



Knowledgebase > VSee Clinic Subscription Packages > Free VSee Clinic > Essential Articles to Help You Get Started > [How to Chat and Call the Patient \(Free VSee Clinic\)](#)

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

Joel Barcillo - 2023-12-28 - 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.

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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)

Invite Patient

Get started

Get to know your dashboard

Invite patients to your Clinic

Call or chat with your patients

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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.



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# VSee Clinic

DashboardPatients

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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AILEEN WHITE

Hello, Doctor

Please see my test result

PSYCOM

Your Results: Depression Test

Your Score: Moderate Depression

PSYCOM

Your scores suggest you are suffering from moderate depression. Consider medical testing and talking with your doctor before any tests.

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

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In Progress (0)

There are no ongoing visits.

Recent (0)

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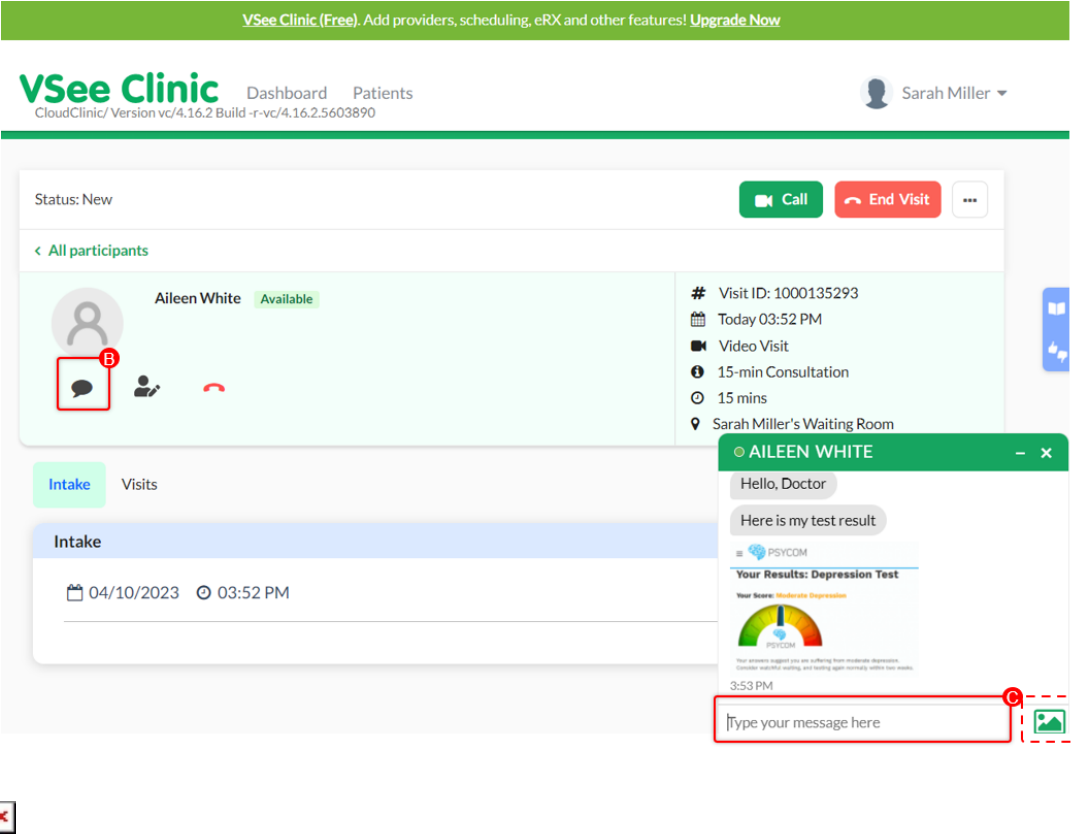
You will be routed to the Visit Details page.

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.



How to call your patient

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

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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 4 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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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

DashboardPatients

Sarah Miller

Ready for Visits (1)

Visit ID 1000120356Sarah 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 **call** button.



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DashboardPatients

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

04/05/202303:44 PM

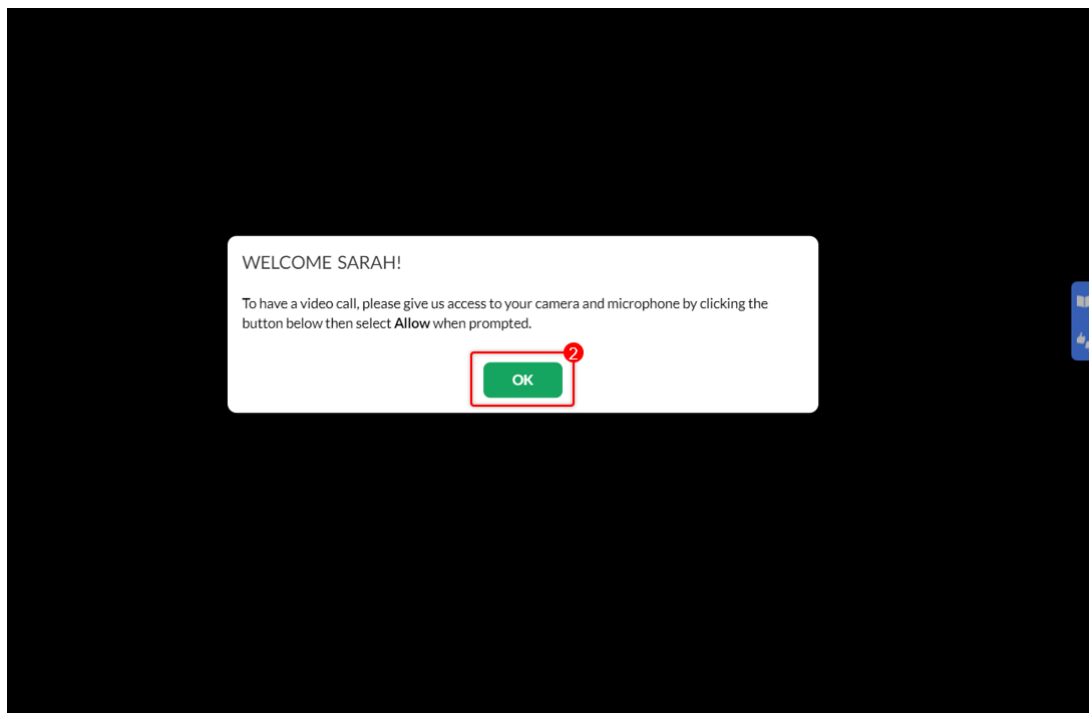
Reason for visit

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.

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VSee Clinic

DashboardPatients

Sarah Miller

SM

Join Now

Auto join in 5 seconds

Skip preview next time

Status: In Progress

< All participants

Aileen White

Available

# Visit ID: 1000120356

Today 03:33 PM

Video Visit

15-min Consultation

15 mins

Sarah Miller's Waiting Room

IntakeVisits

Intake

04/05/2023

03:38 PM

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

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



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VSee Clinic

DashboardPatients

Sarah Miller ▾

It sounds like your microphone is working properly

SM

Sarah M...

AW

Aileen White

AW

White

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

IntakeVisits

Intake

04/10/202303:59 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