

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 shows the VSee Clinic dashboard interface. At the top, there's a navigation bar with 'VSee Clinic' logo and links for 'Dashboard', 'Patients', 'Schedule', 'Health', and 'e-Rx'. A user profile for 'Sarah Miller' is visible in the top right. The main content area is divided into several sections. On the left, under 'New Visits (1)', there's a card for 'Visit ID 20525040' with patient details 'Brianna Williams, 27 years' and status 'Available (Waiting 1 min)'. A red box highlights a green 'Call' button on this card. Below this, there's an 'In Progress (0)' section stating 'There are no ongoing visits.' On the right, there's a 'Today's Schedule' section with 'No appointments at this time.' Below that, an 'E-Consult' section lists three consultations for Brianna Williams. At the bottom right, a 'Reminder' section is partially visible. A 'Feedback' button is located at the bottom left of the dashboard.

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**.

VSee Clinic Dashboard Patients Schedule Health e-Rx Sarah Miller

☐ 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**.

How do you want to meet today?



Join on the Web

No download required.
The easiest way to join meetings.



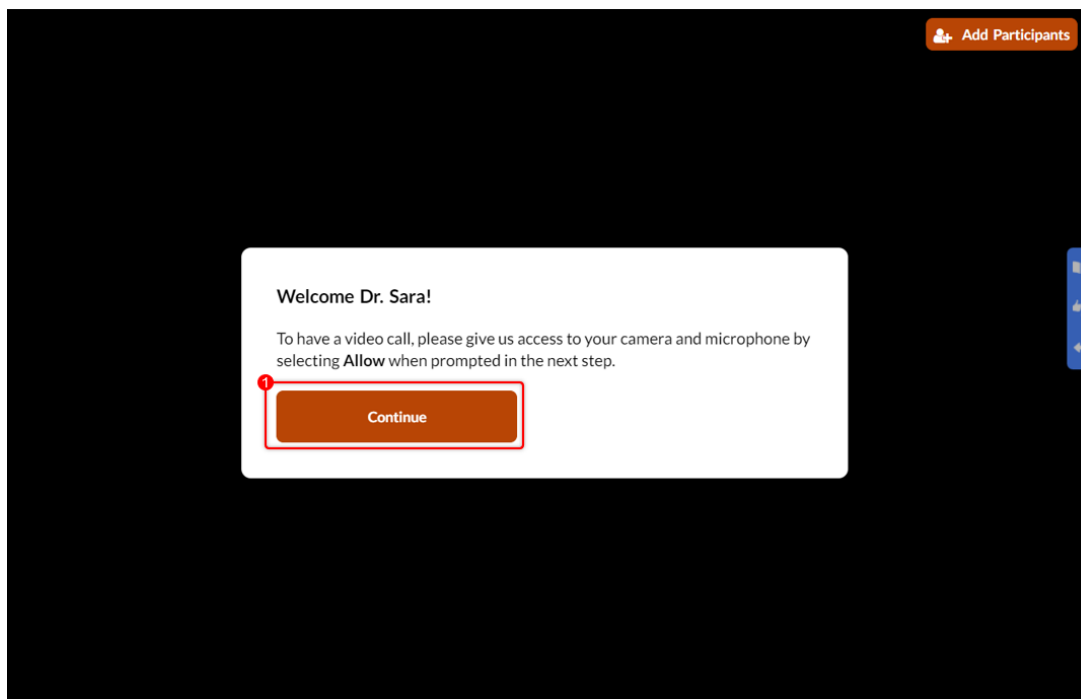
Join from VSee Messenger app

Join from VSee Messenger Desktop application.
Includes a full suite of features and tools.

