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How to Chat and Call the Patient (Free Clinic)

Jay-Ileen (Ai) - 2023-07-20 - [Free VSee Clinic](#)

You can send a direct message to your patient before the visit starts.

Note: Only you can start the chat. If you have not initiated the chat yet, the patient is not able to initiate a chat with you.

1. Click the **chat bubble** icon on the patient's visit card.

The screenshot shows the VSee Clinic dashboard. At the top, there is a green banner with the text "VSee Clinic (Free). Add providers, scheduling, eRX and other features! [Upgrade Now](#)". Below the banner, the VSee Clinic logo is on the left, and the user profile "Sarah Miller" is on the right. The main dashboard area has a green header bar with the text "Ready for Visits (1)". Below this, there is a card for "Visit ID 1000120356 Sarah Miller's Waiting Room". The card shows a patient profile for "Aileen White" (Available, Waiting 0 mins), a video camera icon, and a green "No Host" button. To the right of the card is a "Get started" section with three buttons: "Get to know your dashboard", "Invite patients to your Clinic", and "Call or chat with your patients". At the bottom of the dashboard, it says "Powered by VSee".

A chat window will appear at the bottom right of the screen.

2. Type in your message to initiate a chat through the field provided.

Click on the landscape photo to send a file to the patient.



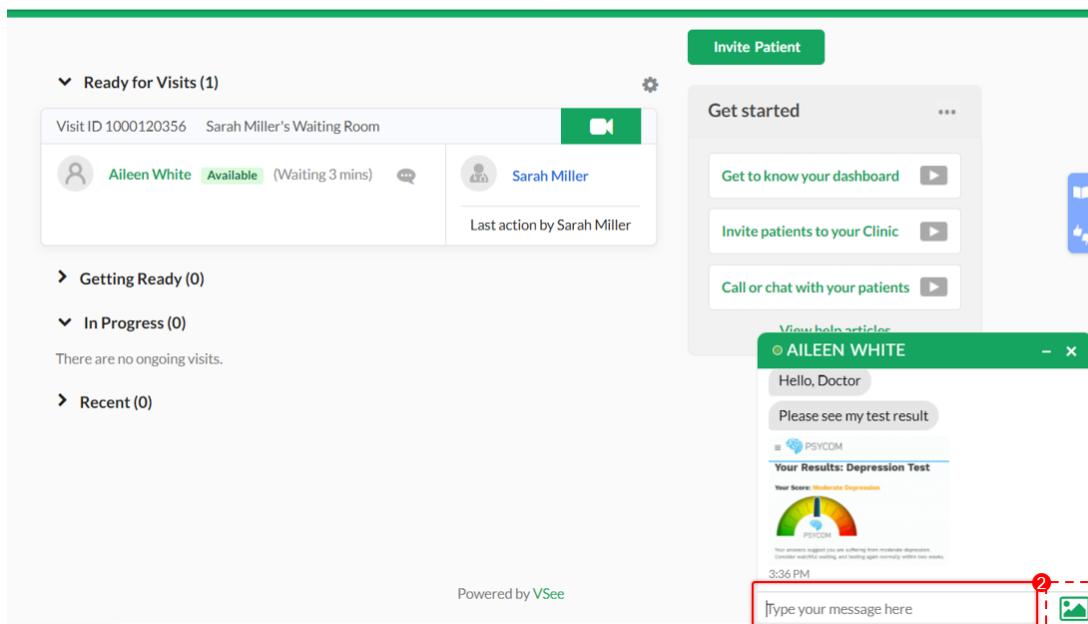
VSee Clinic (Free). Add providers, scheduling, eRX and other features! [Upgrade Now](#)

VSee Clinic

Dashboard Patients



Sarah Miller



Ready for Visits (1)

Visit ID 1000120356 Sarah Miller's Waiting Room

Aileen White Available (Waiting 3 mins)

