

Provider Manual

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WHAT YOU NEED

To enjoy the best experience on VSee, make sure you have:

- Internet access (minimum 200 kbps for upload and download). For more information on how to check your Network Statistics while using VSee, please follow the steps listed on this [guide](#).
- Webcam or built-in camera
- Microphone and speakers

BROWSER

Make sure you are using a supported browser. VSee works on:

- [Microsoft Internet Explorer \(9.0 or later\)](#) - flash player must be installed
- [Mozilla Firefox \(latest version\)](#) - except iOS and Android
- [Safari \(latest version\)](#) – please don't use private mode
- [Google Chrome \(latest version\)](#)
- [Internet Browser](#) - default browser on some Android devices

To check the browser version, please follow the steps listed on this [guide](#).

Also, in your settings, turn on:

- JavaScript
- Cookies

To turn on Javascript and Cookies, please follow the steps listed on this [guide](#).

GET STARTED

Once you have everything you need, close all other video conferencing programs, such as:

- WebEx
- Skype
- GoToMeeting

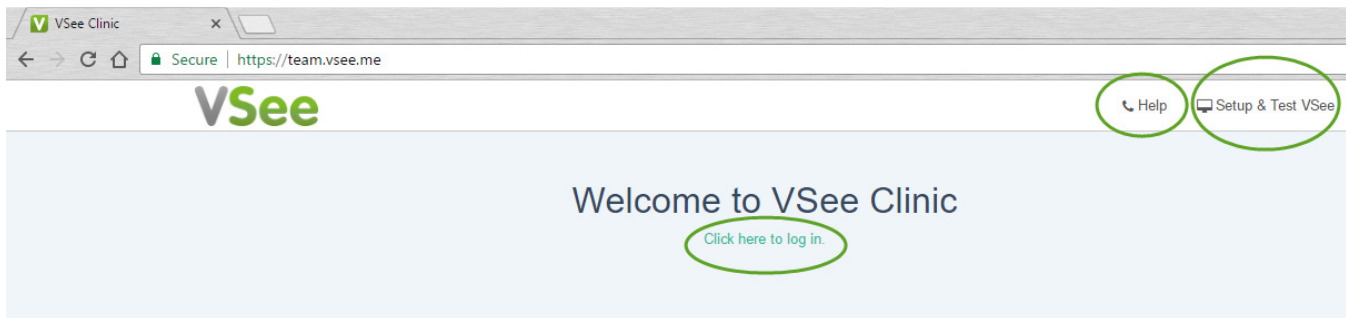
These programs can interfere with VSee. To close these programs, locate them on the "System Tray" located at the bottom-right corner of your computer. Right-click on the icon (Skype for example) then select "Quit".

Log-in and Set-up

1. Go to your custom clinic provider web address eg <mycompany>.vsee.me and “Click here to log in.”

For first time users: If you haven’t installed vsee yet, click **Setup & Test VSee**

VSee support information: Click **Help**



2. Type your vsee username and password, click **Sign In**.

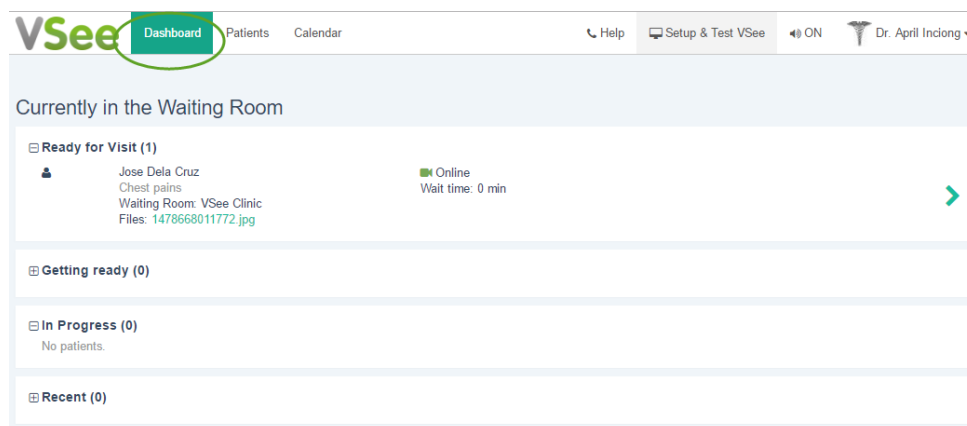
Sign In To Your Account

Sign In >

Forgot Password?

