Getting Into the Call (Old Visit Page)

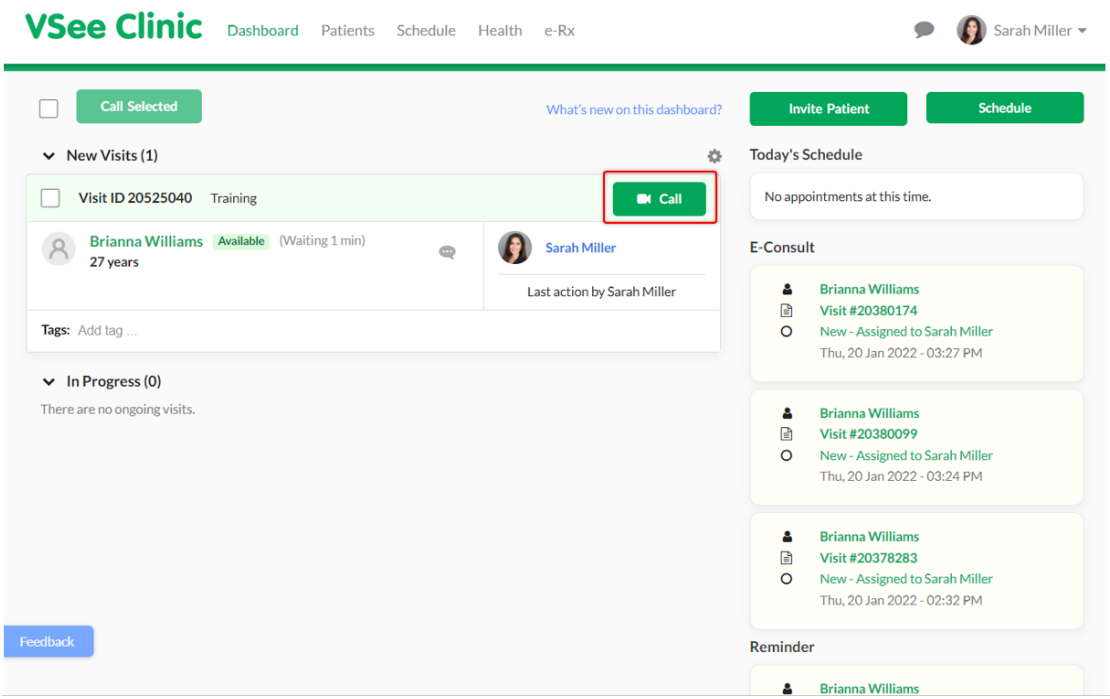
- 2024-03-08 - In-Browser Calling

Call Patient Via Web Browser

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

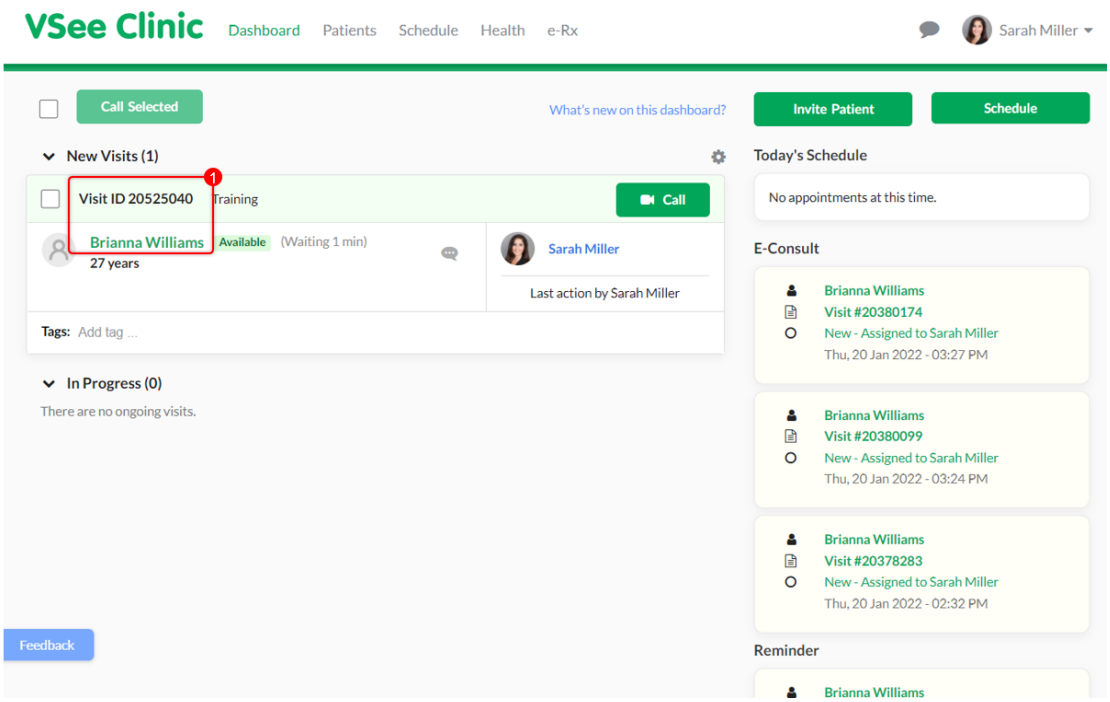
To jump into a call with your Patient from your waiting room dashboard;