Sarah Miller

Last action by Sarah Miller

Get started

Invite Patient

Call or chat with your patients

View help articles

AILEEN WHITE

Hello, Doctor

Please see my test result

PSYCOM

Your Results: Depression Test

Your Score: Moderate Depression

3:36 PM

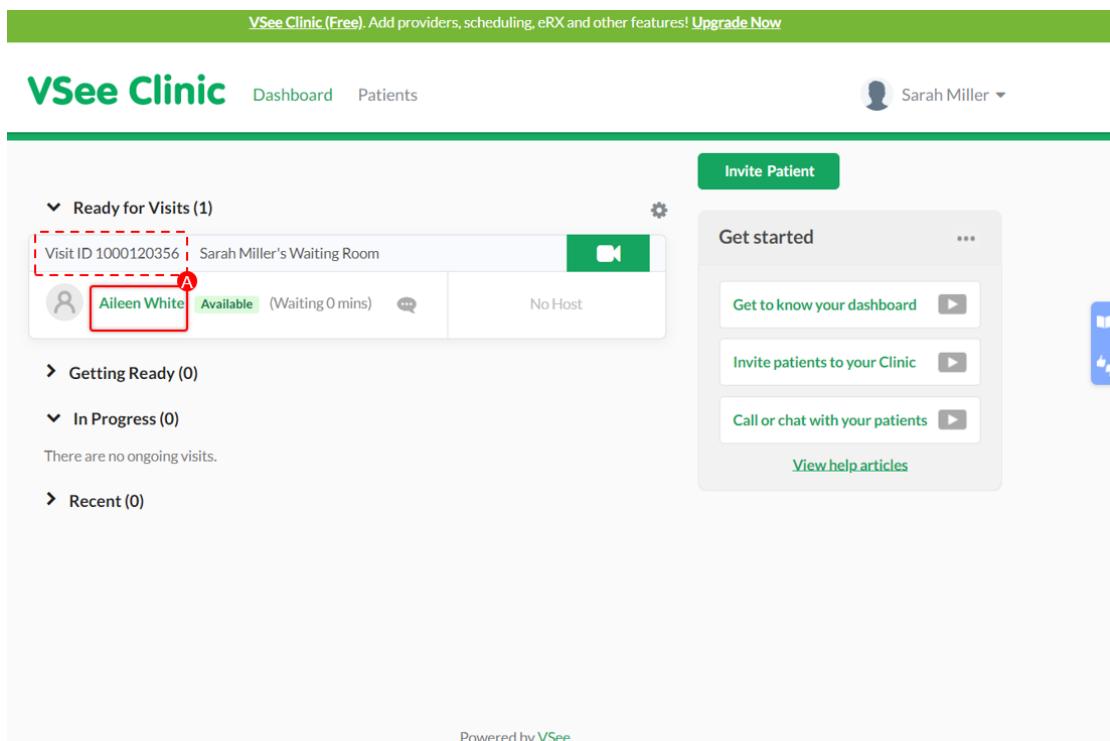
Type your message here

Powered by VSee

You can also go to the patient's visit details page to view the visit and patient's information first.

A. Click on the **patient's name** or **Visit ID number**.

Note: Only you can start the chat. If you have not initiated the chat yet, the patient is not able to initiate a chat with you.



Ready for Visits (1)

Visit ID 1000120356 Sarah Miller's Waiting Room

Aileen White Available (Waiting 0 mins)

No Host

Get started

Invite Patient

Call or chat with your patients

View help articles

Aileen White

Powered by VSee

You will be routed to the Visit Details page.

B. Click on the **chat bubble** icon.

A chat window will appear at the bottom right of the screen.

C. Type in your message to initiate a chat through the field provided.

Click on the landscape photo to send a file to the patient.

The screenshot shows the VSee Clinic software interface. At the top, there is a green banner with the text "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below the banner, the VSee Clinic logo is displayed, along with "Dashboard" and "Patients" links. A user profile for "Sarah Miller" is shown on the right.

The main area shows a video visit with "Aileen White". The participant list shows "Aileen White Available". To the right of the participant list, visit details are listed: Visit ID: 1000135293, Today 03:52 PM, Video Visit, 15-min Consultation, 15 mins, and location: Sarah Miller's Waiting Room. A green box highlights the participant "AILEEN WHITE".

