

Getting Into the Call (Old Visit Page)

- 2024-03-07 - 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 displays the VSee Clinic dashboard interface. At the top, there is a navigation bar with the VSee Clinic logo and menu items: Dashboard, Patients, Schedule, Health, and e-Rx. On the right side of the navigation bar, there is a user profile for Sarah Miller. Below the navigation bar, the dashboard is divided into several sections. On the left, there is a 'Call Selected' button and a 'What's new on this dashboard?' link. Below these, there is a 'New Visits (1)' section. The first visit card is for Brianna Williams, 27 years old, with a status of 'Available' and a note '(Waiting 1 min)'. A green 'Call' button is highlighted with a red box on this card. Below the visit card, there is a 'Tags: Add tag ...' field and an 'In Progress (0)' section with the text 'There are no ongoing visits.' At the bottom left, there is a 'Feedback' button. On the right side of the dashboard, there is a 'Today's Schedule' section with the text 'No appointments at this time.' Below that is an 'E-Consult' section with three entries for Brianna Williams, each with a visit ID and a note 'New - Assigned to Sarah Miller' and a timestamp. At the bottom right, there is a 'Reminder' section with one entry 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
📅 01/27/2022 🕒 10:52 PM

📄 Notes

💰 Payment

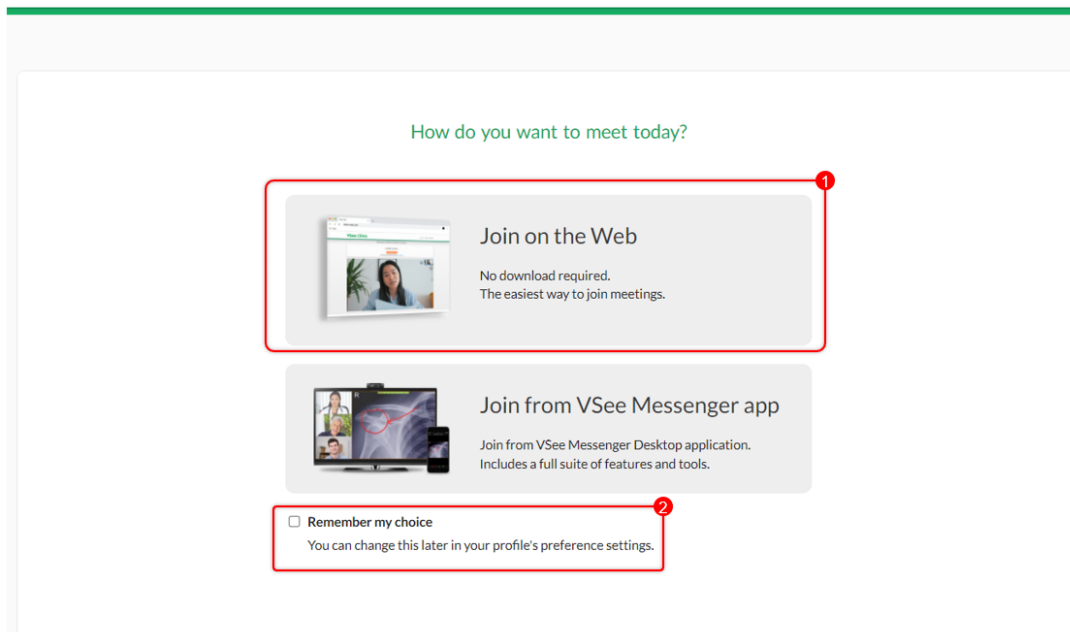
Chief Complaint
fever; dry cough

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

Uploaded files
thermometer.jpg

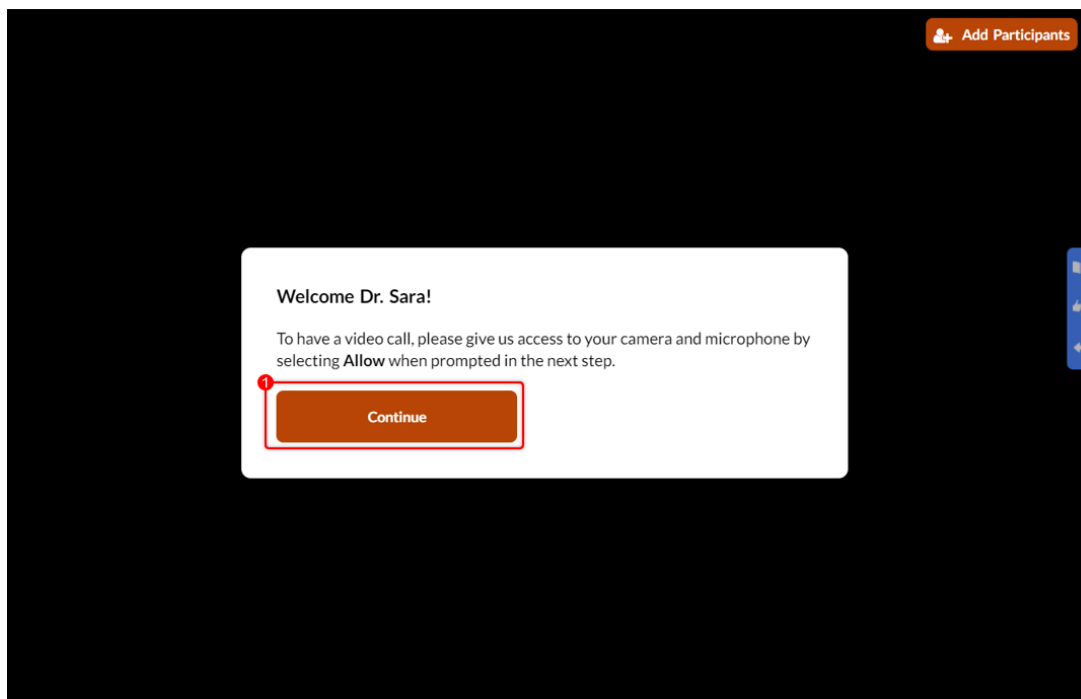
Call Preference

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

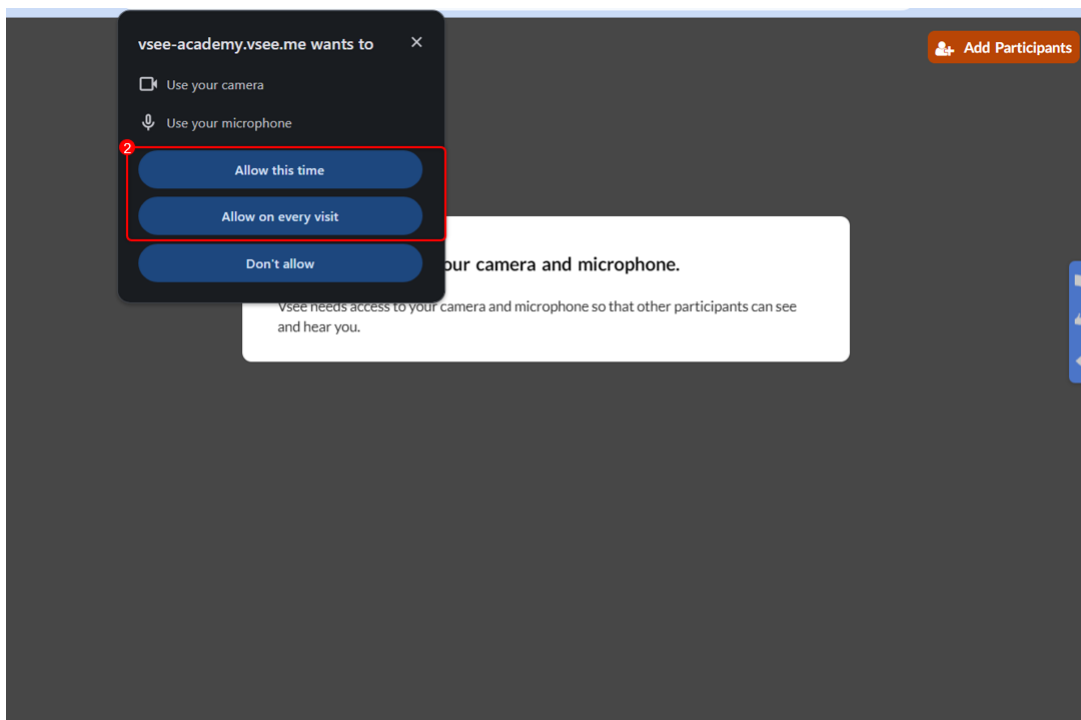


Microphone and Camera Permissions

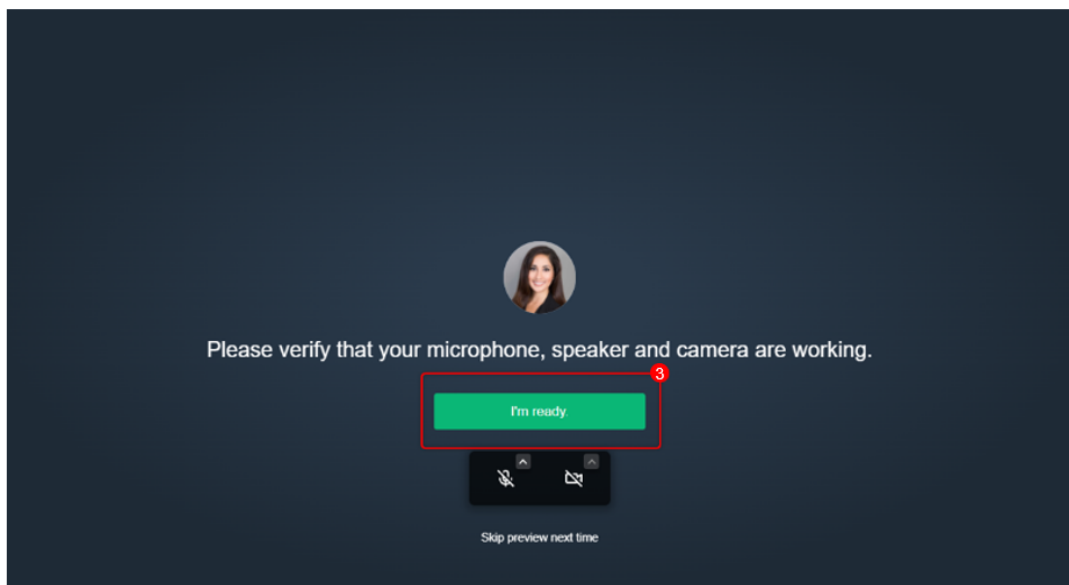
1. Click on **Continue**.



