

## How to Call the Patient (Plus, Premium, Enterprise)

Jay-Ileen (Ai) - 2023-04-10 - VSee Clinic for Providers

After clicking on the call button, a pop-up window will appear to inform you to give access to your camera and microphone when prompted.

1. Click **OK**.

The image shows two screenshots from the VSee Clinic interface. The top screenshot is the dashboard for Dr. Sarah Miller, showing a patient named Ben Smith who is available and waiting. A red box highlights a green video call button. The bottom screenshot is a pop-up window with the text: "WELCOME DR. SARA! To have a video call, please give us access to your camera and microphone by clicking the button below then select **Allow** when prompted." A red box highlights a green "OK" button.

**VSee Clinic** Dashboard Patients Schedule Health e-Rx Dr. Sarah Mille...

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

Ready for Visits (1)

Visit ID 10392510 VSee Clinic

Ben Smith Available (Waiting 2 mins)  
Male, 30 years  
Chest pain  
Medical-Record.png

Dr. Sarah Miller  
Last action by Dr. Sara Miller

Today's Schedule

Brianna Williams, Mary Smith, Stephany Peters, Clark Smith  
Thu, 15 Dec 2022 - 10:00 AM  
Dr. Sarah Miller M.D.  
Video Group  
View Details

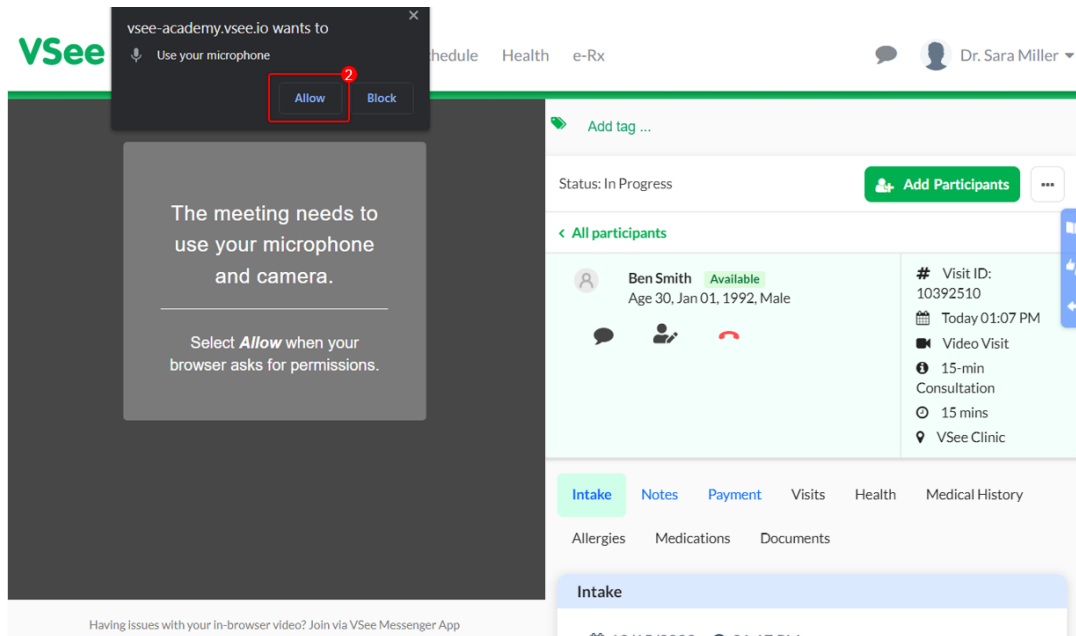
Getting Ready (0)  
In Progress (1)  
Recent (0)

WELCOME DR. SARA!  
To have a video call, please give us access to your camera and microphone by clicking the button below then select **Allow** when prompted.  
OK

You will see a divided view of your screen - the video window of the patient on the left and the Visit page on the right.