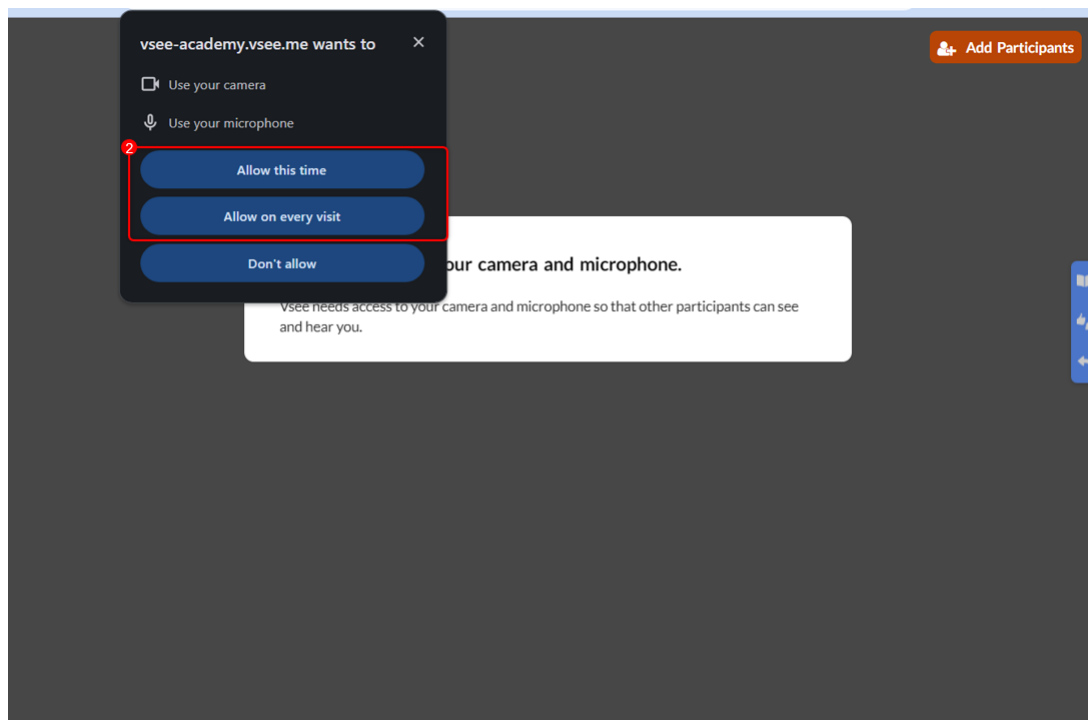
☐ Remember my choice
You can change this later in your profile's preference settings.

Microphone and Camera Permissions

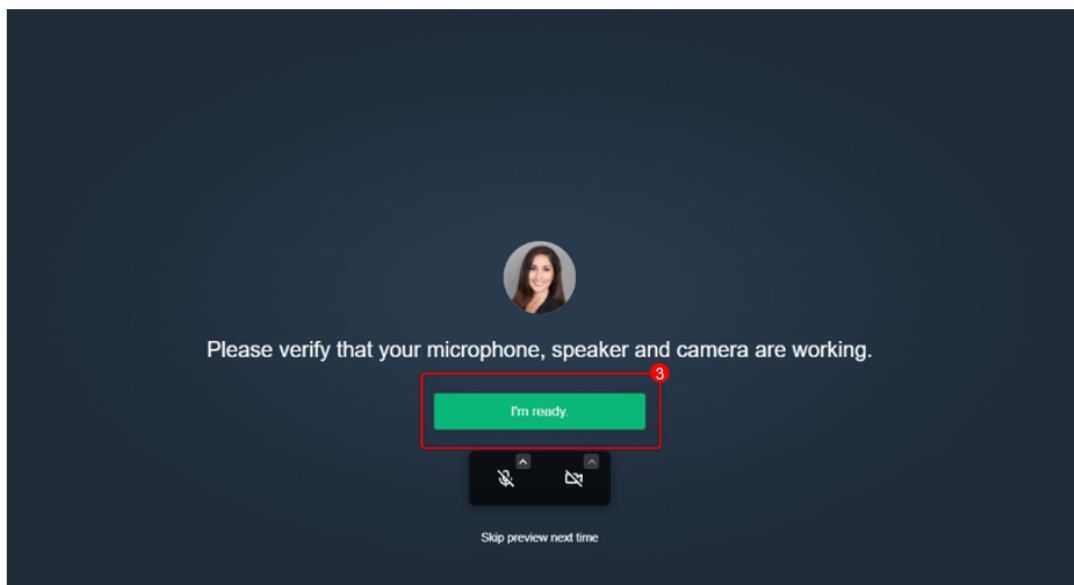
1. Click on **Continue**.



