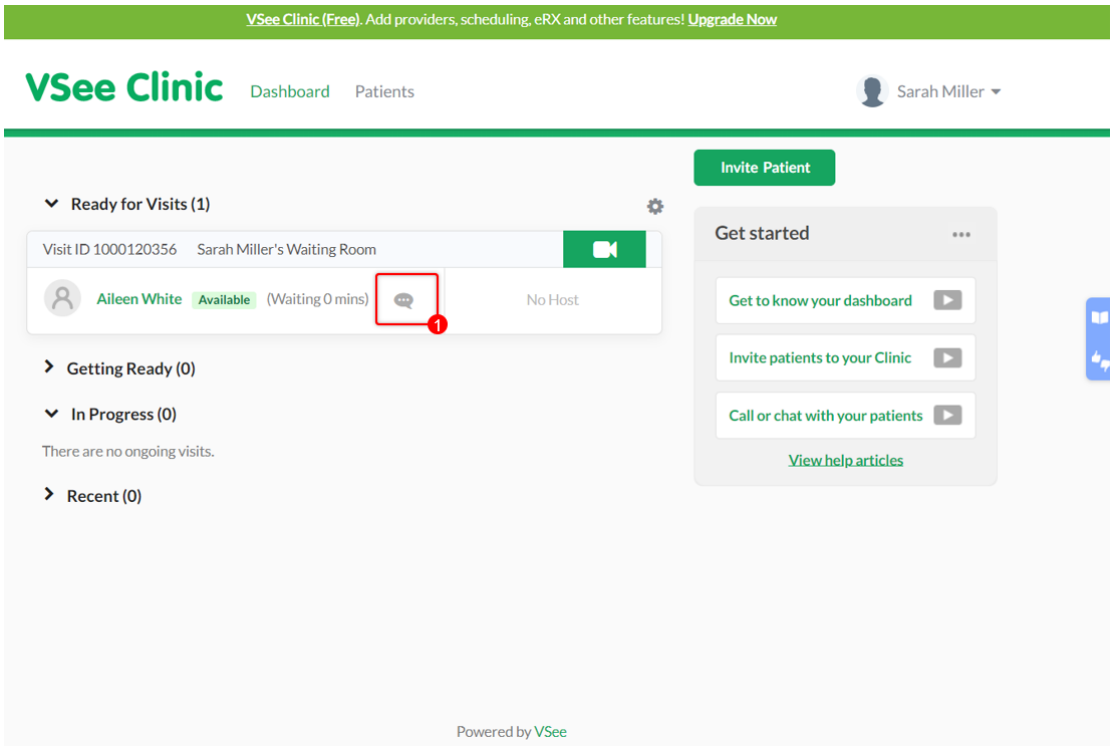
# How to Chat and Call the Patient (Free Clinic)