Click on the **Call** button.



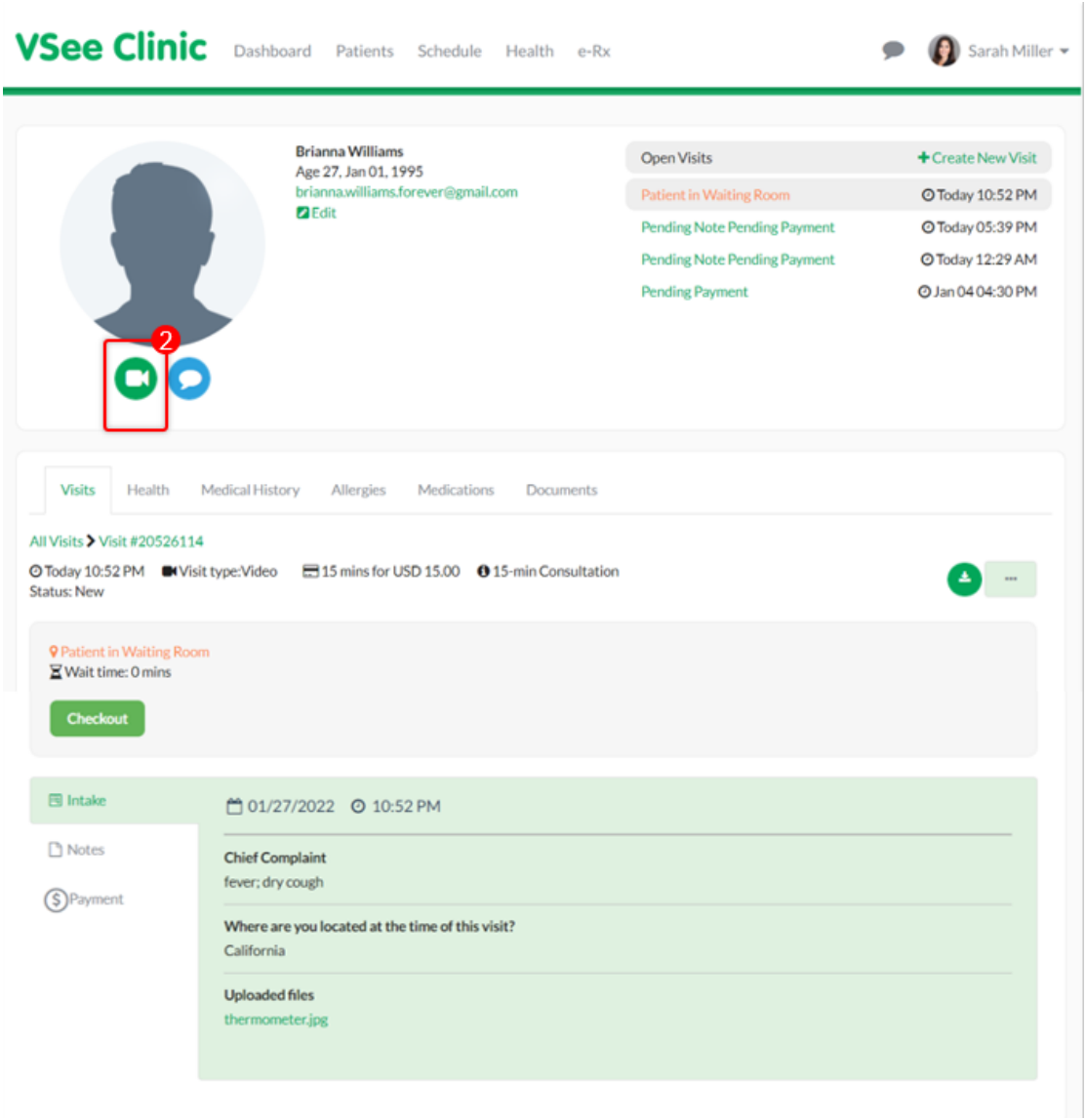
You may also check first the Patient's visit details before getting into the call.