2. Click **Allow** for VSee to access your microphone and camera.

*Note: This is a one-time setup per device. This message will only pop up the first time you will be doing a video call on a new device, and if you have not undergone the Test Device.*

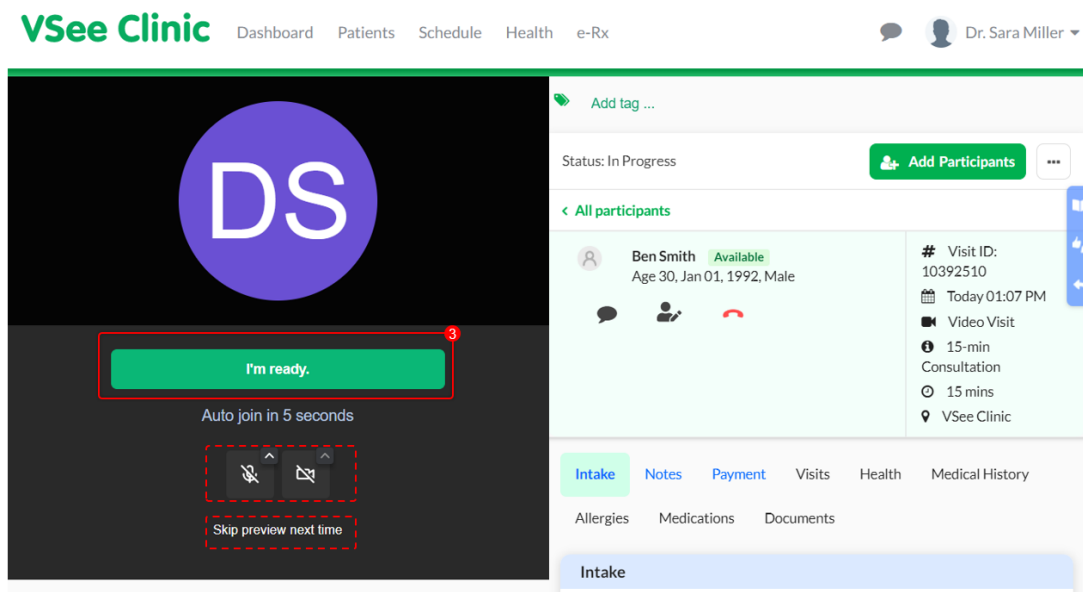


3. Click **I'm ready** to enter the Waiting Room with your patient.

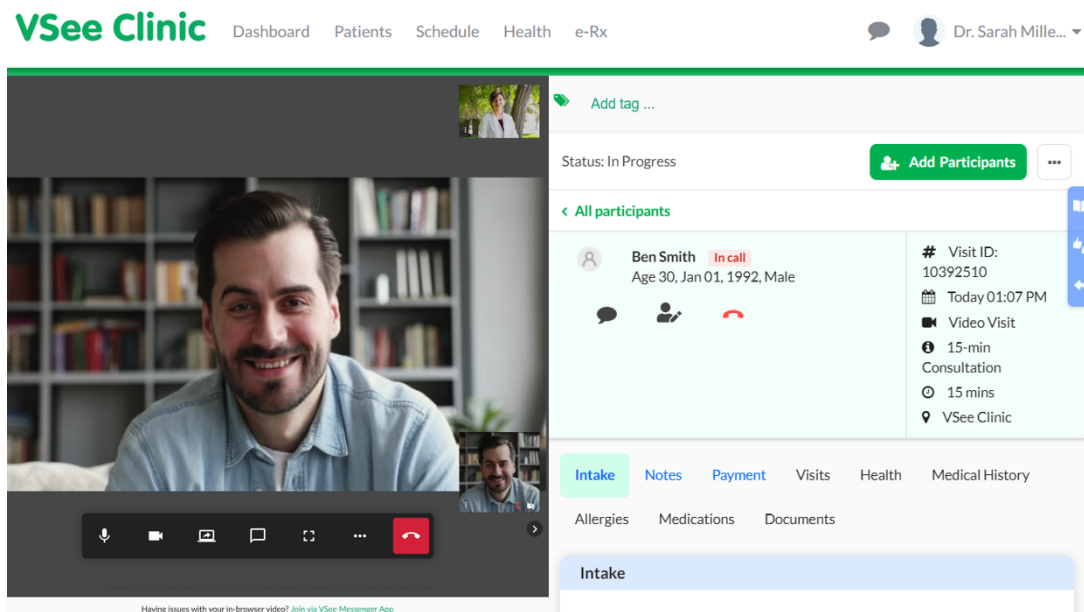
You may wait for 5 seconds to join automatically.

At this point, you may choose to turn on or off your camera and microphone.

You can also click **Skip preview next time** so you will not be prompted to click the "I'm ready" button on your next visits.



You will then be connected in the call with your patient.



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](#).

## Related Article:

- [Getting Into the Call \(Old Visit Page\)](#)

Need more assistance? Send us an email at [help@vsee.com](mailto:help@vsee.com) or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

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### Tags

call  
camera  
getting into the call  
microphone  
permission