Below the participant list, there are tabs for "Intake" (which is selected) and "Visits". The "Intake" section shows the date and time of the visit: 04/10/2023 at 03:52 PM. The "Visits" section is currently empty.

On the right side of the interface, there is a message input field with a placeholder "Type your message here" and a camera icon. A red dashed box and a red circle labeled "C" are overlaid on this message input field.

1. To initiate the call, click on the **camera** icon.

The screenshot shows the VSee Clinic software interface. At the top, there is a green banner with the text "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below the banner, the VSee Clinic logo is displayed, along with "Dashboard" and "Patients" links. A user profile for "Sarah Miller" is shown on the right.

The main area shows a "Ready for Visits (1)" section. It lists "Visit ID 1000120356" and "Sarah Miller's Waiting Room". A participant list shows "Aileen White Available" and "Sarah Miller". A green box highlights the video camera icon in the "Ready for Visits" section. A red dashed box and a red circle labeled "C" are overlaid on this video camera icon.

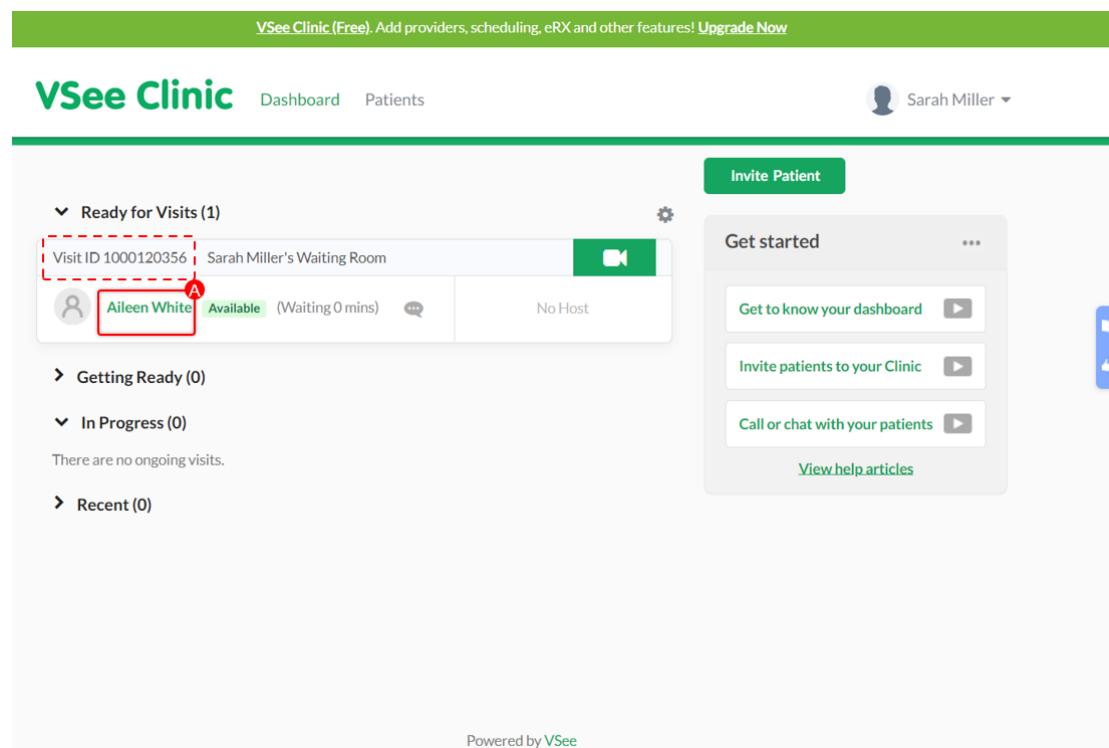
Below the "Ready for Visits" section, there are sections for "Getting Ready (0)", "In Progress (0)", and "Recent (0)". The "In Progress" section notes "There are no ongoing visits".

On the right side of the interface, there is a "Get started" section with links: "Get to know your dashboard", "Invite patients to your Clinic", "Call or chat with your patients", and "View help articles". A blue dashed box and a blue circle labeled "B" are overlaid on the "Call or chat with your patients" link.