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.*

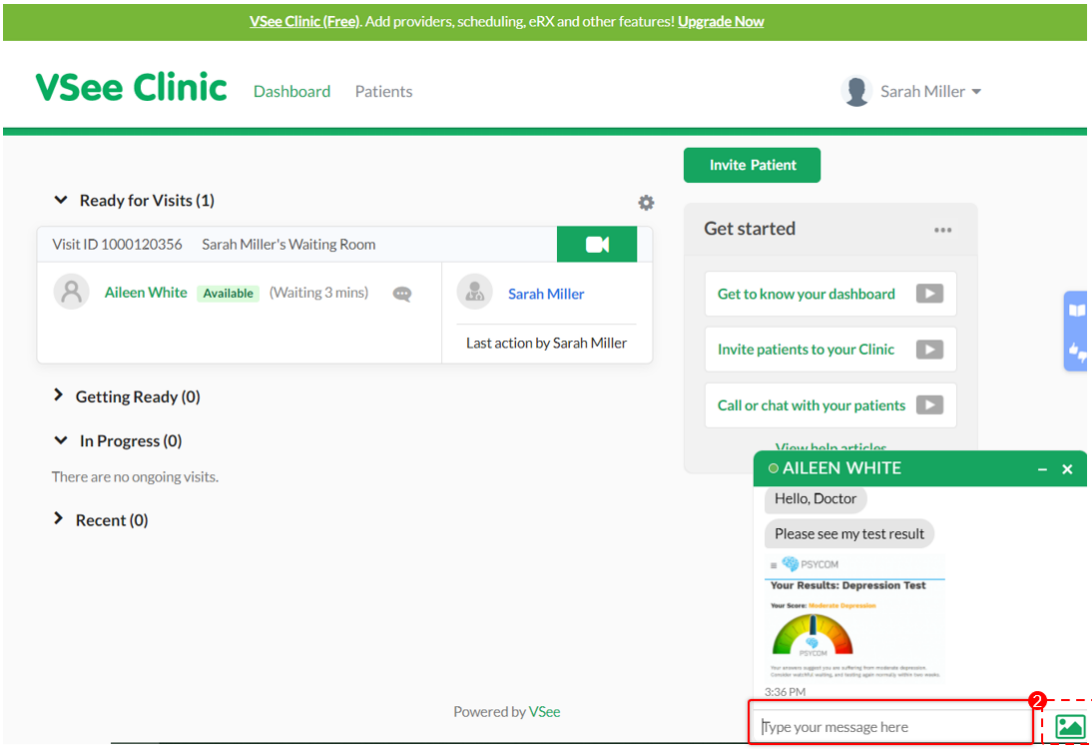
1. Click the **chat bubble** icon on the patient's visit card.




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.

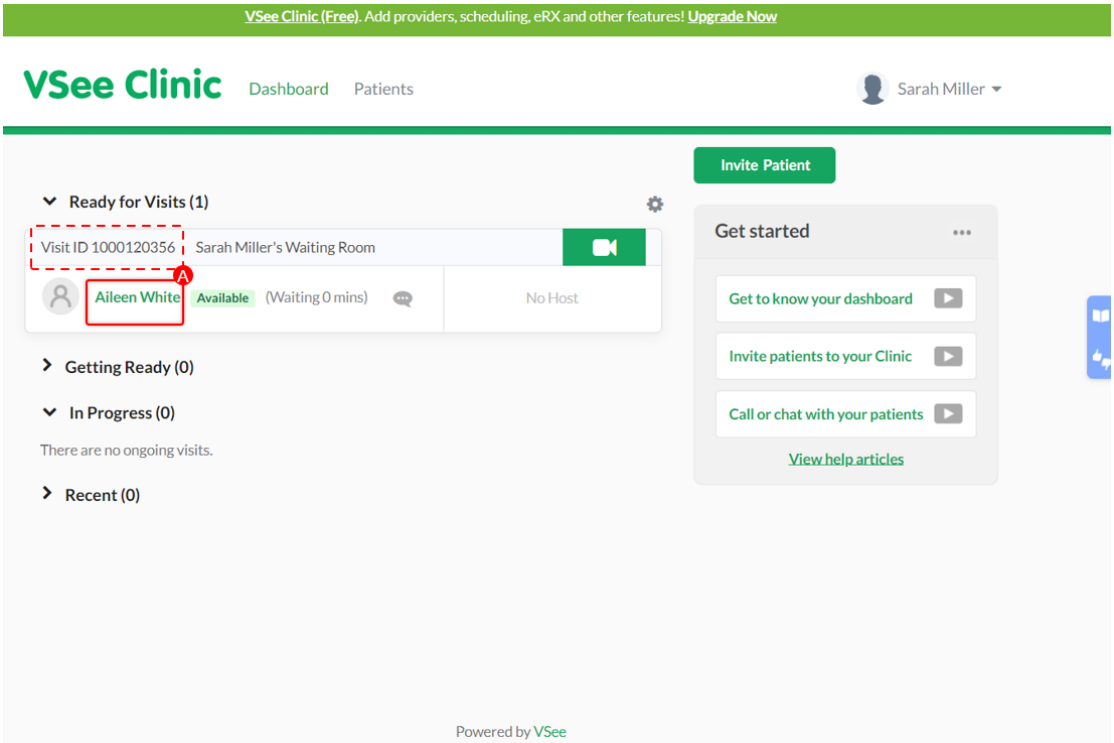
Click on the landscape photo to send a file to the patient.




