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

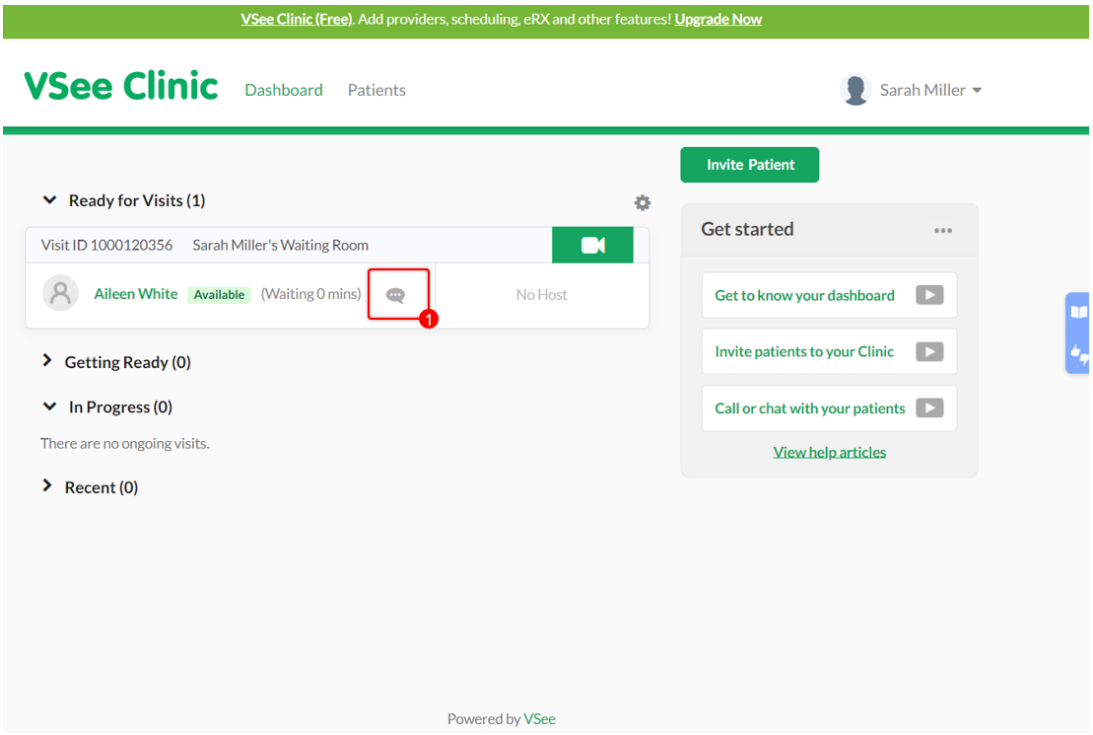
Joel Barcillo - 2023-12-28 - Essential Articles to Help You Get Started

How to chat with your patient

You can send a direct message to your patient before the visit starts.

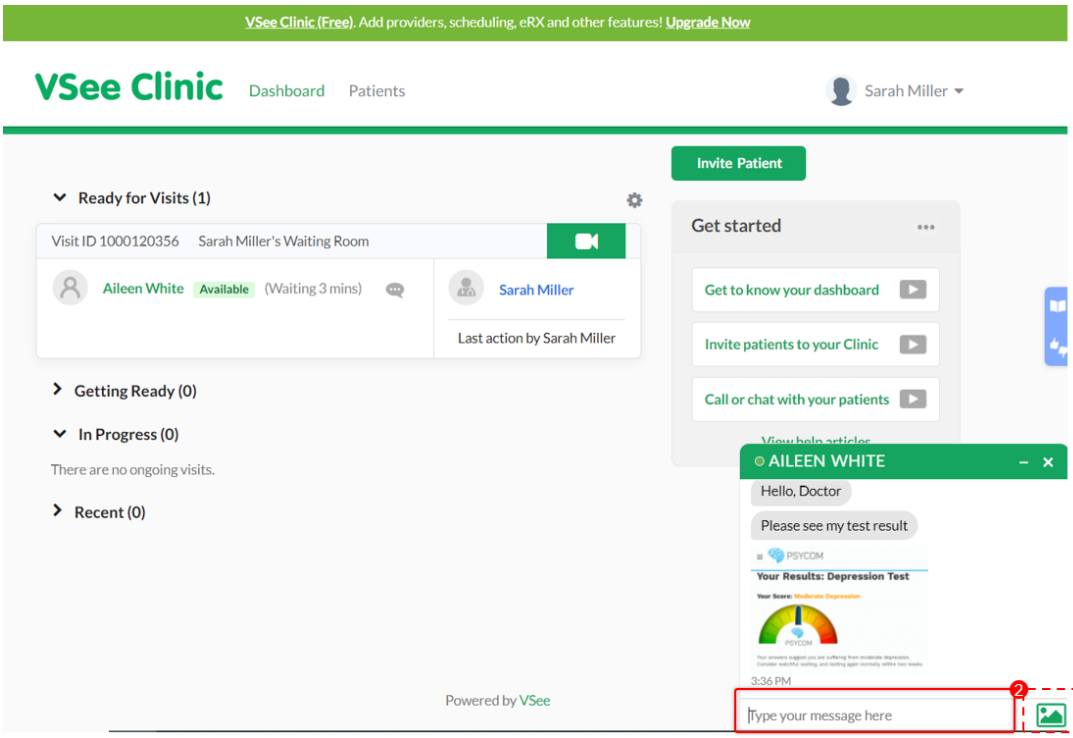
Note: Only you can start the chat. If you have not initiated the chat yet, the patient is not able to initiate a chat with you.