You can also go to the patient's visit details page to view the visit and patient's

information first.

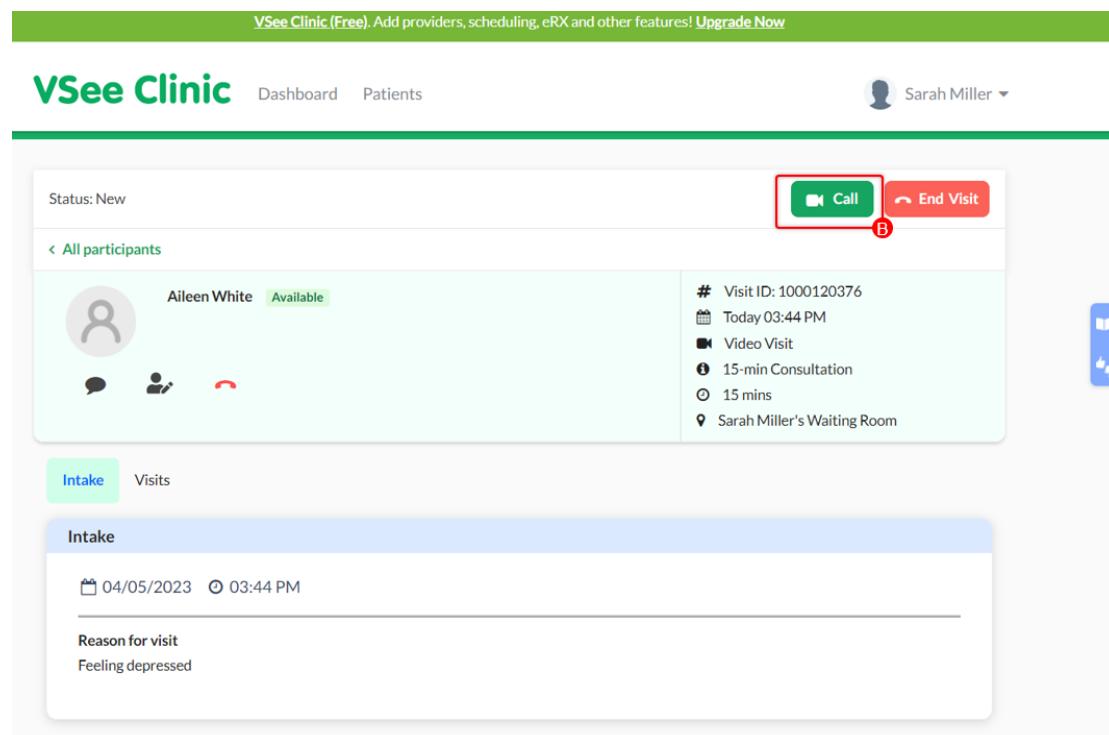
A. Click on the **patient's name or Visit ID number**.



The screenshot shows the VSee Clinic dashboard. At the top, there is a green bar with the text "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below the bar, the VSee Clinic logo is on the left, and a user profile for "Sarah Miller" is on the right. The main content area has a title "Ready for Visits (1)". A red box highlights the "Visit ID 1000120356" and "Sarah Miller's Waiting Room" section. A red arrow labeled "A" points to the patient's name "Aileen White", which is also highlighted with a red box. To the right, there is a "Get started" section with three buttons: "Get to know your dashboard", "Invite patients to your Clinic", and "Call or chat with your patients". A "View help articles" link is also present. The bottom of the screen says "Powered by VSee".

You will be routed to the Visit Details page.