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.*



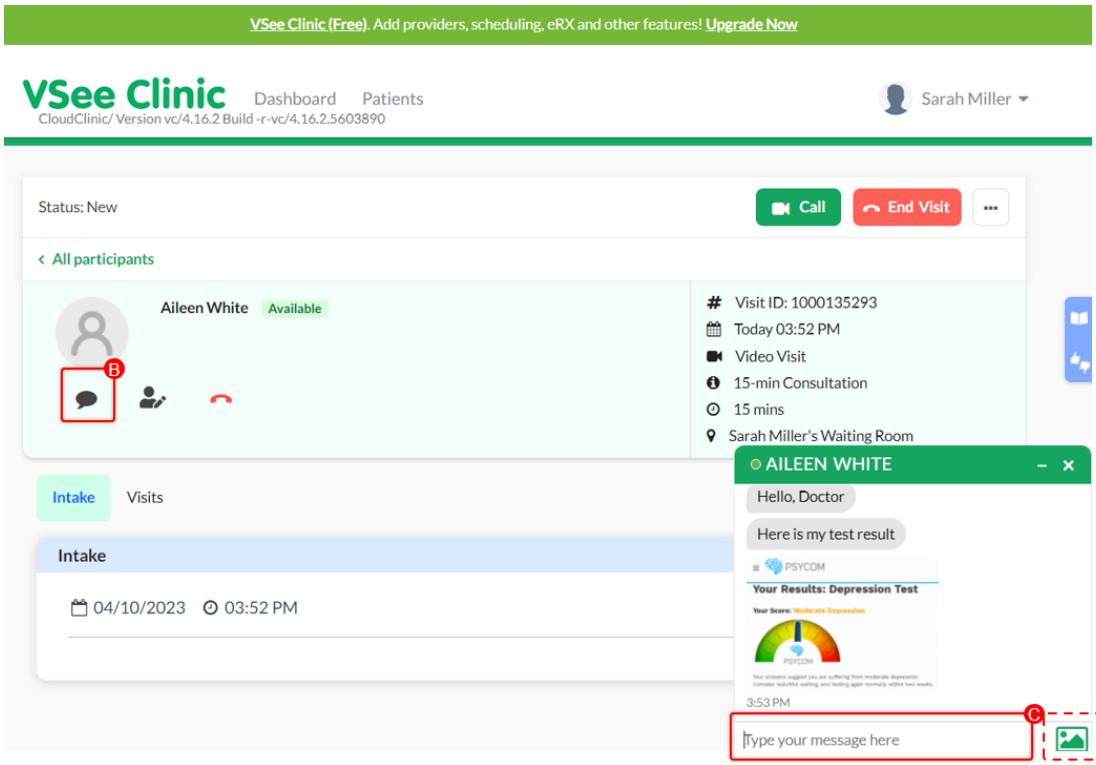

You will be routed to the Visit Details page.

