

Getting Into the Call (Old Visit Page)

- 2024-03-08 - [In-Browser Calling](#)

Call Patient Via Web Browser

Note: Please make sure that you are using the latest **Chrome** or one version earlier on Windows or Mac.

To jump into a call with your Patient from your waiting room dashboard;

Click on the **Call** button.

The screenshot shows the VSee Clinic dashboard interface. At the top, there is a navigation bar with 'VSee Clinic' logo and menu items: Dashboard, Patients, Schedule, Health, e-Rx. On the right, there is a user profile for Sarah Miller. Below the navigation bar, there are several sections:

- Call Selected:** A green button labeled 'Call Selected'.
- What's new on this dashboard?:** A link to view updates.
- Invite Patient:** A green button.
- Schedule:** A green button.
- New Visits (1):** A dropdown menu showing one visit: Visit ID 20525040, Training. A green 'Call' button is highlighted with a red box.
- Today's Schedule:** A section showing 'No appointments at this time.'
- E-Consult:** A list of three e-consults for Brianna Williams, each with a visit ID and assigned to Sarah Miller.
- In Progress (0):** A section showing 'There are no ongoing visits.'
- Reminder:** A section showing a reminder for Brianna Williams.

You may also check first the Patient's visit details before getting into the call.

1. Click on the **Visit ID number** or the **Patient's name**.

Call Selected What's new on this dashboard? Invite Patient Schedule

New Visits (1)

Visit ID 20525040 Training Call

Brianna Williams Available (Waiting 1 min) Sarah Miller
27 years Last action by Sarah Miller

Tags: Add tag ...

In Progress (0)
There are no ongoing visits.

Feedback

Today's Schedule
No appointments at this time.

E-Consult

- Brianna Williams
Visit #20380174
New - Assigned to Sarah Miller
Thu, 20 Jan 2022 - 03:27 PM
- Brianna Williams
Visit #20380099
New - Assigned to Sarah Miller
Thu, 20 Jan 2022 - 03:24 PM
- Brianna Williams
Visit #20378283
New - Assigned to Sarah Miller
Thu, 20 Jan 2022 - 02:32 PM

Reminder

- Brianna Williams

2. Click the **video call** button on the Patient information page.

You can view the visit details under the **Intake** tab.



Brianna Williams
 Age 27, Jan 01, 1995
 brianna.williams.forever@gmail.com
[Edit](#)

Open Visits + Create New Visit

Patient in Waiting Room 🕒 Today 10:52 PM

Pending Note Pending Payment 🕒 Today 05:39 PM

Pending Note Pending Payment 🕒 Today 12:29 AM

Pending Payment 🕒 Jan 04 04:30 PM

Visits
Health
Medical History
Allergies
Medications
Documents

All Visits > Visit #20526114

🕒 Today 10:52 PM 🎥 Visit type: Video 🕒 15 mins for USD 15.00 🕒 15-min Consultation