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



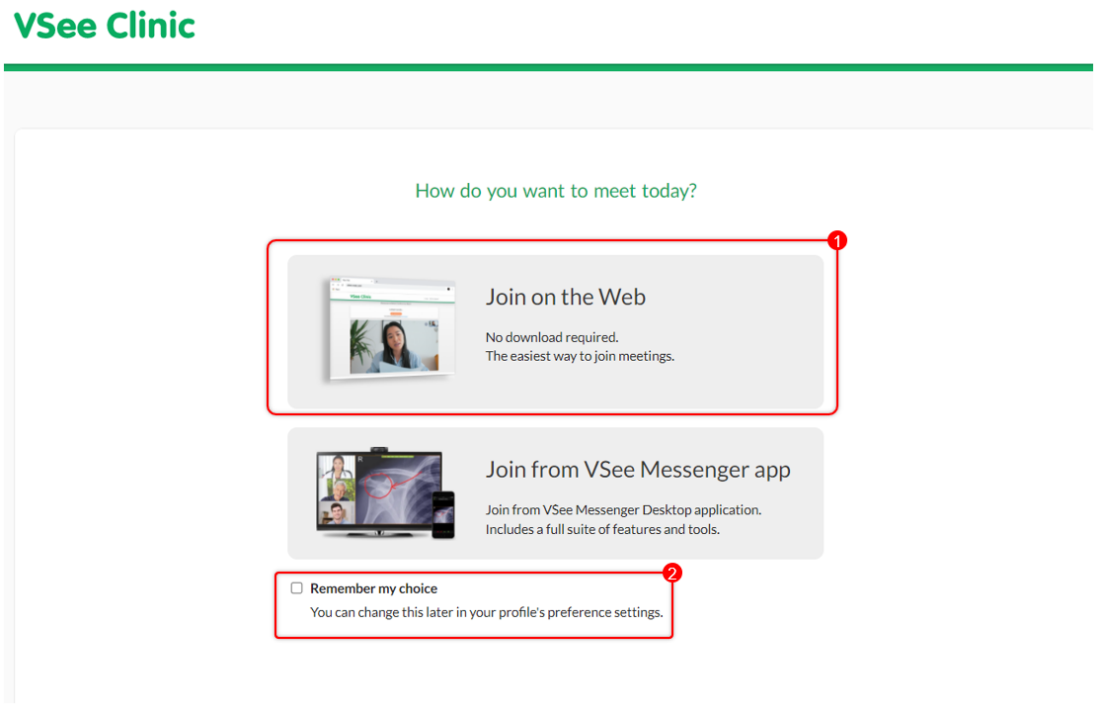
2. Click the **video call** button on the Patient information page.