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

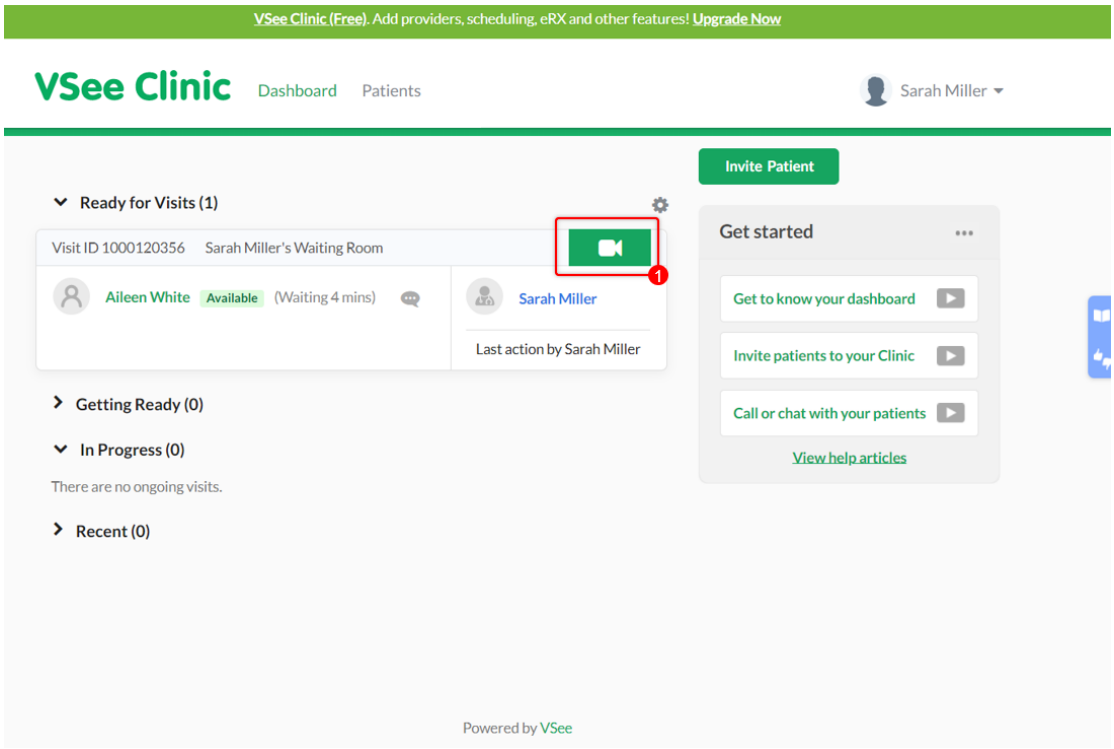
A chat window will appear at the bottom right of the screen.

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.