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



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.

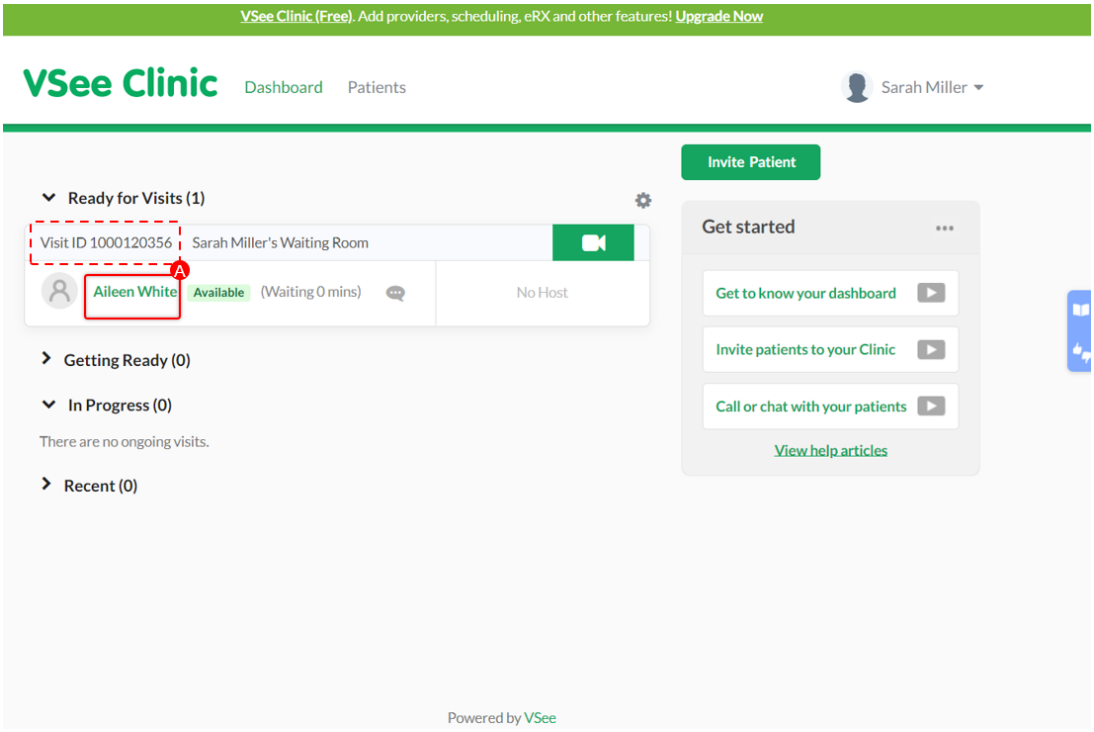


You can also go to the patient's visit details page to view the visit and

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.