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

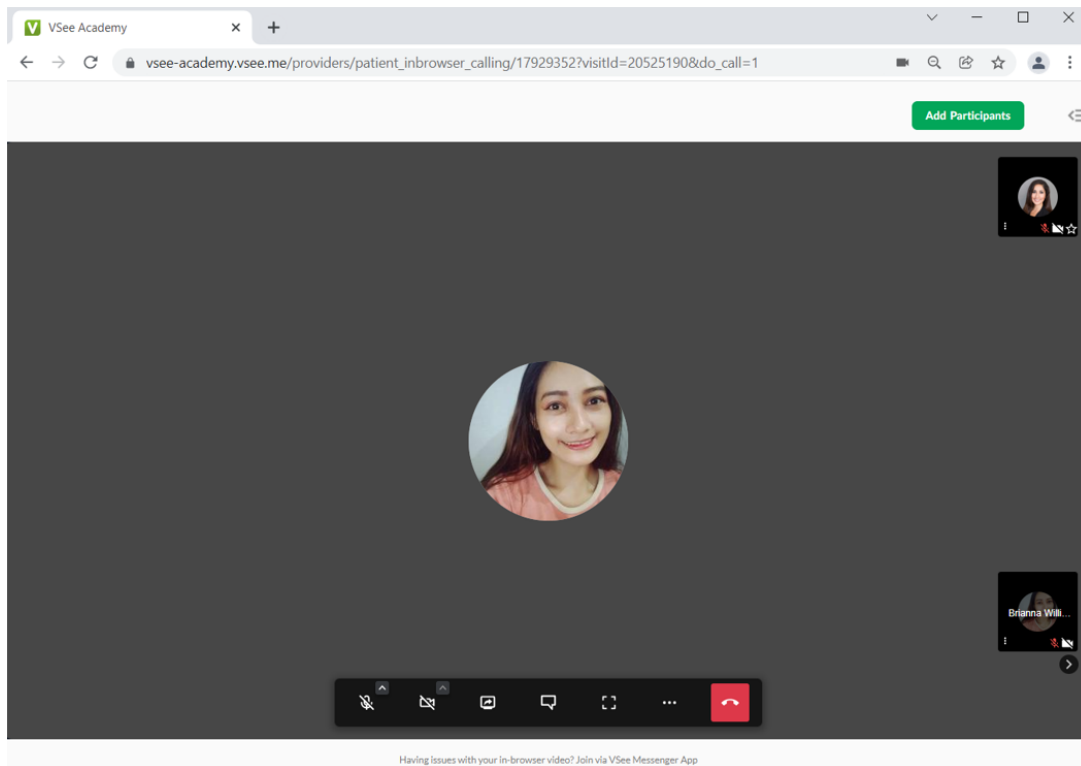


3. Click on **I'm ready** button.

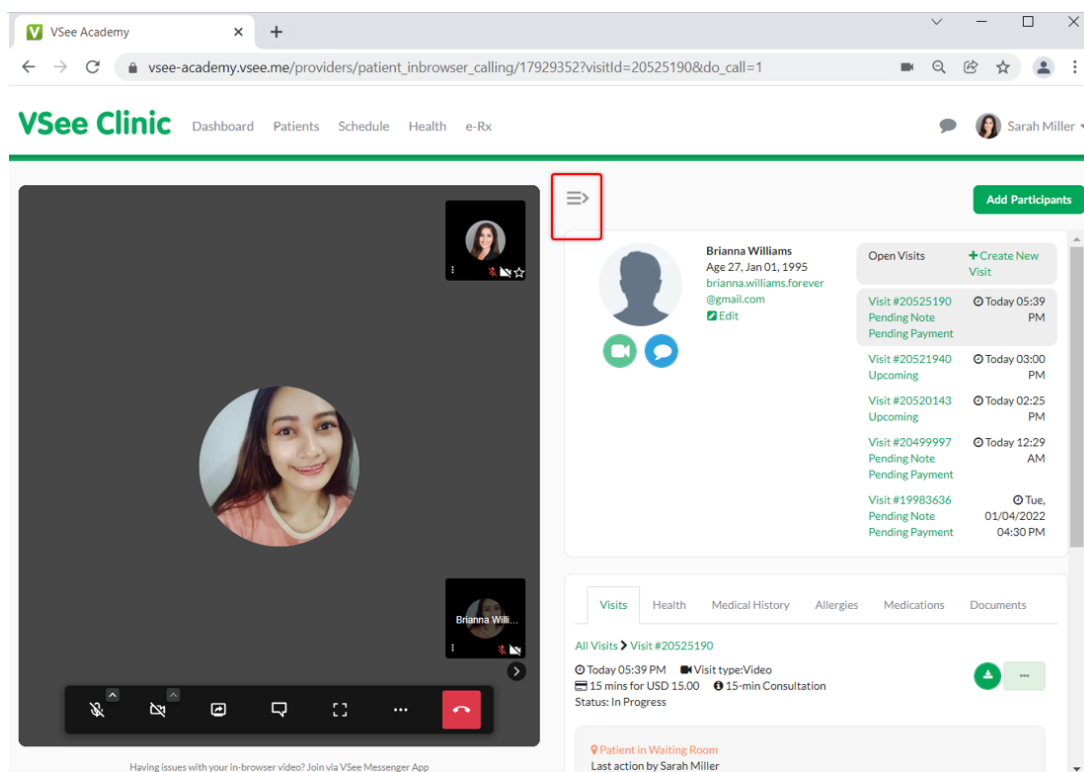


In the Call with the Patient

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