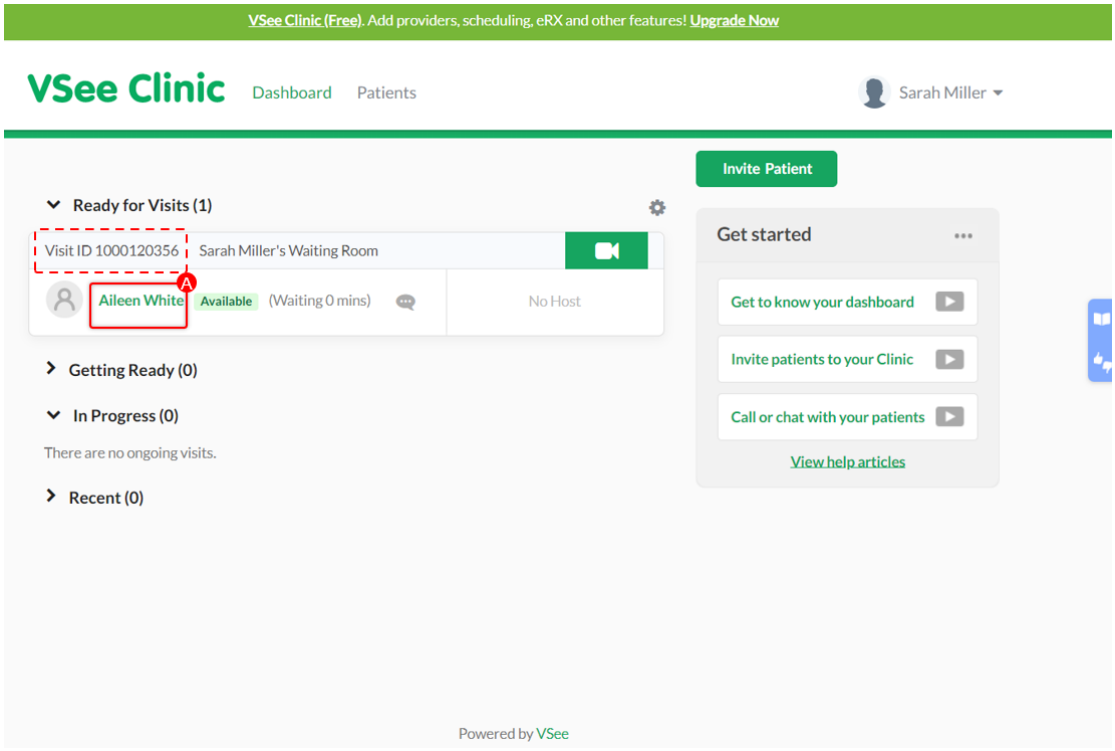

1. To initiate the call, click on the **camera** icon.




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

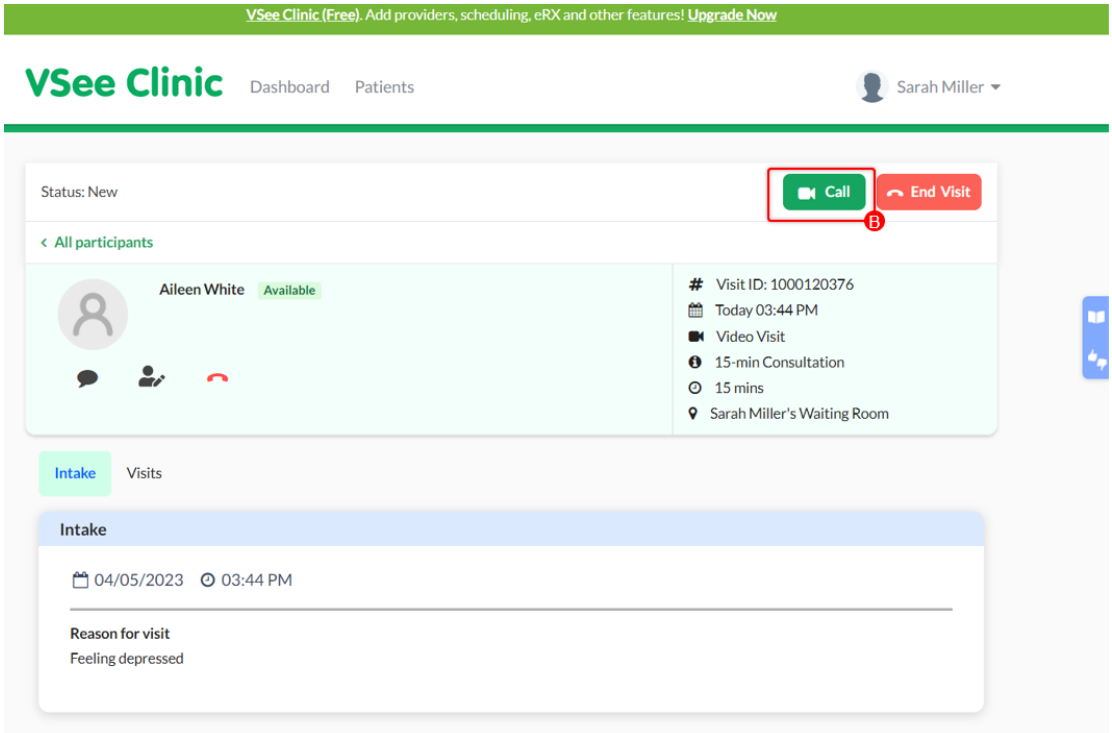
information first.