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



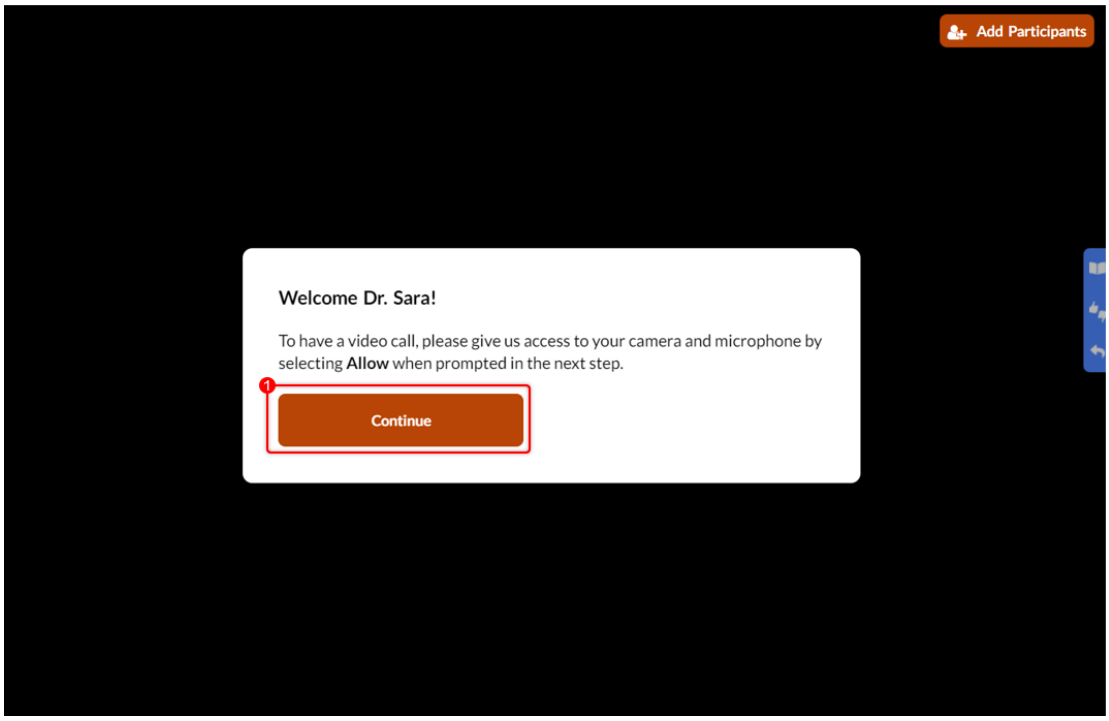
Call Preference

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