Status: New 👤 ⋮

📍 Patient in Waiting Room

🕒 Wait time: 0 mins

Checkout

📅 Intake

📄 Notes

💰 Payment

📅 01/27/2022 🕒 10:52 PM

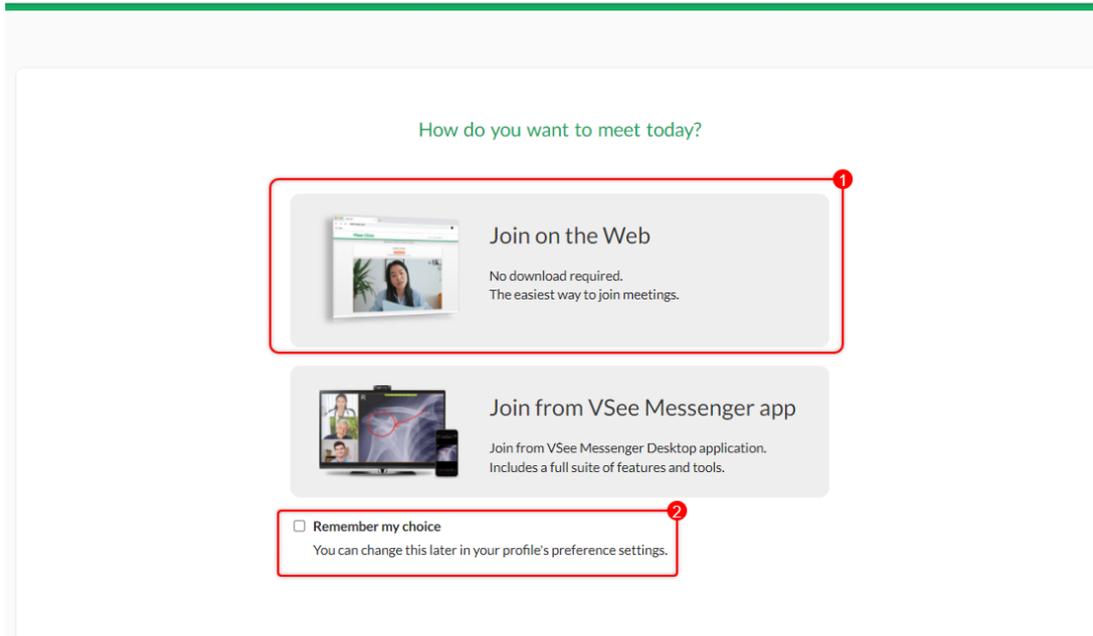
Chief Complaint
fever; dry cough

Where are you located at the time of this visit?
California

Uploaded files