View My Dashboard, Patient List and All Visits

1. **Dashboard** tab: to see your real-time patient queue.



2. **Patients** tab:

My Patients: to view your patient list

All Visits: to view all visits

The screenshot shows the VSee web interface. The top navigation bar includes 'Dashboard', 'Patients' (highlighted with a green circle), and 'Calendar'. On the right, there are links for 'Help', 'Setup & Test VSee', 'ON', and a user profile for 'Becky Wai'. Below the navigation bar, the 'My Patients' tab is selected and highlighted with a green circle. The 'All Visits' tab is also visible. A search bar is present. Below the search bar, a table displays patient information:

Name	Gender	Age	Email	Phone Number	Date of Last Visit
Jane Doe	Female	43 years	becky+1@vsee.com	6503906970	01/27/2015 11:54:27 AM
Susan Wong	Female	52 years	thet.thet22@gmail.com	6502882413	02/27/2017 04:13:25 PM

Below the table, it says 'Showing 1 to 2 of 2 entries'. On the right, there are 'Previous' and 'Next' buttons, with '1' in the middle.

The screenshot shows the VSee web interface with the 'All Visits' tab selected and highlighted with a green circle. The 'My Patients' tab is also visible. The search bar is present. Below the search bar, a table displays visit information:

Visit Time	Patient	Gender	Age	Email	Visit Status	Charge Amount	Payment Status
03/02/2017 11:00:00 AM	Susan Wong	Female	53 years	thet.thet22@gmail.com	Confirmed	50	Invoice created.
03/02/2017 10:30:00 AM	Susan Wong	Female	53 years	thet.thet22@gmail.com	Confirmed	40	Invoice created.
03/02/2017 10:30:00 AM	Susan Wong	Female	53 years	thet.thet22@gmail.com	Deleted	40	Invoice cancelled.
03/02/2017 10:15:00 AM	Susan Wong	Female	53 years	thet.thet22@gmail.com	Confirmed	40	Invoice created.
03/02/2017 10:15:00 AM	Susan Wong	Female	53 years	thet.thet22@gmail.com	Deleted	40	Invoice cancelled.
03/01/2017 08:15:00 PM	Celina DP			nina.demo01@gmail.com	Confirmed	15	Invoice created.
02/28/2017 12:45:00 PM	Leroy Ikeda			leroy.ikeda@mail.com	Confirmed	No payment required.	No payment required.
02/28/2017 12:00:00 PM	Roman VSee			roman+3@vsee.com	Completed	No payment required.	No payment required.

Click the patient's name to view visit notes, patient's visit history, files uploaded and other info.

VSee Dashboard **Patients** Calendar Help Setup & Test VSee ON Becky Wai

My Patients > Susan Wong [Back to My Patients](#)

Susan Wong

Susan Wong
 Age: 52, Female (Apr 27, 1964)
 San Francisco, CA
 thet.thet22@gmail.com, 6502882413
 Primary Care Physician:

Visit Notes **Medical History** Allergies Medications Files

Upcoming Visits Search:

Visit Time	Type	Provider	Amount	Action
2017/03/02 10:15	Video	Dr Becky Wai	USD 40	Pending Notes
2017/03/02 10:30	Video	Dr Becky Wai	USD 40	Pending Notes
2017/03/02 11:00	Video	Dr Becky Wai	USD 50	Pending Notes

Showing 1 to 3 of 3 entries Previous 1 Next

Visit History Search:

Visit Time	Visit Info	Provider	Visit Status	Amount	Payment Status	Action
2017/03/02 10:30		Dr Becky Wai	Deleted	USD 40	Invoice cancelled.	
2017/03/02 10:15		Dr Becky Wai	Deleted	USD 40	Invoice cancelled.	
2017/02/27 16:13			Missed	USD 40	Invoice created.	Pending Notes
2017/02/27 13:13			Deleted	USD 40	Invoice cancelled.	
2017/02/23 10:45		Dr Becky Wai	Missed	USD 40	Invoice created.	Pending Notes
2017/02/23 10:30		Dr Becky Wai	Missed	USD 40	Invoice created.	Pending Notes
2017/02/23 10:15		Dr Becky Wai	Deleted	USD 40	Invoice cancelled.	
2017/02/23 10:15		Dr Becky Wai	Missed	USD 40	Invoice created.	Pending Notes
2017/02/15 10:15		Dr Becky Wai	Deleted	USD 40	Invoice cancelled.	
2017/02/14 11:00		Dr Becky Wai	Missed	USD 40	Invoice created.	Pending Notes

Showing 1 to 10 of 209 entries Previous 1 2 3 4 5 ... 21 Next

Powered by VSee

3. **Calendar tab:** Calendar is disabled for Clinics with Waiting Room features only.

Contact a Patient

1. In the **Dashboard** tab, click the arrow located on the patient's panel.

VSee **Dashboard** Patients Calendar Help Setup & Test VSee ON Dr. April Inciong

Currently in the Waiting Room

☐ Ready for Visit (1)

Jose Dela Cruz
 Chest pains
 Waiting Room: VSee Clinic
 Files: 1478668011772.jpg

Online
 Wait time: 0 min

- Click **Chat** or **Video Call**. VSee messenger will launch when you initiate a video call.

VSee Dashboard Patients Calendar Help Setup & Test VSee ON Dr. April Inciong

Waiting Room > Jose Dela Cruz < Back to Waiting Room

Jose Dela Cruz

Jose Dela Cruz
Age:
Primary Care Physician:

Online
Today 09:15 AM
15 mins for Free

Chat
Video Call
Complete Visit

Visit Notes Files

Date: 09:15 AM on Feb 28 2017

Reason for visit
Chest pains
Files uploaded for this visit:
1478668011772.jpg

NOTES:

- On the same patient record, type your diagnosis, prescription and other notes on the text area fields during or after the call. Don't forget to click **Save**.

[Waiting Room](#) > Jose Dela Cruz

[Back to Waiting Room](#)

Jose Dela Cruz



Jose Dela Cruz

Age:

Primary Care Physician:

Online

Today 01:43 AM

15 mins for Free

Chat

Video Call

Complete Visit

Visit Notes

Files

Date: 01:43 AM on Mar 01 2017

Reason for visit

Chest pains

Files uploaded for this visit:

no file uploaded

NOTES:

Subjective (optional)

Objective (optional)

Assessment (optional)

Plan (optional)

Diagnosis (optional)

Patient Instructions (optional)

Write a comment

Uploaded Files (optional)

Drag and Drop files here

Or [Click Here](#) to browse files

Save

- To complete the visit, click **Complete Visit**. This will remove the patient from the waiting room.

Waiting Room > Jose Dela Cruz [Back to Waiting Room](#)

Jose Dela Cruz

Jose Dela Cruz
Age:
Primary Care Physician:

Online
Today 09:15 AM
15 mins for Free

Chat
Video Call
Complete Visit

Visit Notes Files

Date: 09:15 AM on Feb 28 2017

Reason for visit
Chest pains
Files uploaded for this visit:
1478668011772.jpg

NOTES:

Add Notes after Patient Visit

- Go to **Patient Tab, All Visits**. Click on the patient's name.