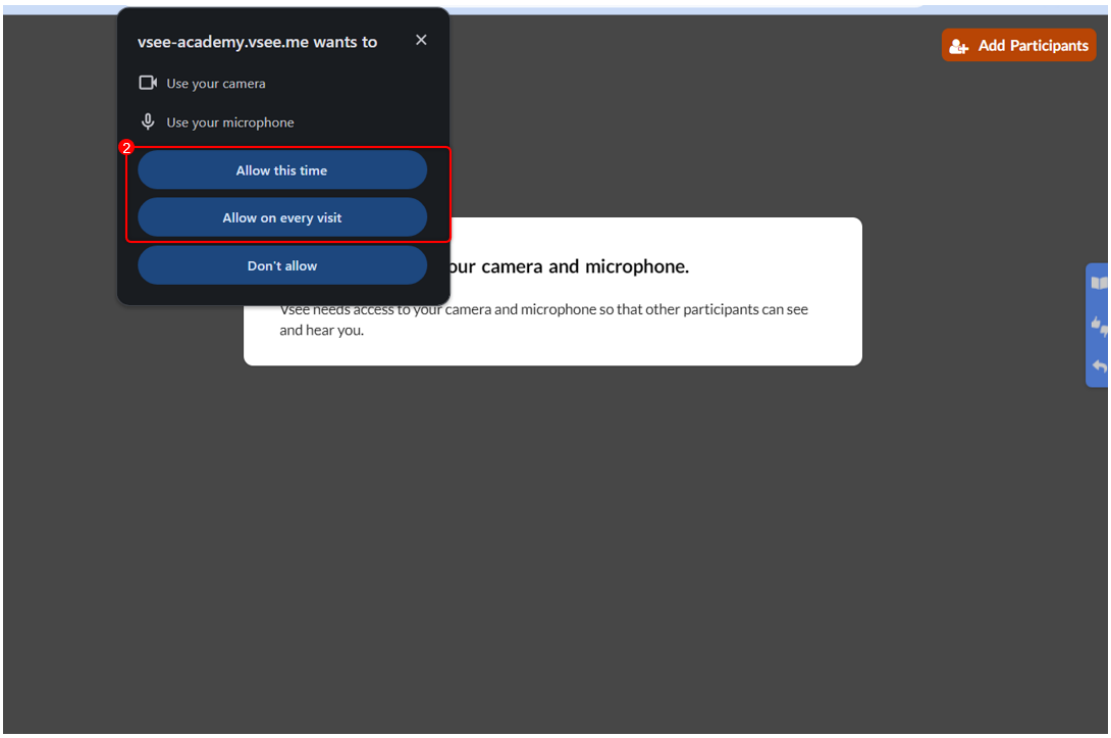


Microphone and Camera Permissions

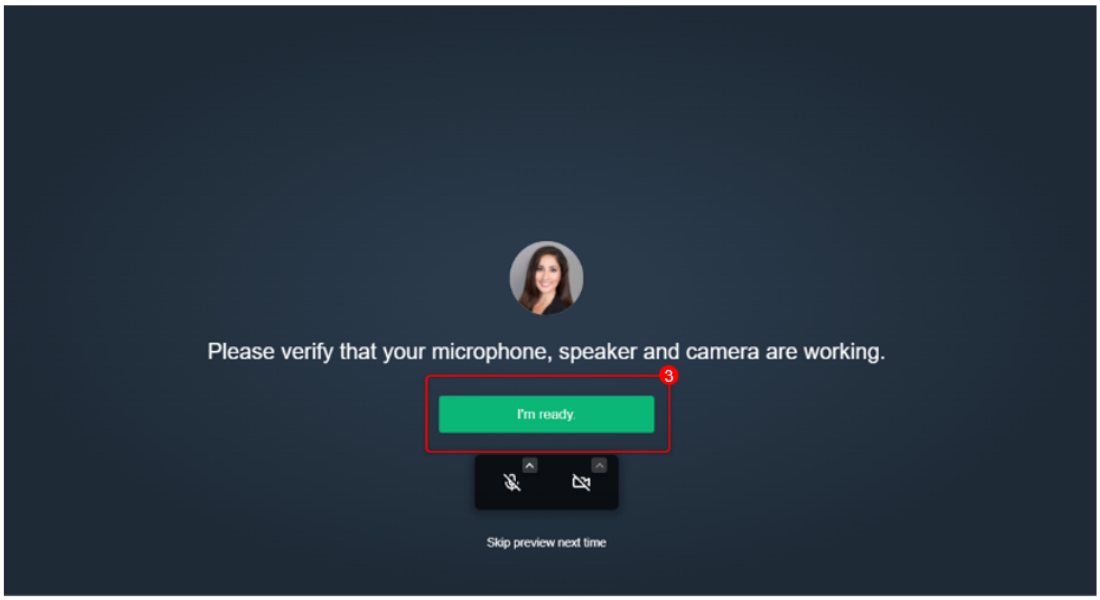
1. Click on **Continue**.



