

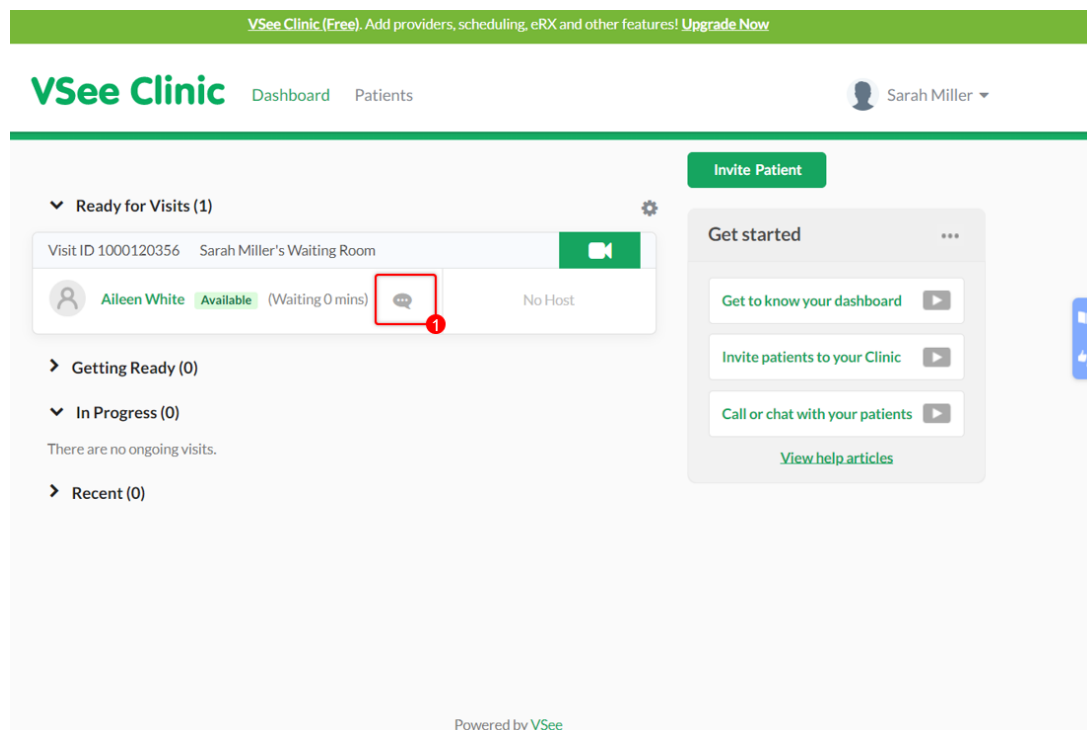
## How to Chat and Call the Patient (Free Clinic)

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)

Invite Patient

Get started

Get to know your dashboard

Invite patients to your Clinic

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

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.

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

VSee Clinic Dashboard Patients Sarah Miller

Status: New Call End Visit

< All participants

Aileen White Available

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

Intake Visits

Intake  
04/10/2023 03:52 PM

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.

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

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

Get to know your dashboard

Invite patients to your Clinic

Call or chat with your patients

View help articles

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**.

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 this, the dashboard header includes the VSee Clinic logo, "Dashboard Patients", and a user profile for "Sarah Miller". The main content area is divided into sections. On the left, under "Ready for Visits (1)", there is a card for "Sarah Miller's Waiting Room" with a video call icon. Below this card, the patient "Aileen White" is listed as "Available (Waiting 0 mins)". A red dashed box highlights the "Visit ID 1000120356" and the patient's name "Aileen White". To the right, there is a "Get started" panel with buttons for "Get to know your dashboard", "Invite patients to your Clinic", and "Call or chat with your patients", along with a "View help articles" link. At the bottom, it says "Powered by VSee".