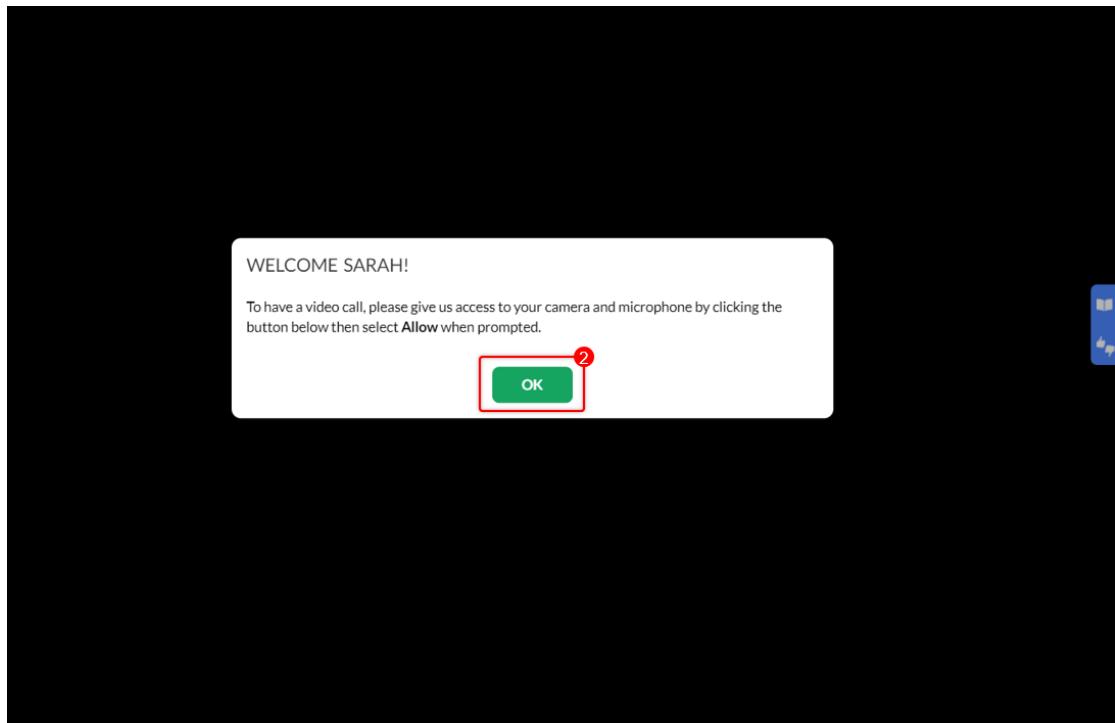
B. Click on the **call** button.



The screenshot shows the VSee Clinic Visit Details page. At the top, there is a green bar with the text "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below the bar, the VSee Clinic logo is on the left, and a user profile for "Sarah Miller" is on the right. The main content area shows a "Status: New" section. A red box highlights the "Call" button, and a red arrow labeled "B" points to it. To the right of the button, there is an "End Visit" button. Below the status section, there is a "All participants" list with a profile for "Aileen White" (Available). To the right of the list, there is a summary of the visit: Visit ID: 1000120376, Today 03:44 PM, Video Visit, 15-min Consultation, 15 mins, and Sarah Miller's Waiting Room. At the bottom, there is an "Intake" section with a timestamp of 04/05/2023 03:44 PM and a "Reason for visit" field containing "Feeling depressed".

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.

