

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 parts of the VSee Clinic interface. The top part is a screenshot of the dashboard for Dr. Sarah Miller. The dashboard has a green header with the VSee Clinic logo and navigation links: Dashboard, Patients, Schedule, Health, and e-Rx. On the right, there's a user profile for Dr. Sarah Miller. The main content area has a 'Ready for Visits (1)' section. In this section, there's a patient card for Ben Smith, who is 'Available' and 'Waiting 2 mins'. The card shows his details: Male, 30 years, Chest pain, and a link to his medical record. A red box highlights a green video call icon on the right side of the patient card. To the right of the patient card is a 'Today's Schedule' section showing a list of patients and a 'View Details' link. Below the 'Ready for Visits' section are links for 'Getting Ready (0)', 'In Progress (1)', and 'Recent (0)'. The bottom part of the image is a black background with a white pop-up window. The pop-up says 'WELCOME DR. SARA!' and 'To have a video call, please give us access to your camera and microphone by clicking the button below then select **Allow** when prompted.' There is a green 'OK' button at the bottom of the pop-up, which is highlighted with a red box and a red number '1'.

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

Add tag ...

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

Today's Schedule

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

WELCOME DR. SARA!

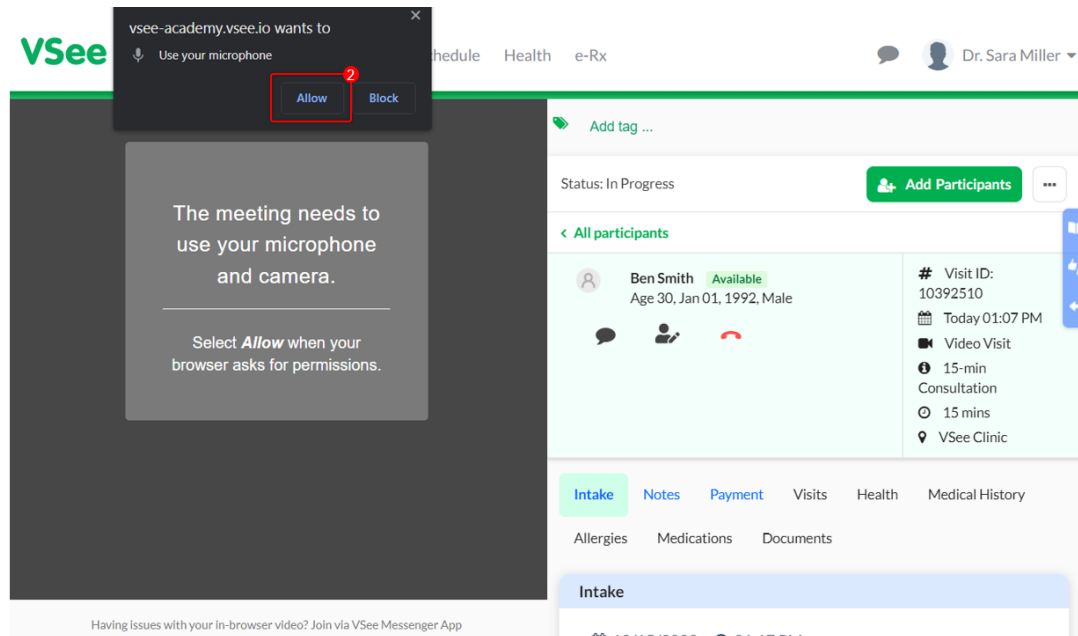
To have a video call, please give us access to your camera and microphone by clicking the button below then select **Allow** when prompted.

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.

