

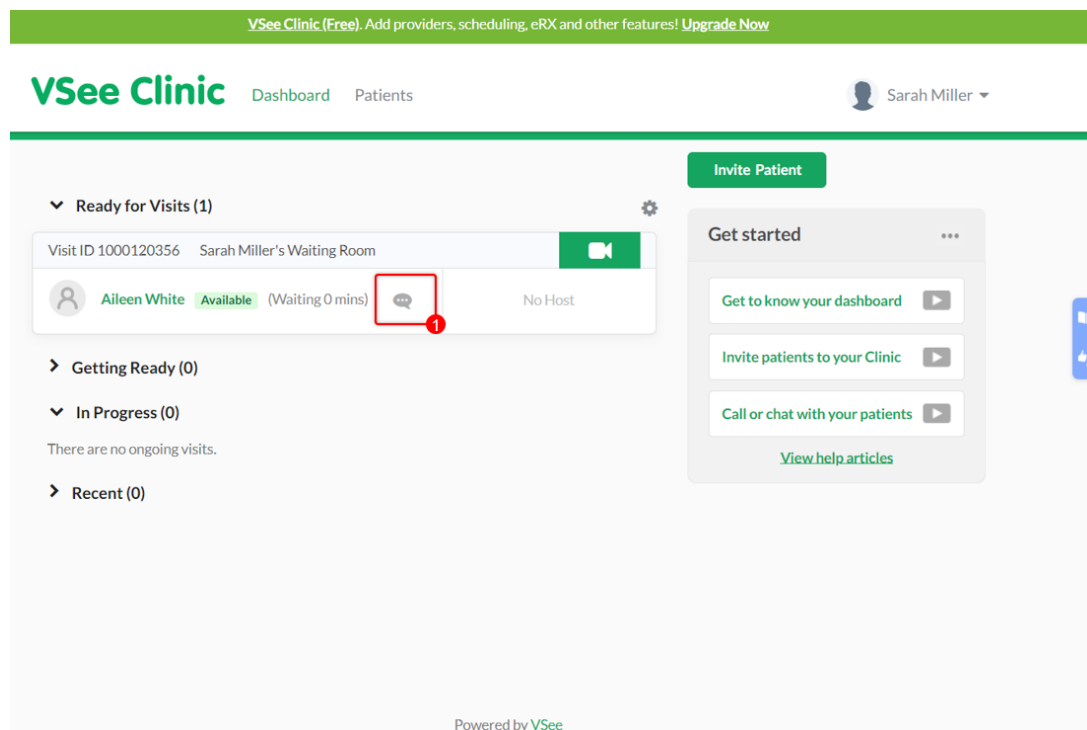
## How to Chat and Call the Patient (Free Clinic)

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.

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

▶ Getting Ready (0)

▼ In Progress (0)

There are no ongoing visits.

▶ Recent (0)

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Invite Patient

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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

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.*

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**VSee Clinic** Dashboard Patients Sarah Miller ▾

▼ Ready for Visits (1)

Visit ID 1000120356 Sarah Miller's Waiting Room

Aileen White Available (Waiting 0 mins) No Host

▶ Getting Ready (0)

▼ In Progress (0)

There are no ongoing visits.

▶ Recent (0)

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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.




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**VSee Clinic** Dashboard Patients Sarah Miller ▾  
CloudClinic/ Version vc/4.16.2 Build -r-vc/4.16.2.5603890

Status: New Call End Visit ...



< All participants

 **Aileen White** Available

**Intake** Visits

**Intake**

 04/10/2023  03:52 PM

# Visit ID: 1000135293  
Today 03:52 PM  
Video Visit  
15-min Consultation  
15 mins  
Sarah Miller's Waiting Room

**AILEEN WHITE** — ×


Hello, Doctor

Here is my test result


PSYCOM

**Your Results: Depression Test**

Your Score: *Moderate Depression*



3:53 PM

Type your message here 

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



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
**VSee Clinic** Dashboard Patients Sarah Miller ▾


**Invite Patient**

▼ Ready for Visits (1)

Visit ID 1000120356 Sarah Miller's Waiting Room

 **Aileen White** Available (Waiting 4 mins) 

 **Sarah Miller**  
Last action by Sarah Miller





Getting Ready (0)


In Progress (0)  
There are no ongoing visits.