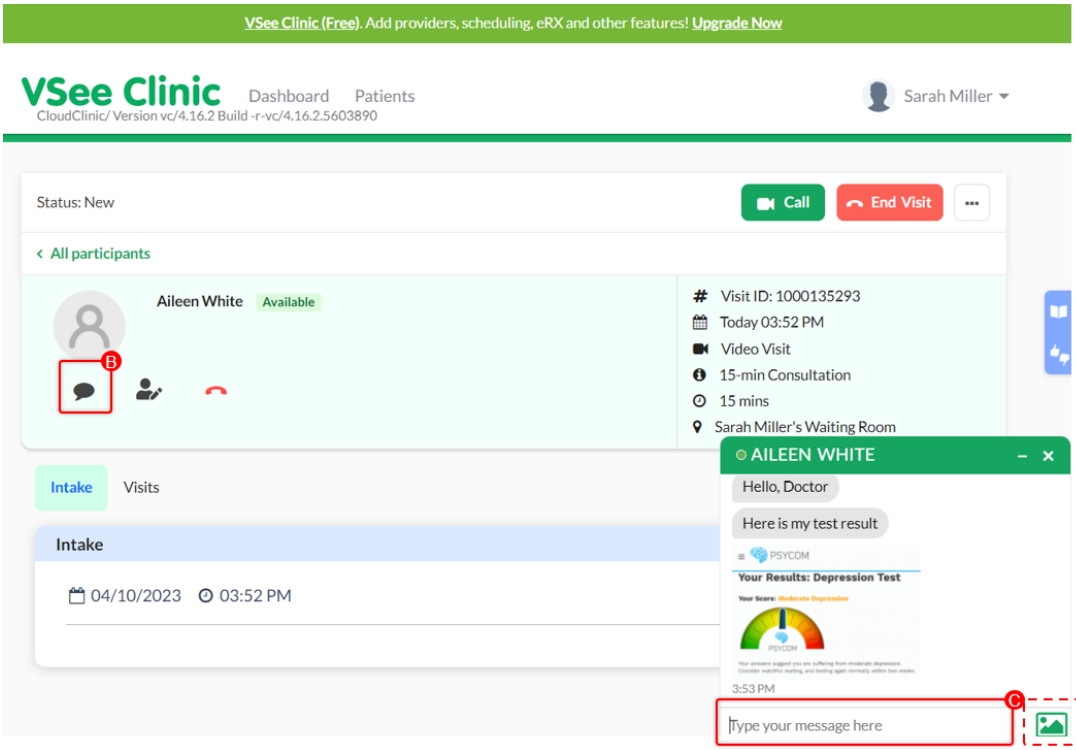
You will be routed to the Visit Details page.

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

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

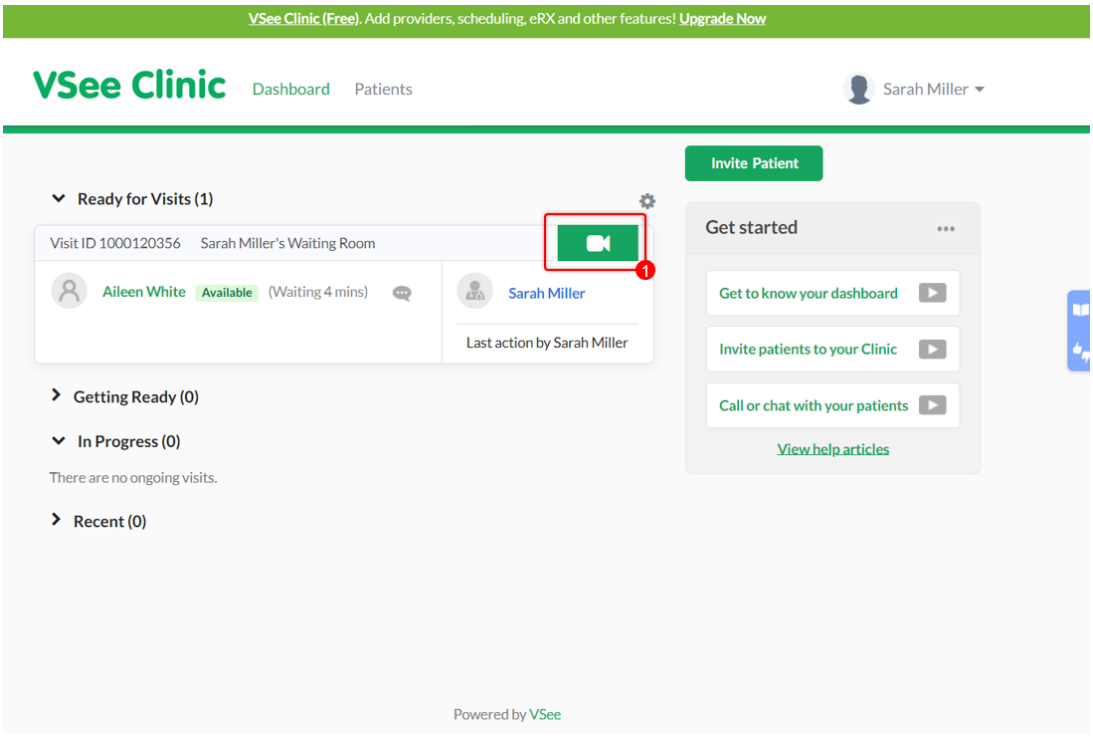
C. Type in your message to initiate a chat through the field provided.