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



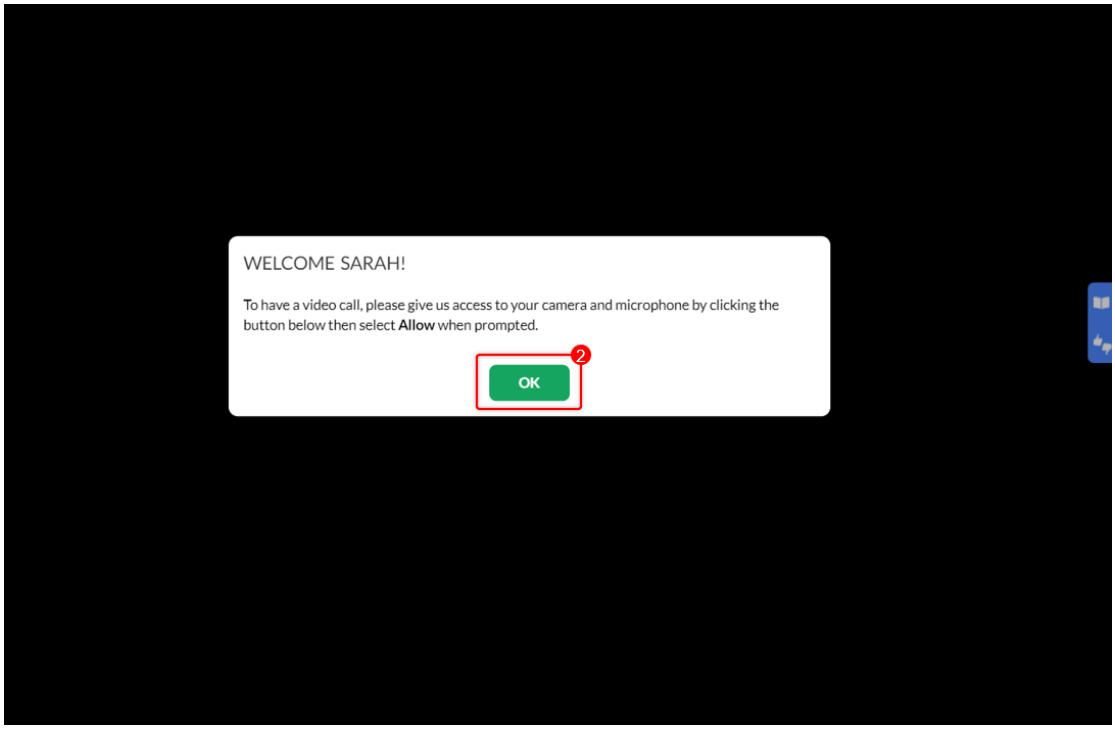

You will be routed to the Visit Details page.

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




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**.