Recent (0)

**Get started** ...

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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**.

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VSee Clinic Dashboard Patients Sarah Miller ▾

Invite Patient

▼ Ready for Visits (1)

Visit ID 1000120356 Sarah Miller's Waiting Room

Aileen White Available (Waiting 0 mins) No Host

▶ Getting Ready (0)

▼ In Progress (0)

There are no ongoing visits.

▶ Recent (0)

Get started

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You will be routed to the Visit Details page.

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

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VSee Clinic Dashboard Patients Sarah Miller ▾

Status: New

Call End Visit

< All participants

Aileen White Available

# Visit ID: 1000120376  
Today 03:44 PM  
Video Visit  
15-min Consultation  
15 mins  
Sarah Miller's Waiting Room

Intake Visits

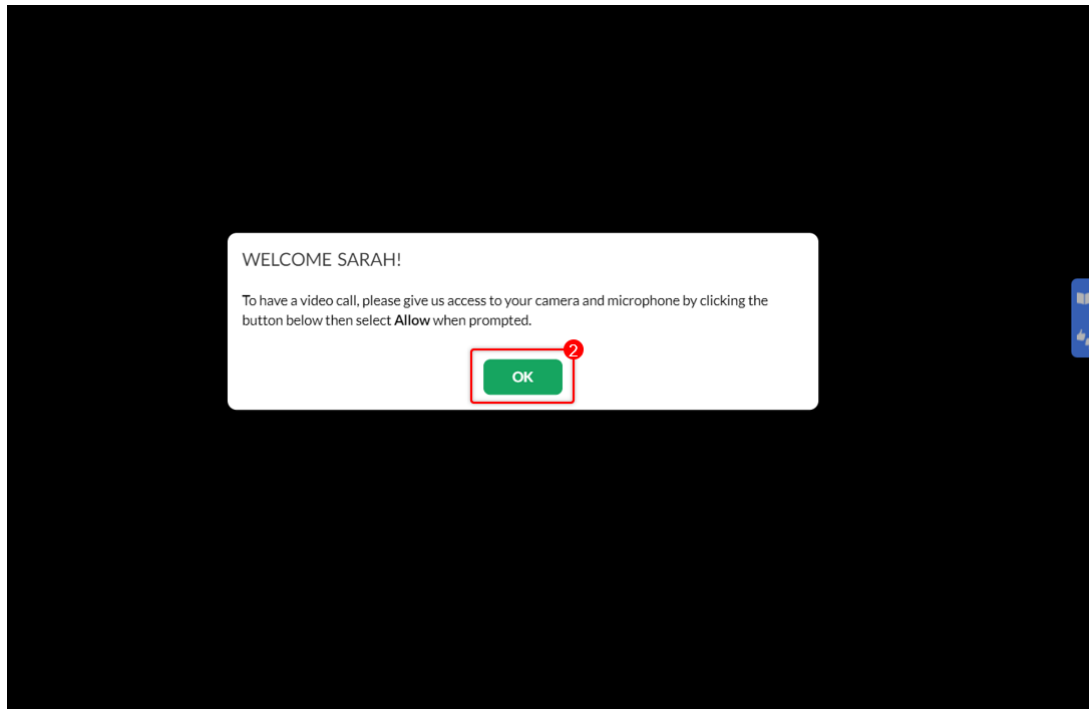
Intake

04/05/2023 03:44 PM

Reason for visit  
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**.