My Patients **All Visits**

Show 25 entries Search:

Visit Time	Patient	Gender	Age	Email	Visit Status
03/01/2017 01:43:54 AM	Jose Dela Cruz (Guest)				Completed
02/28/2017 06:56:56 PM	Adam Linci	Male	32 years	adamlinci@gmail.com	Deleted
02/28/2017 06:39:54 PM	Adam Linci	Male	32 years	adamlinci@gmail.com	Deleted

- In the **Visit History** section, click **Notes**.

VSee Dashboard Patients Calendar Help Setup & Test VSee ON Dr. April Inciong

My Patients > Jose Dela Cruz < Back to My Patients

Jose Dela Cruz

Jose Dela Cruz
Age:
Primary Care Physician:

Visit Notes Files

Upcoming Visits Search:

Visit Time	Type	Provider	Action
There is no upcoming session.			

Showing 0 to 0 of 0 entries Previous Next

Visit History Search:

Visit Time	Visit Info	Provider	Visit Status	Action
2017/03/01 01:43		Dr. April Inciong	Completed	Notes

Showing 1 to 1 of 1 entries Previous 1 Next

3. Type your additional notes on the text area fields. Don't forget to click **Save**.

Edit My Profile

1. Click your name. Choose **My Account**.

VSee Dashboard Patients Calendar Help Setup & Test VSee ON Dr. April Inciong

Currently in the Waiting Room

There are no patients waiting at this time.

My Account
My Clinic
Log Out

2. Edit your information and click **Update**.



My Account

Edit

Username april@vsee.com

Password xxxxxxxxxxxx

Email april@vsee.com

First Name Dr. April

Last Name Inciong

Short Bio

Achieved Doctor of Medicine Degree from the Chicago School of Medicine, Chicago in the year of 1994. Achieved Bachelor of Science Degree from the Northeastern University, Dallas at Pre-Professional Studies in the year of 1989. Achieved Professional Qualification as a cardiologist from the United States Association of Internal Medicines in cardiology in the year of 1995.

Street Address 748 Centennial Circle

City Shreveport LA

State Alabama

Zip Code

Phone Number (470) 725- 7877

Timezone UTC-05:00 Eastern Time (US & Canada)

