

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

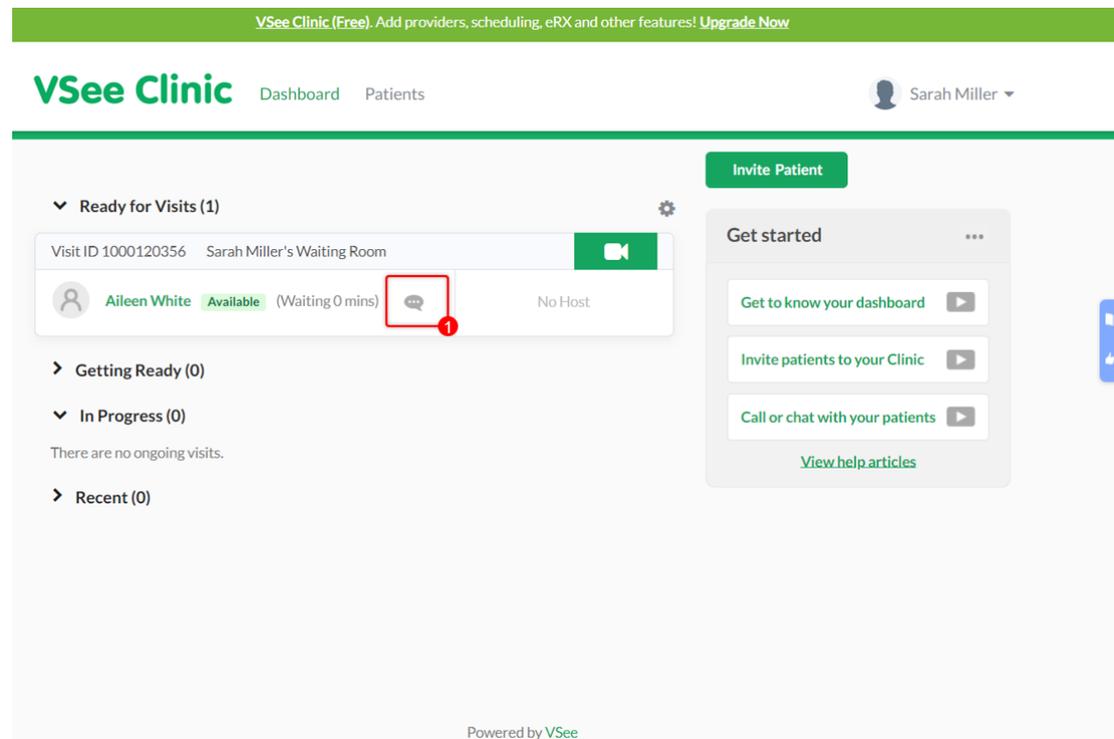
Joel Barcillo - 2023-12-29 - [Essential Articles to Help You Get Started](#)

### How to chat with your patient

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 displays the VSee Clinic dashboard 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 this, the dashboard header includes the "VSee Clinic" logo, navigation links for "Dashboard" and "Patients", and a user profile for "Sarah Miller". The main content area is divided into two sections. On the left, under the heading "Ready for Visits (1)", there is a visit card for "Aileen White" with a status of "Available" and "Waiting 0 mins". A red box highlights the chat bubble icon on this card. Below the visit card are sections for "Getting Ready (0)", "In Progress (0)", and "Recent (0)". On the right, there is a "Get started" panel with an "Invite Patient" button and three video guides: "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 at the bottom of this panel. The footer of the dashboard indicates "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

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

**Your Results: Depression Test**

Your Score: **Moderate Depression**

Your scores suggest you are suffering from moderate depression. Consider seeking the support and training you normally would have.

3:36 PM

Powered by VSee

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.*

The screenshot displays the VSee Clinic interface. At the top, a green banner reads "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below this, the "VSee Clinic" logo is on the left, and "Sarah Miller" is on the right. The main content area is divided into sections. On the left, under "Ready for Visits (1)", a card for "Sarah Miller's Waiting Room" is shown. The card includes "Visit ID 1000120356", a video call icon, and a patient card for "Aileen White" who is "Available (Waiting 0 mins)". A red dashed box highlights the "Visit ID 1000120356" and the patient name "Aileen White". Below this are sections for "Getting Ready (0)", "In Progress (0)", and "Recent (0)". On the right, a "Get started" panel contains links 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. A green "Invite Patient" button is located above the "Get started" panel. At the bottom, it says "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.

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** - x

Hello, Doctor

Here is my test result

PSYCOM

**Your Results: Depression Test**

Your Score: **Moderate Depression**



Your answers suggest you are suffering from moderate depression. Consider monthly testing and testing again normally within four weeks.

3:53 PM

Type your message here 



# How to call your patient

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 ▾

▼ Ready for Visits (1)

Visit ID 1000120356 Sarah Miller's Waiting Room

 1

 **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)

Invite Patient

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 for Sarah Miller. 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" and "Patients" navigation links, and a user profile for "Sarah Miller".