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



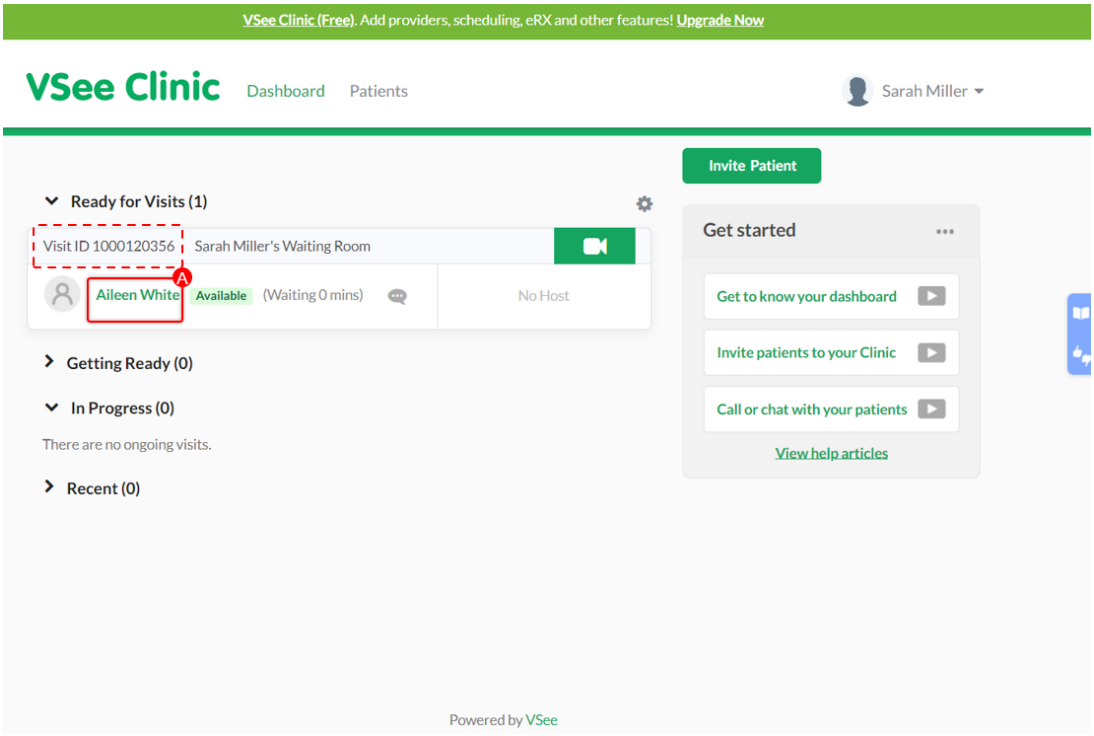
How to call your patient

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



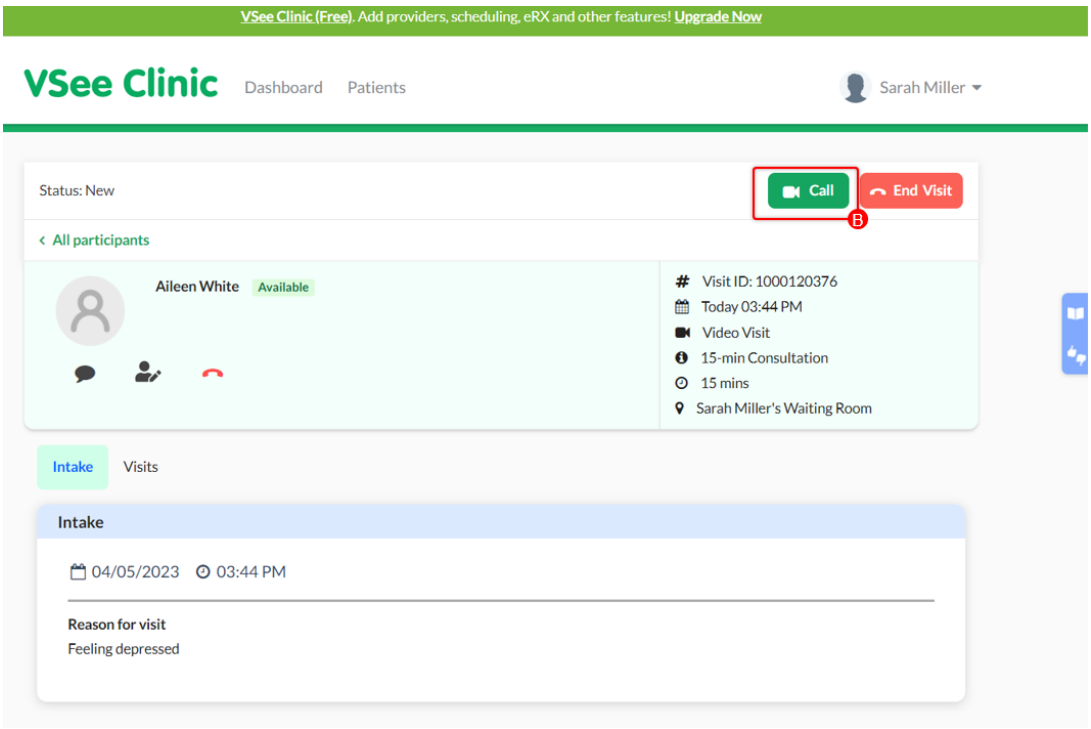
You can also go to the patient's visit