thermometer.jpg

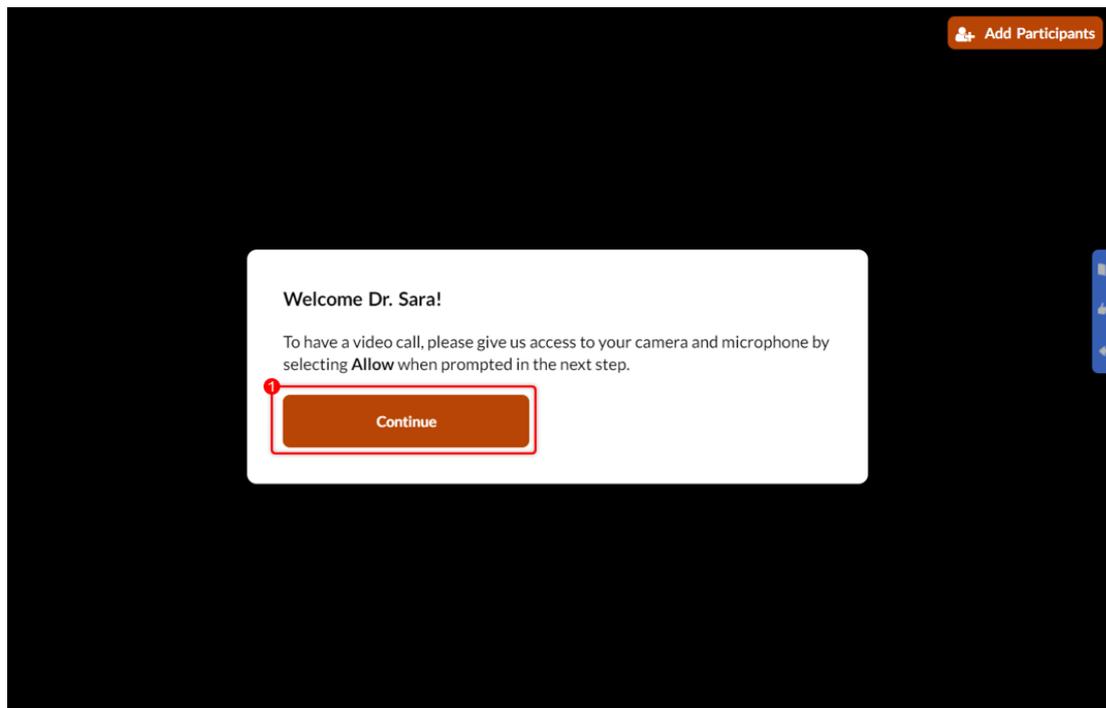
Call Preference

1. Choose to **Join via Web**.
2. Check **Remember my choice**.

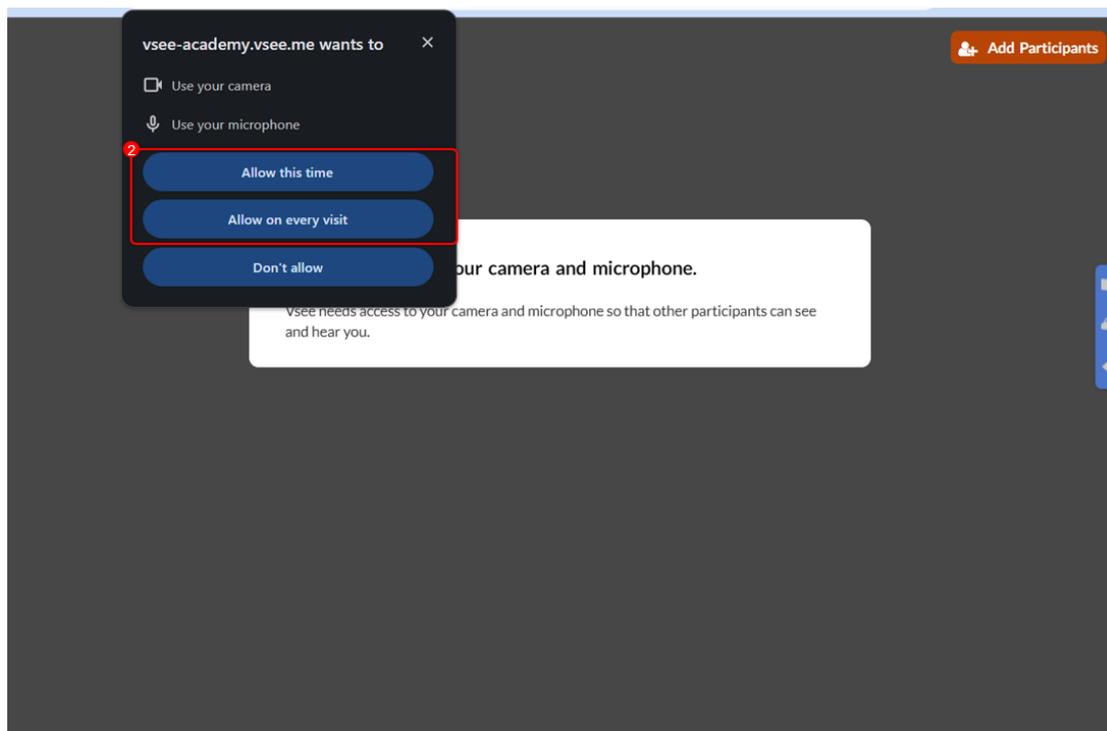


Microphone and Camera Permissions

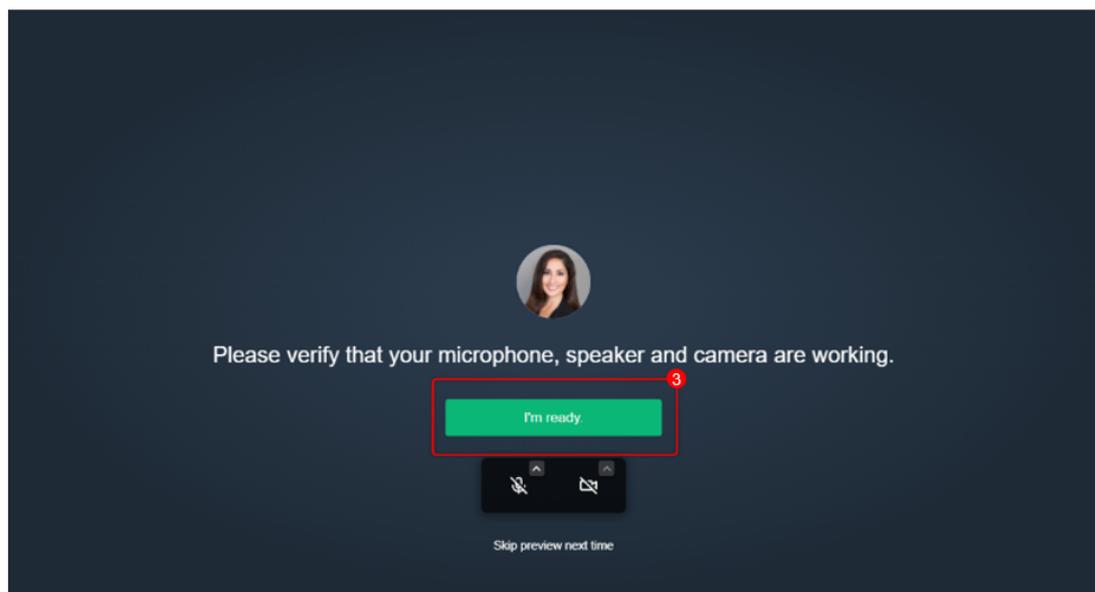
1. Click on **Continue**.