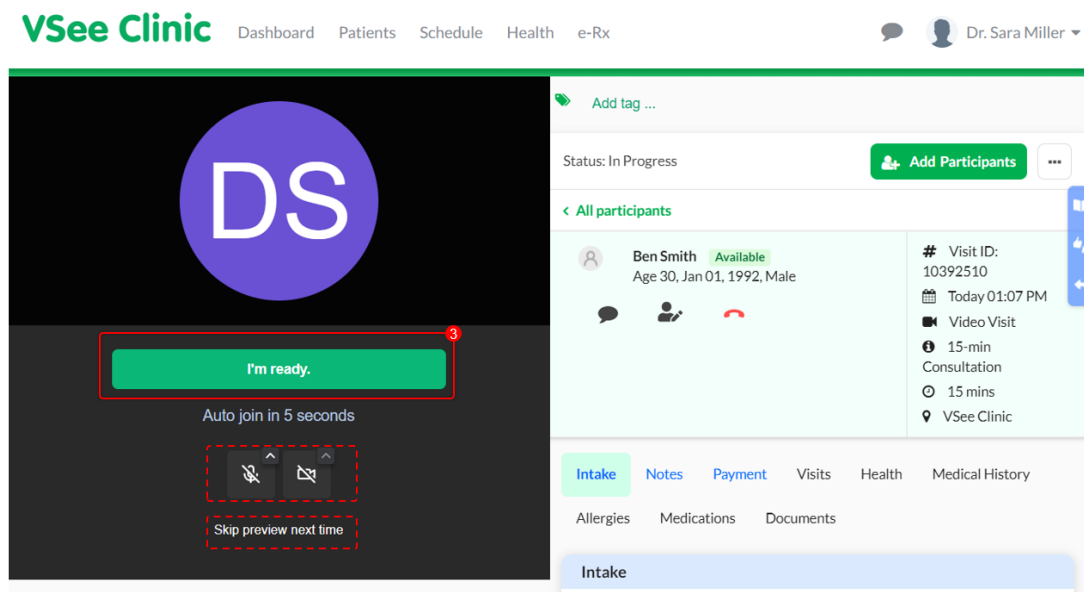


3. Click **I'm ready** to enter the Waiting Room with your patient.

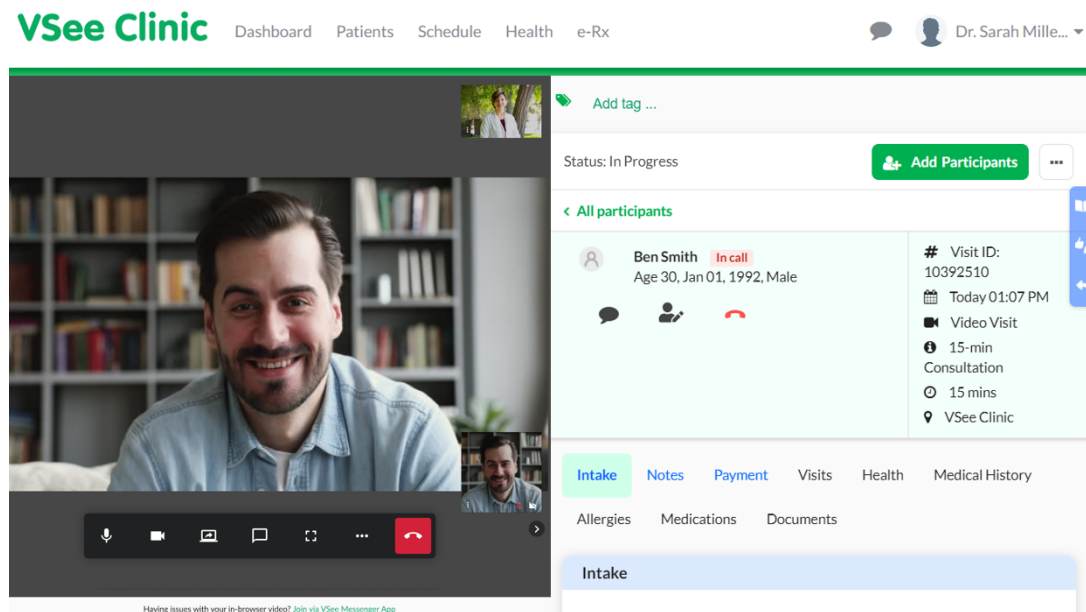
You may wait for 5 seconds to join automatically.

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 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