The main content area is divided into two columns. The left column shows a list of visits under the heading "Ready for Visits (1)". A red dashed box highlights the "Visit ID 1000120356" and a red solid box highlights the patient name "Aileen White". The visit details for "Sarah Miller's Waiting Room" include a video call icon, the patient's name "Aileen White" with a status of "Available (Waiting 0 mins)", a chat icon, and "No Host". Below this, there are sections for "Getting Ready (0)", "In Progress (0)" (with the note "There are no ongoing visits."), and "Recent (0)".

The right column features a green "Invite Patient" button and a "Get started" section with three video guides: "Get to know your dashboard", "Invite patients to your Clinic", and "Call or chat with your patients". A link for "View help articles" is also present.

At the bottom of the dashboard, it says "Powered by VSee".



You will be routed to the Visit Details page.

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

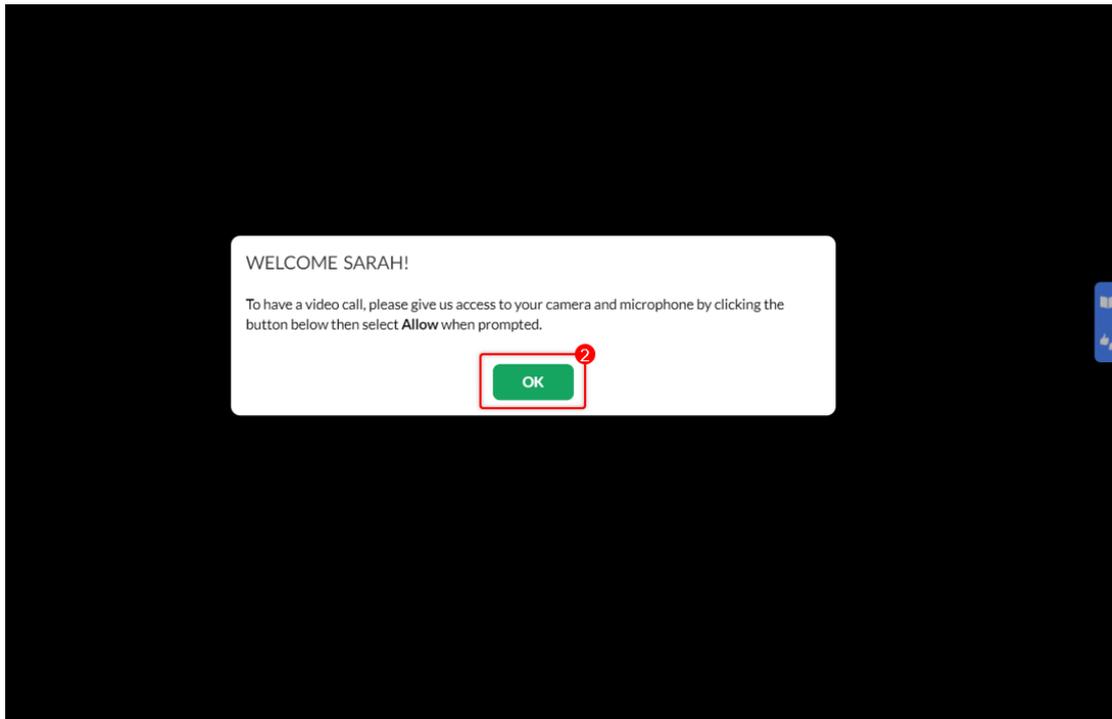
The screenshot displays the VSee Clinic interface. At the top, there is a green banner with the text "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below this, the VSee Clinic logo is on the left, and "Sarah Miller" with a dropdown arrow is on the right. The main content area shows a visit status of "New". In the top right corner of this area, there are two buttons: a green "Call" button and a red "End Visit" button. The "Call" button is highlighted with a red rectangular box. Below the buttons, there is a section for "All participants" featuring a card for "Aileen White" with an "Available" status. To the right of the participant card, there is a list of visit details: 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 date and time of "04/05/2023 03:44 PM" and a "Reason for visit" field containing the text "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.

The screenshot displays the VSee Clinic interface. At the top, a green banner reads "VSee Clinic (Free). Add providers, scheduling, eRX and other features! Upgrade Now". Below this, the navigation bar includes "VSee Clinic", "Dashboard", and "Patients", along with a user profile for "Sarah Miller". The main content area is split into two sections. On the left, a large black rectangle contains a blue circle with the initials "SM" in white. Below this, a green "Join Now" button is highlighted with a red rectangular box and a small red circle containing the number "3". Underneath the button, it says "Auto join in 5 seconds" and "Skip preview next time" with a dashed red box around the camera and microphone icons. On the right, a sidebar shows the status "In Progress" and "All participants" with a list of participants including "Aileen White" (Available). It also displays visit details: "Visit ID: 1000120356", "Today 03:33 PM", "Video Visit", "15-min Consultation", "15 mins", and "Sarah Miller's Waiting Room". Below this, an "Intake" section shows "Visits" and a specific visit entry for "04/05/2023" at "03:38 PM". At the bottom of the interface, a small text link reads "Having issues with your in-browser video? Join via VSee Messenger App".



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

If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com).

- [Tags](#)
- [call](#)
- [chat](#)