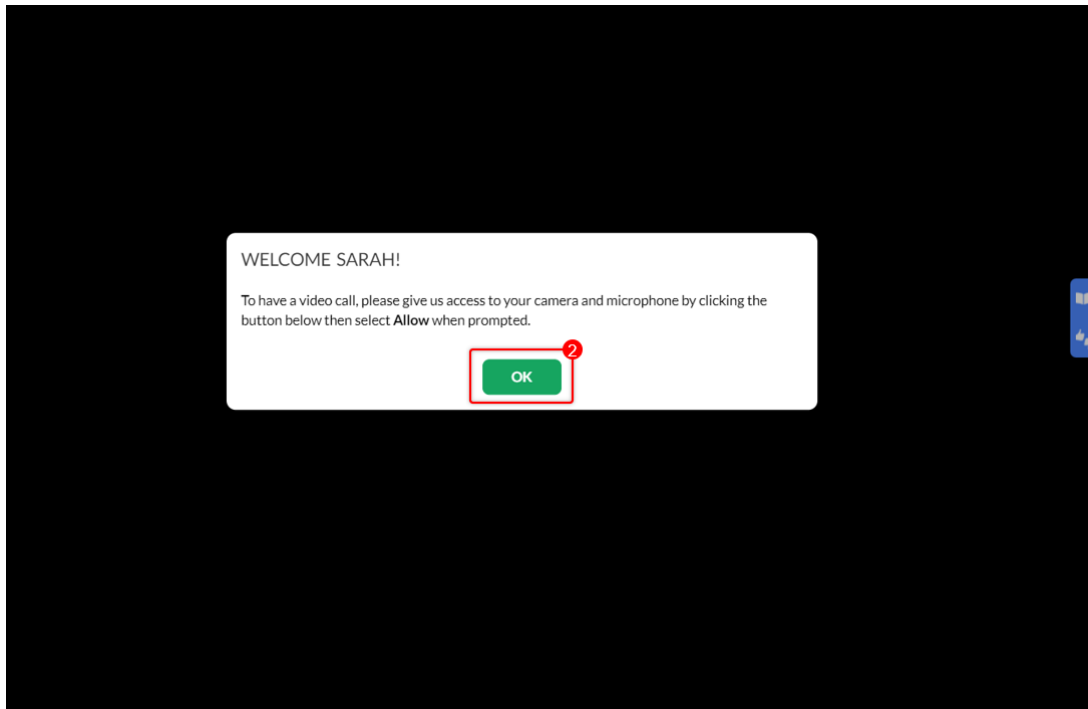
You will be routed to the Visit Details page.

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

The screenshot shows the VSee Clinic Visit Details page. At the top, there is a green banner with the text "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below this, the dashboard header includes the VSee Clinic logo, "Dashboard Patients", and a user profile for "Sarah Miller". The main content area shows the visit details. At the top, there is a "Status: New" label and two buttons: "Call" (highlighted with a red box and a red letter 'B') and "End Visit". Below this, there is a section for "All participants" showing "Aileen White" as "Available". To the right of the participant information, there are details about the visit: "# Visit ID: 1000120376", "Today 03:44 PM", "Video Visit", "15-min Consultation", "15 mins", and "Sarah Miller's Waiting Room". Below the participant information, there is an "Intake" section with a "Visits" tab. The intake form shows the date and time "04/05/2023 03:44 PM" and the "Reason for visit" as "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**.

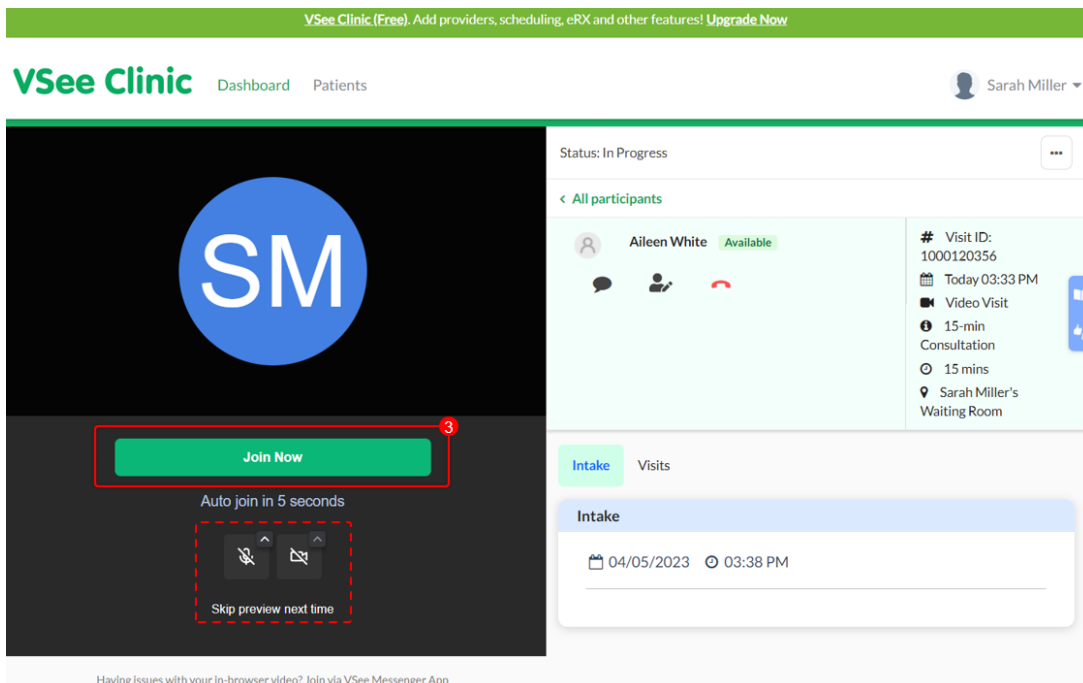


3. Click **I'm ready** to enter the Waiting Room with your patient.

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.

It sounds like your microphone is working properly

Status: In Progress

< All participants

Aileen White In call

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

Intake Visits

Intake

04/10/2023 03:59 PM

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

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