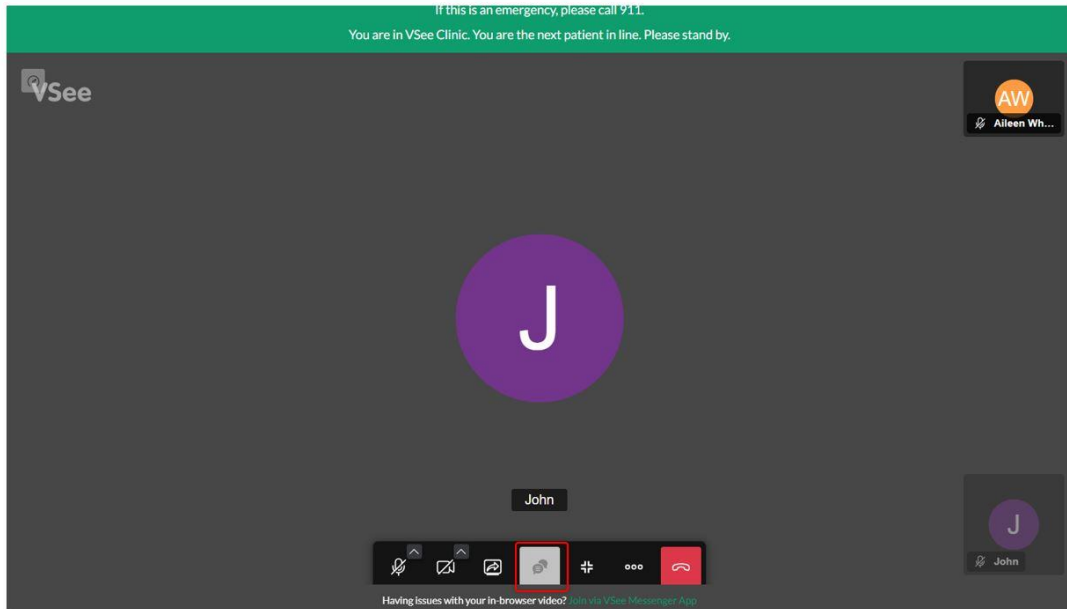


During the Call

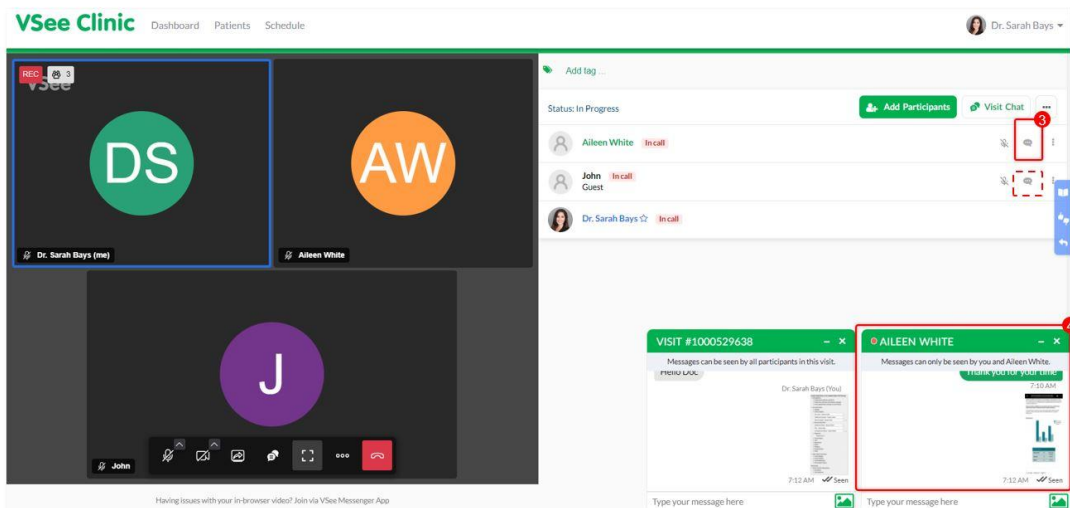
1. When you are already in the call with the patient/s and the other participants of the visit, click on the **Toggle Maximize View** button from the menu tray.
2. Select **All participants** or click on **Direct Message** to chat with the primary patient (or first to enter the Waiting Room) of the visit.



Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.



3. Click on the **chat bubble** button to initiate the private chat with the selected patient.
4. Make sure to initiate the chat with the chat window showing the selected patient's name.



Related Articles:

- [The Visit Chat feature](#)

Need more assistance? Send us an email at help@vsee.com or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

Tags
chat
Direct message
messaging
Private message