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

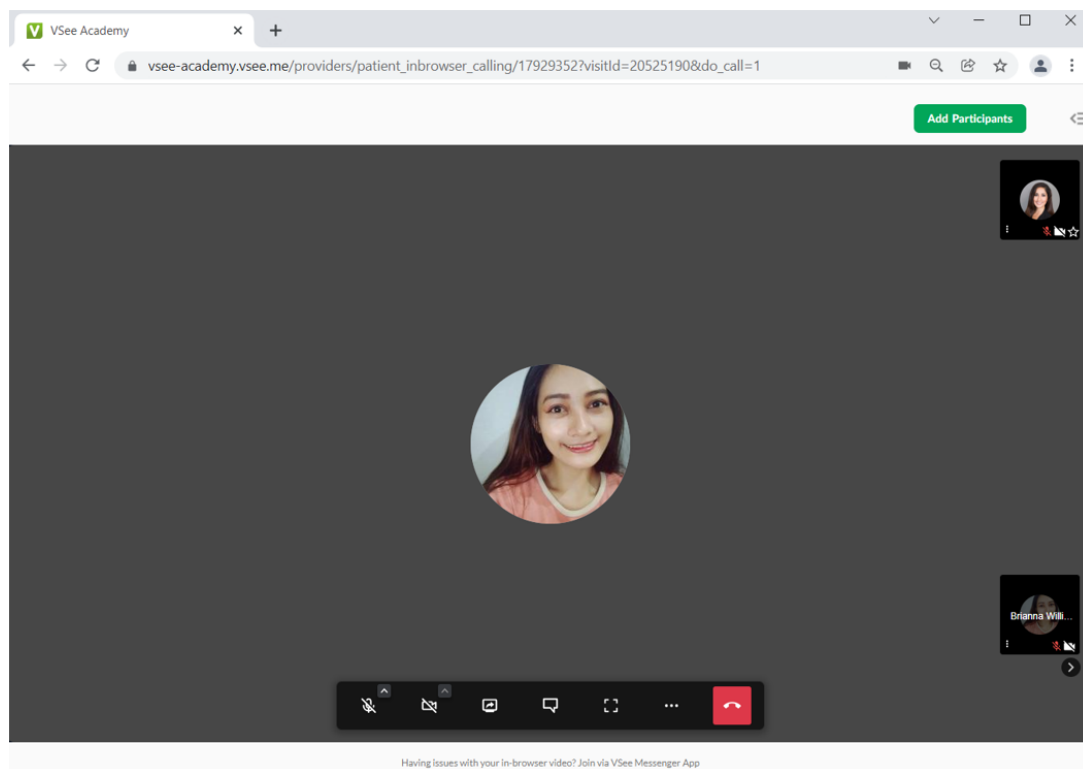


3. Click on **I'm ready** button.

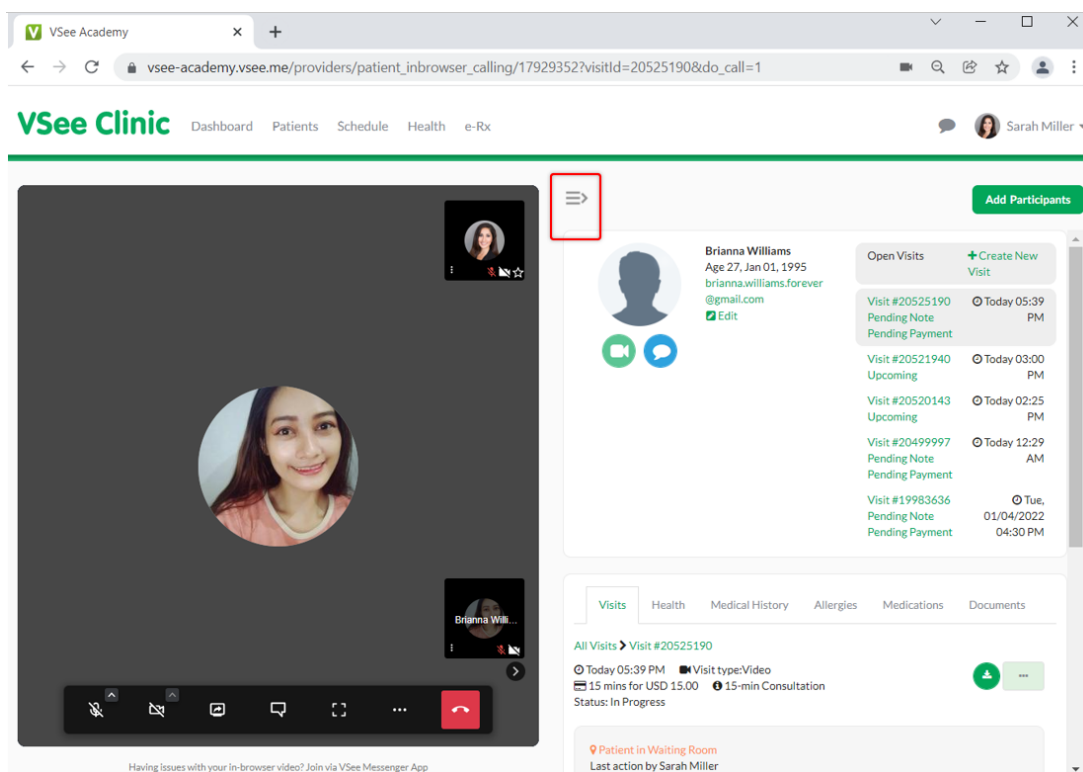


In the Call with the Patient

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