2. Click **OK**.

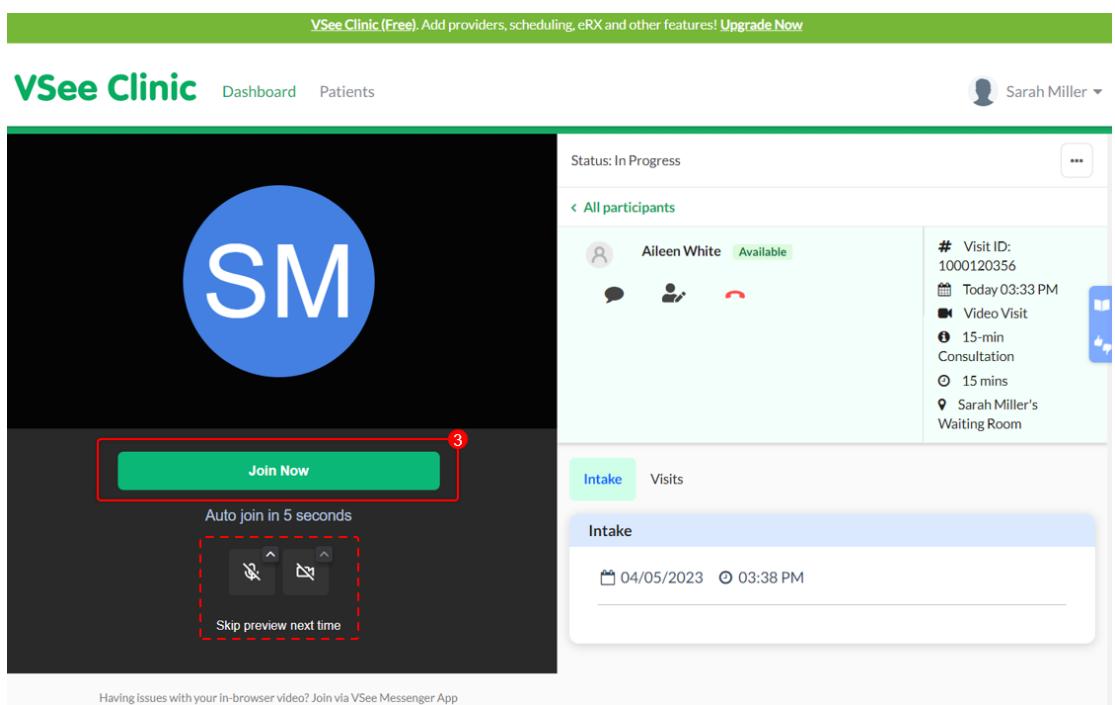


3. Click **I'm ready** to enter the Waiting Room with your patient.

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.

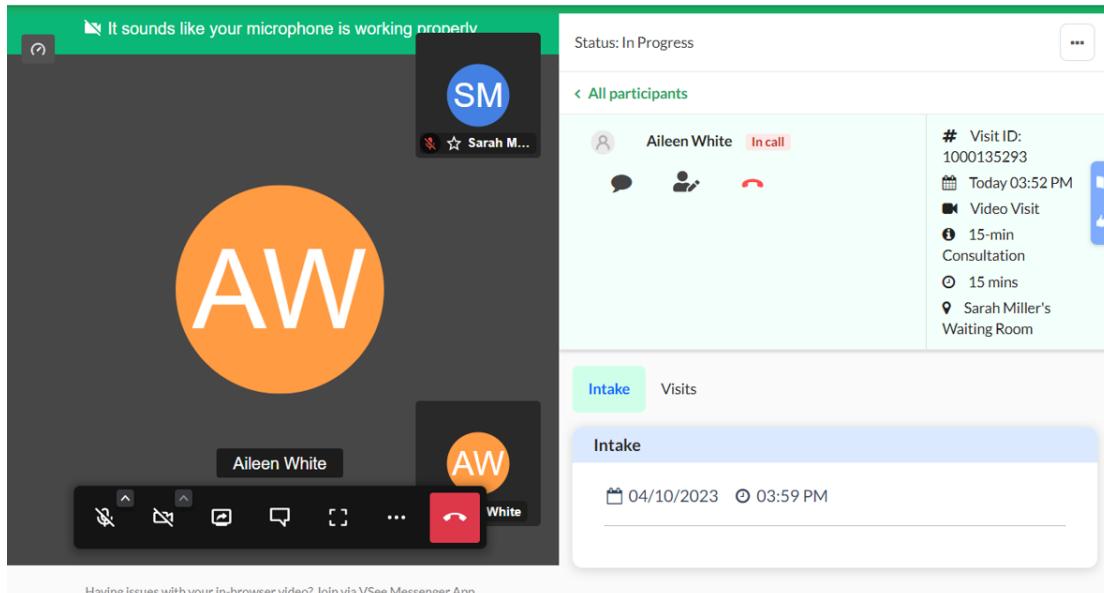


You will then be connected in the call with your patient.

VSee Clinic

Dashboard Patients

 Sarah Miller ▼



Having issues with your in-browser video? Join via VSee Messenger App

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.

This article was last updated on: 10 April 2023