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

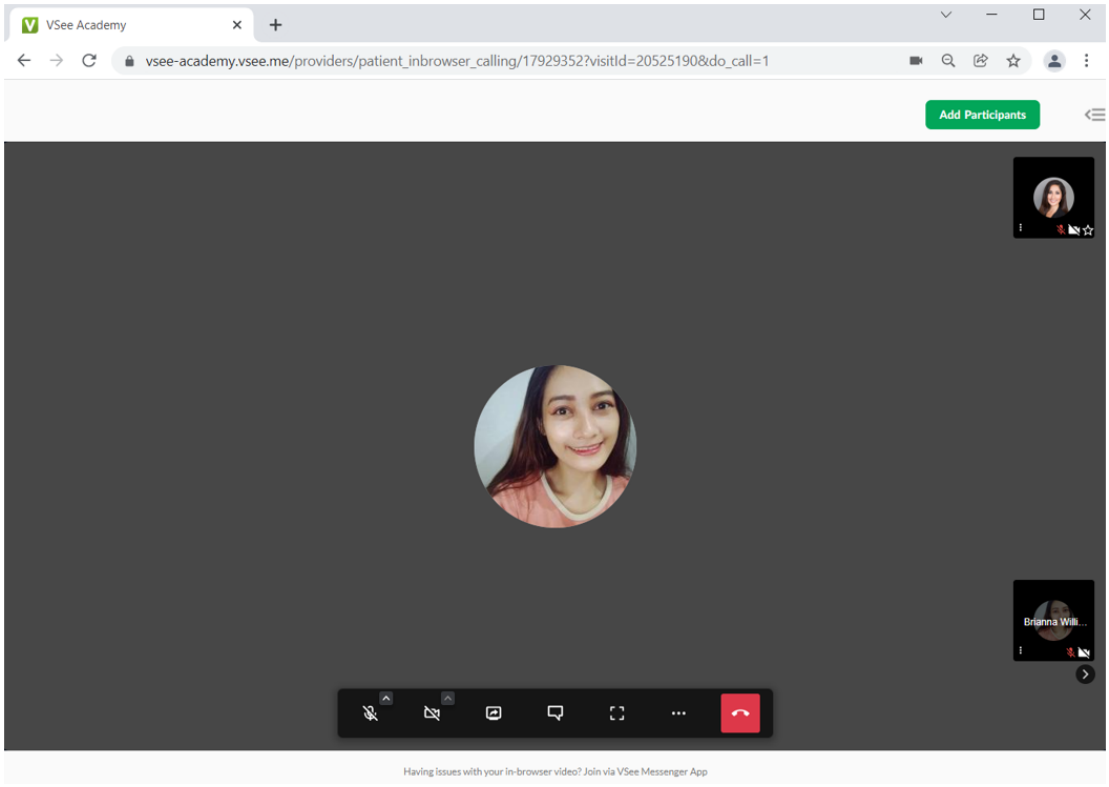


3. Click on **I'm ready** button.

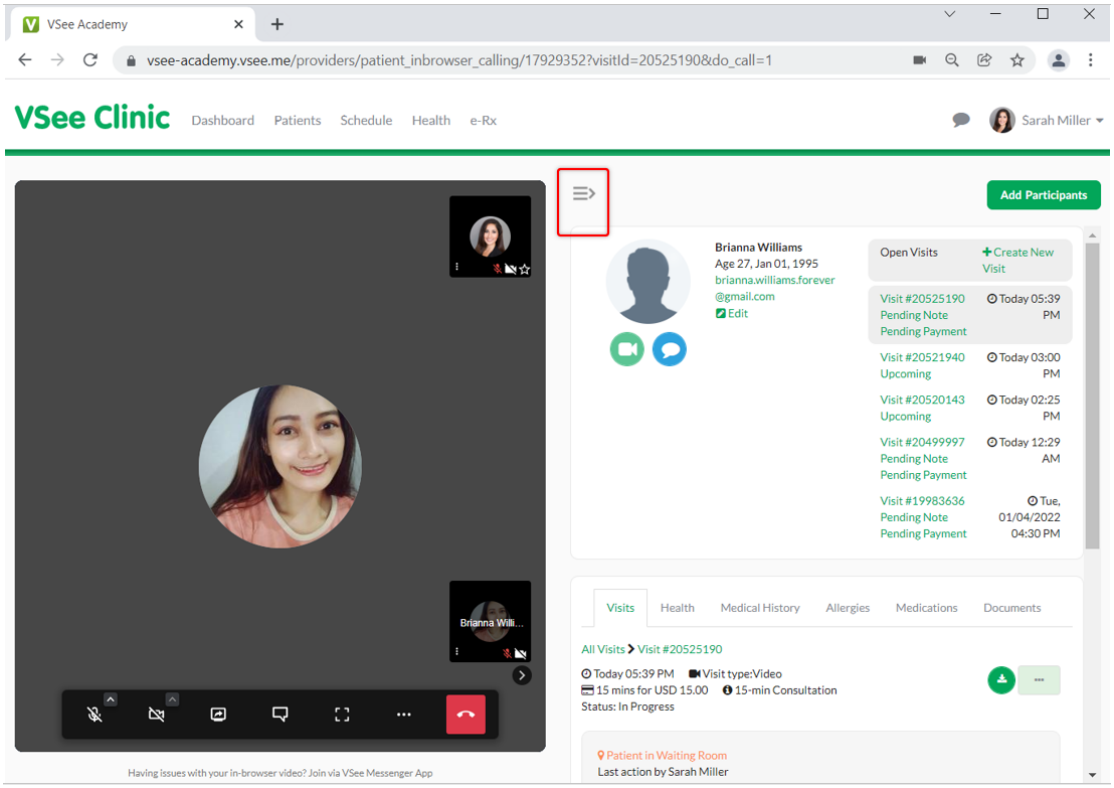


In the Call with the Patient

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