2. Click on **Allow this time** or **Allow on every visit** for VSee to access your microphone and camera.

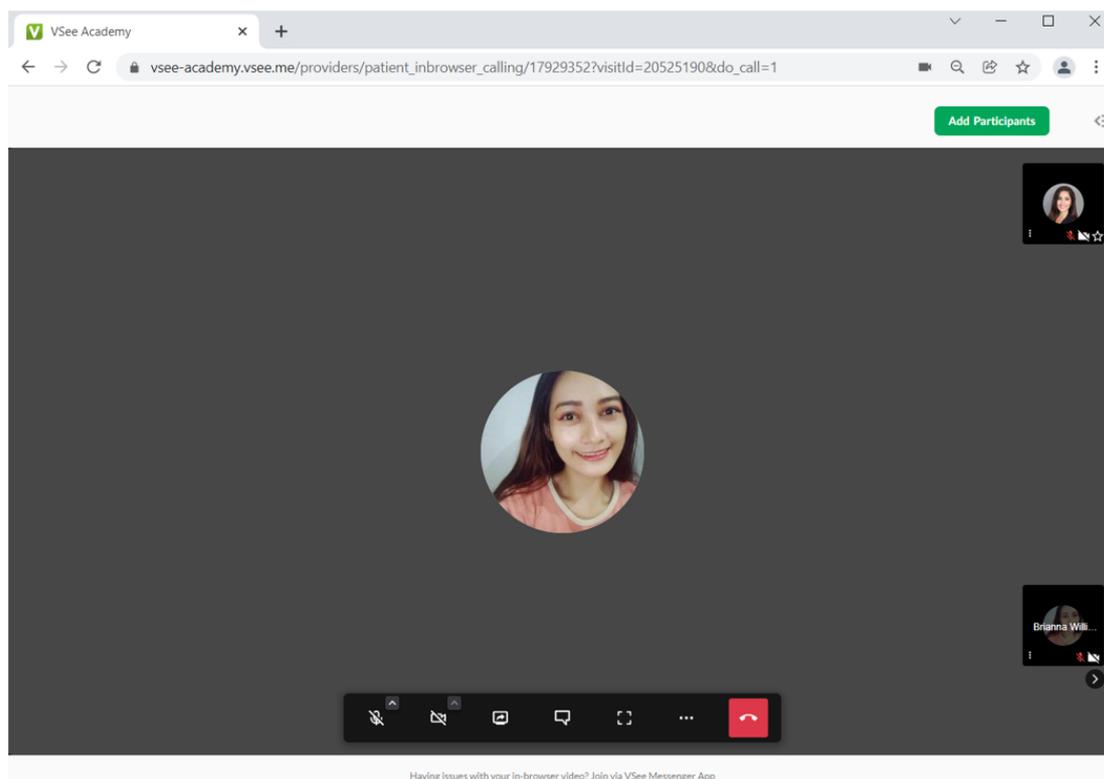


3. Click on **I'm ready** button.

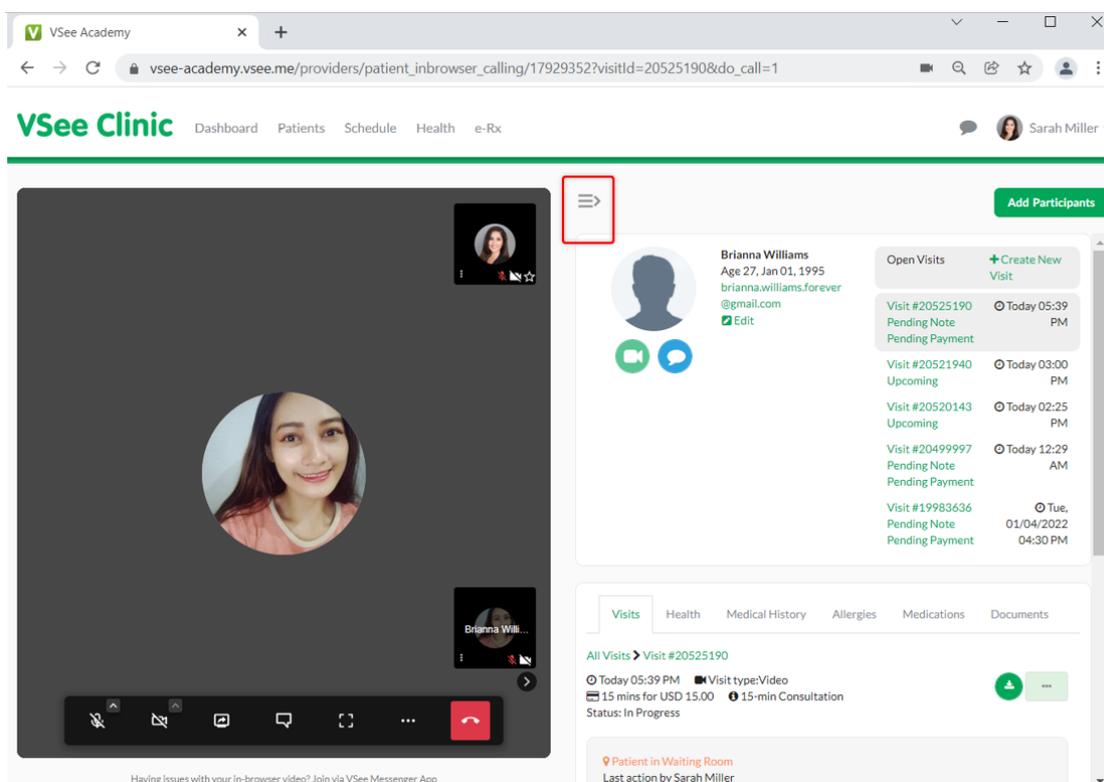


In the Call with the Patient

You are now on a call with your Patient.



To view the Patient's visit details while on the call, click the **expand icon**.



Note: The screenshots used above are taken using the new visit page version. To know how to switch to the new version, read: [Three Ways to Switch From Old to New Visit Page](#). You may also read [Getting Into the Call \(New Visit Page\)](#).

Scope and Limitations

- No live annotations during screen-sharing
- No remote control for screen sharing
- No file sharing
- Providers must call the patient from the clinic dashboard and not from the VSee Messenger notification
- Only available if your preference setting is set to **Join via web browser** or **Always ask me**
- Currently supported on mobile browsers (Safari on iOS 13 and newer, Chrome on Android)
- In-Browser call is supported only on Google Chrome, Microsoft Edge, and Safari
- Unsupported browser users will be prompted to install VSee Messenger app as an alternative to in-browser calling

Related Articles:

- [Three Ways to Switch From Old to New Visit Page](#)
- [Getting Into the Call \(New Visit Page\)](#)

For further assistance, please contact us [here](#).

Last updated on: 27 Mar, 2023

- Tags
- [getting started](#)
- [How to call patient](#)
- [in-browser calling](#)