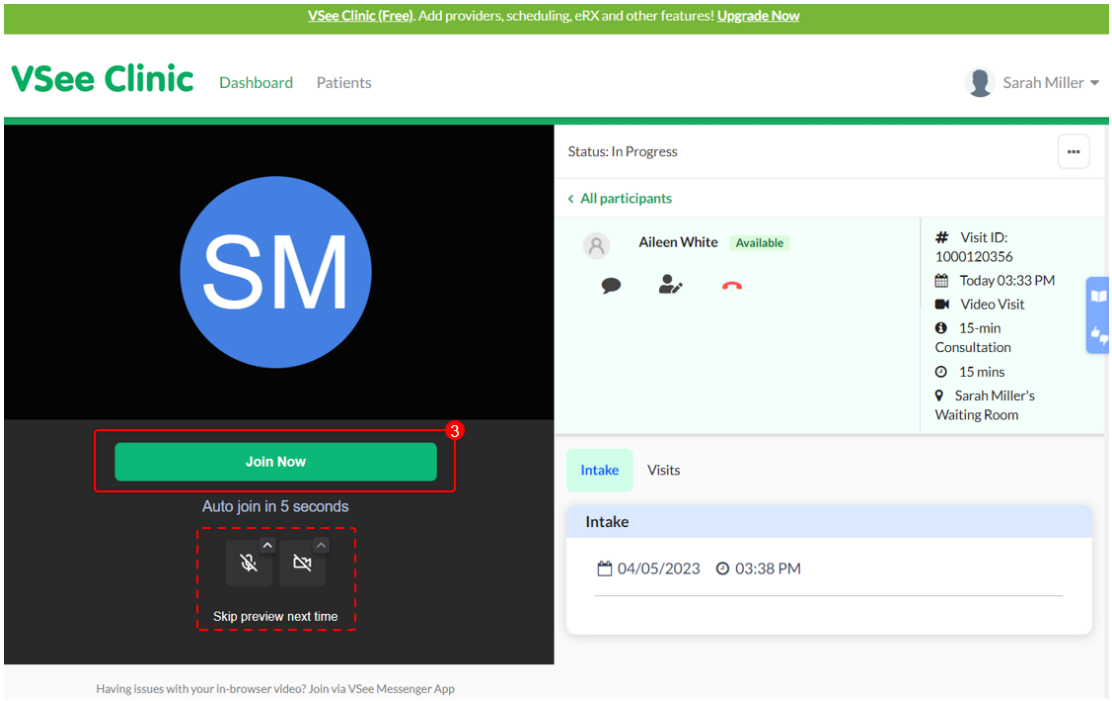



3. Click **I'm ready** to enter the Waiting Room with your patient.

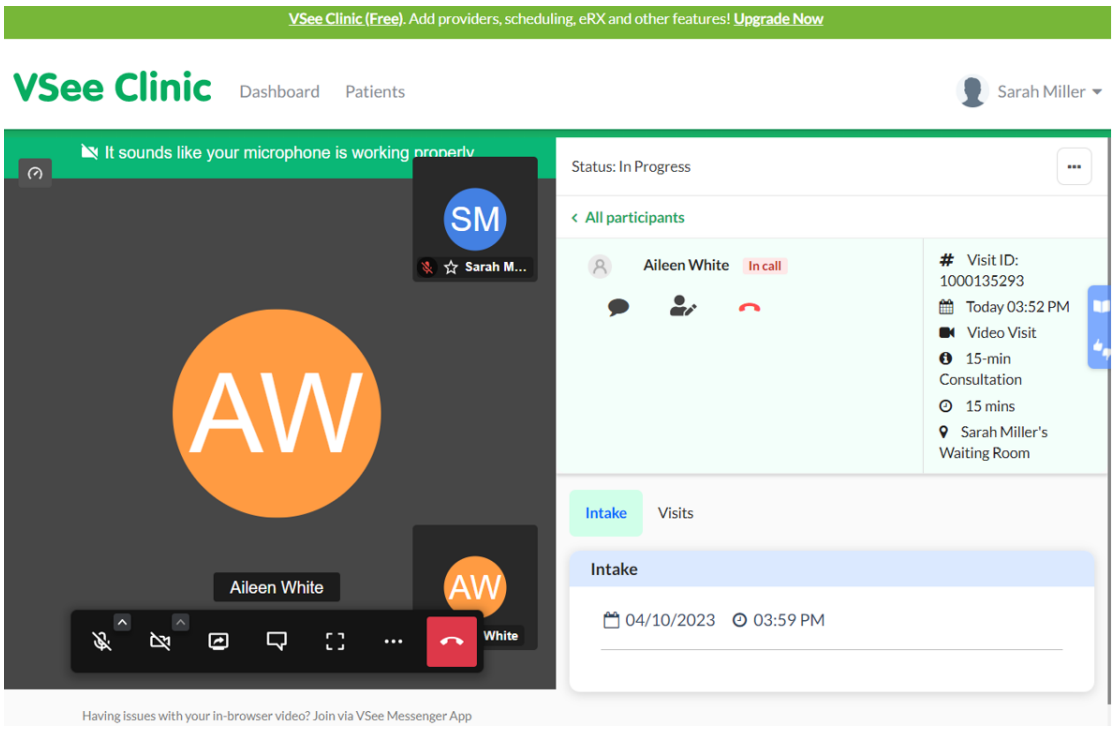
You may wait for 5 seconds to join automatically.

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.




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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