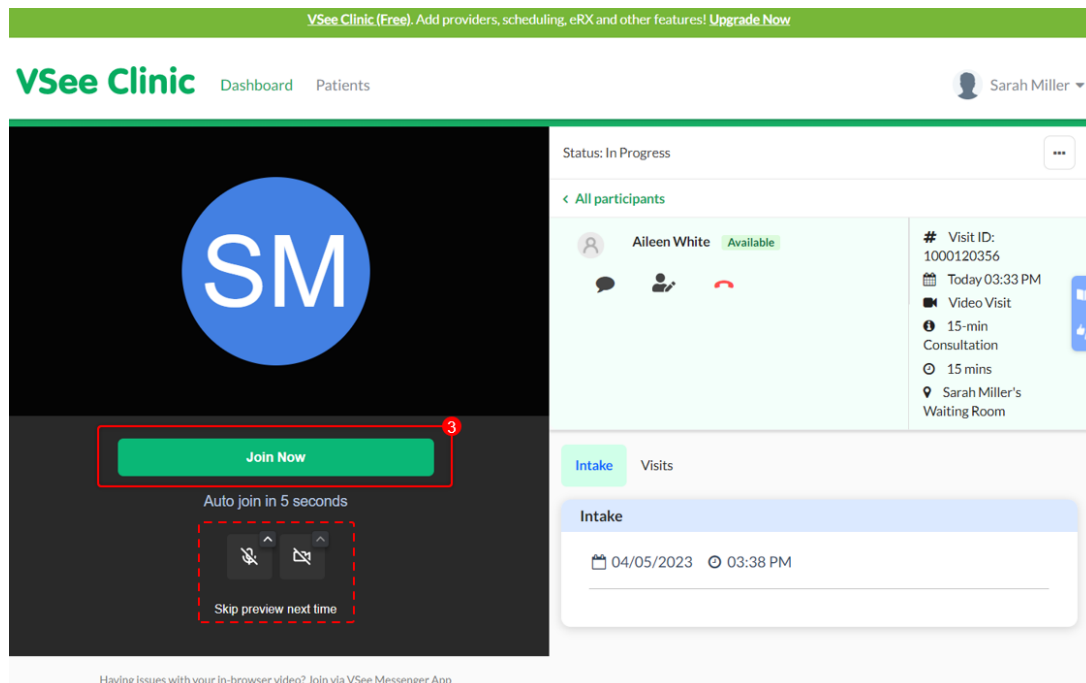


3. Click **I'm ready** to enter the Waiting Room with your patient.

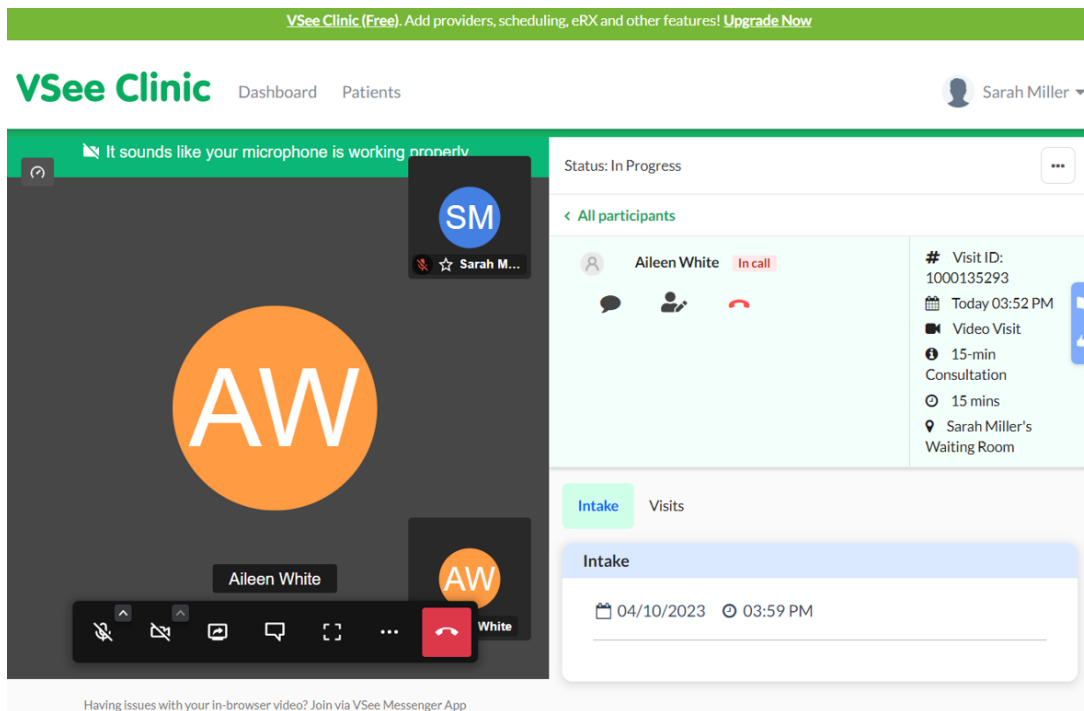
You may wait for 5 seconds to join automatically.

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.



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.

This article was last updated on: 10 April 2023