

## Dashboard V2 Improvements

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The Dashboard V2 is now more compact as it shows a better and more accurate view of the different phases and statuses the patient would go through within the VSee Clinic.

We brought back the **Getting Ready** and **Recents** phases from Dashboard V1.

We now have 4 phases in total: **Ready for Visit**, **Getting Ready**, **In Progress**, and **Recents**.

The screenshot displays the VSee Clinic Dashboard V2 interface. At the top, there are navigation tabs for 'Dashboard', 'Patients', and 'Schedule', along with a user profile for 'Jane Ha'. The main content area is divided into several sections:

- Call Selected:** A green button at the top left.
- What's new on this dashboard?:** A section with a 'Call Selected' checkbox and a 'What's new on this dashboard?' link.
- Ready for Visit (4):** A section containing three patient cards, each with a 'Ready for Visit' status. The first card is for Mike Johnson (headache, NC, waiting 15 mins). The second is for Micheal Armstrong (migraine, insomnia, waiting 3 mins, with file uploads). The third is for Philip Taylor (group consult, urgent care, waiting 0 mins).
- Getting Ready (1):** A section with one patient card, currently empty.
- In Progress (1):** A section containing one patient card for Micheal Armstrong, who is 'In call' with Jane Ha. The card shows details like 'Male, 35 years', 'Group therapy', and 'Ready for Physician'.
- Recents (0):** A section with one patient card, currently empty.
- Today's Schedule:** A section on the right side, currently empty.
- Reminders:** A section on the right side, showing 'No reminders at this time.'

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

The table below shows the different phases and the equivalent status depending on where the patient is currently at or how the call went:

### PHASES

Phase	Remarks
Getting Ready	Patient just entered the waiting room but is not yet finished giving microphone and camera permission; no one can call the patient yet
Ready for Visit	Patient is now available for call after giving microphone and camera permission
In Progress	Call already initiated by Provider and/or CSR
Recents	Patient intentionally hangs up or unintentionally got disconnected while in the call with Provider and/or CSR

## WAITING ROOM STATUSES

### Dashboard V2 Improvements

Patient Status	PHASE			
	Ready for Visit	Getting Ready	In Progress	Recents
Offline		<ul style="list-style-type: none"> <li>• Patient just entered the waiting room but is not yet finished giving microphone and camera permission</li> <li>• No one can call the patient yet</li> </ul>		<ul style="list-style-type: none"> <li>• Patient intentionally hangs up or unintentionally got disconnected while in the call with Provider and/or CSR</li> <li>• Provider/CSR may not be able to call/chat with Patient</li> </ul>
Available	Patient is online and available for call			
In call			Patient is in the call with Provider and/or CSR	
Away	<ul style="list-style-type: none"> <li>• Patient became idle while waiting in queue, patient just needs to move mouse cursor or refresh browser to show as Available again, or tap the screen for Mobile users</li> <li>• Provider/CSR may not be able to call/chat with Patient</li> </ul>		<ul style="list-style-type: none"> <li>• Patient became idle during call session, patient just needs to move mouse cursor or refresh browser to show as Available again, or tap the screen for Mobile users</li> </ul>	

The **Getting Ready** phase immediately shows the patients who are trying to enter the waiting room but are still offline. During this phase, the patient is not yet done giving microphone and camera permission. You are not yet able to call the patient at this point, you will have to wait until the patient shows up under the **Ready for Visit** phase which is equivalent to the previous **New Visits** phase.

The **Recents** phase shows those patients who became offline during the call session. There are cases wherein the patient can resume the call, not unless they had a power outage or lost their internet connection for a long time until the visit expired.

Make sure to utilize the expand and collapse arrows to adjust the view and prioritize what you would like to be showing on the Waiting room Dashboard.

Call Selected

[What's new on this dashboard?](#)

v Ready for Visit (4)

Visit ID 399001 New Patient Consult Room

**Mike Johnson** Available (Waiting 15 mins)

headache  
NC

Add tag...

No Host

Visit ID 399001 New Patient Consult Room

**Micheal Armstrong** Available (Waiting 3 mins)

migraine  
insomnia

files-upload-1234567.jpg, dashboard-v2.jpg

Ready for Physician

No Host

Visit ID 399001 New Patient Consult Room

**Philip Taylor** Available (Waiting 0 mins)

group consult

Urgent Care

No Host

> Getting Ready (1)

In Progress (1)

Visit ID 399001 New Patient Consult Room

**Micheal Armstrong** In call

Male, 35 years  
Group therapy

files-upload-1234567.jpg, dashboard-v2.jpg

**Jane Ha** In call

Show all (+2)

Last action by Jane Ha

**Philip Taylor** Away

Group therapy

Ready for Physician

> Recents (0)

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You now also can request to customize the intake information that is showing in the visit card. (e.g. visit option and State). *Please contact [Sales](#) or your Account Manager to enable this feature in your Clinic.*

If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com)

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Tags

dashboard

phases

visit status

waiting room