Educational and Training

Professional Interests

Personal Interests

Photo



Powered by VSee

3. Your **Short Bio** will be displayed on the patient home page.

Welcome to VSee Clinic

Enter Waiting Room →

Current number of patients waiting: 0

If this is an emergency, please call 911

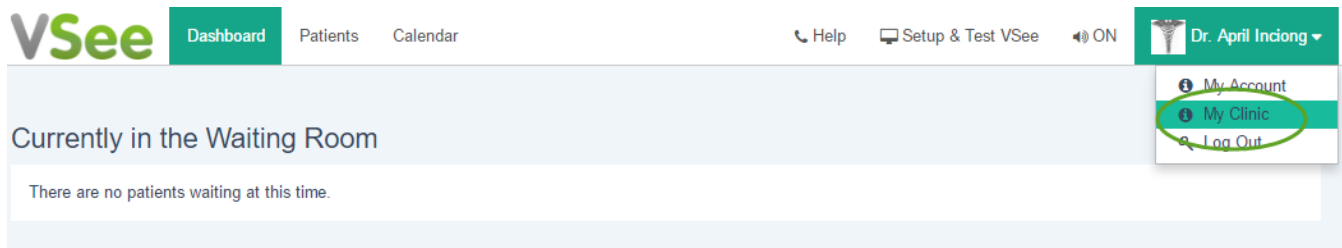


Dr. April Inciong is currently Offline

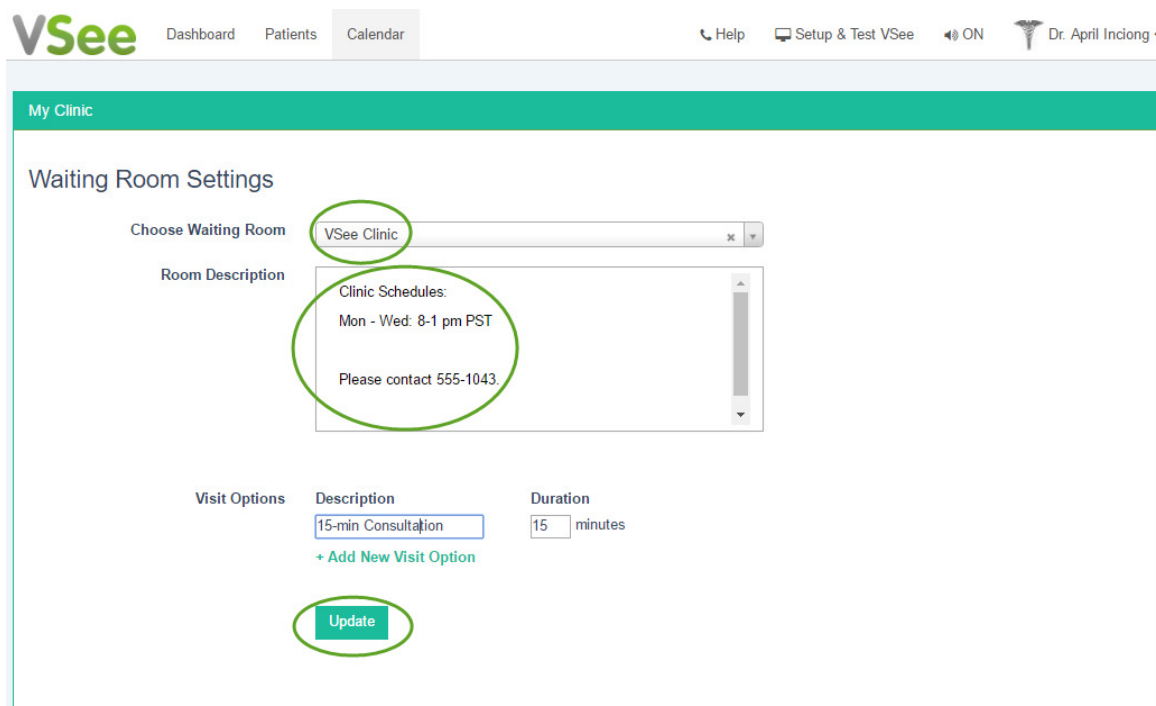
Achieved Doctor of Medicine Degree from the Chicago School of Medicine, Chicago in the year of 1994. Achieved Bachelor of Science Degree from the Northeastern University, Dallas at Pre-Professional Studies in the year of 1989. Achieved Professional Qualification as a cardiologist from the United States Association of Internal Medicines in cardiology in the year of 1995.

Update Room Description

1. Click your name. Choose **My Clinic**.



2. Choose your Waiting Room. Type in your **Room Description**. Click **Update**.



3. Your changes will be displayed on the patient home page.

Welcome to VSee Clinic

Clinic Schedules:

Mon - Wed: 8-1 pm PST

Please contact 555-1043.

[Enter Waiting Room →](#)

Current number of patients waiting: 0

If this is an emergency, please call 911



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Enable / Disable Notification Sound

To enable / disable the notification sound when a patient enters your waiting room, click the volume icon.

Currently in the Waiting Room

There are no patients waiting at this time.

Change Logo and Welcome Message

Please contact your VSee Sales representative or email sales@vsee.com

Welcome to VSee Clinic

[Enter Waiting Room →](#)

Current number of patients waiting: 0

If this is an emergency, please call 911



Dr. April Inciong is currently Offline

Achieved Doctor of Medicine Degree from the Chicago School of Medicine, Chicago in the year of 1994. Achieved Bachelor of Science Degree from the Northeastern University, Dallas at Pre-Professional Studies in the year of 1989. Achieved Professional Qualification as a cardiologist from the United States Association of Internal Medicines in cardiology in the year of 1995.

Add More Providers

Please contact your VSee Sales representative or email sales@vsee.com

Technical Support

Please contact your IT team or email support@vsee.com

Questions About This Document

Please contact your VSee Sales representative or email sales@vsee.com