details page to view the visit and patient's information first.

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



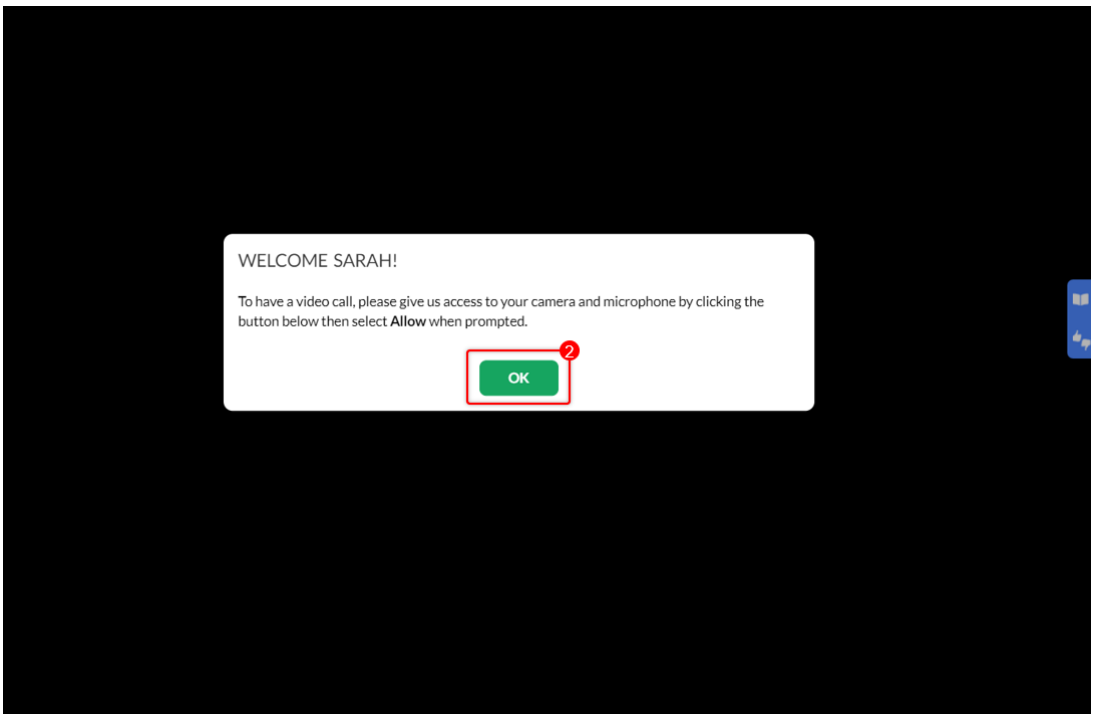
You will be routed to the Visit Details page.

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**.

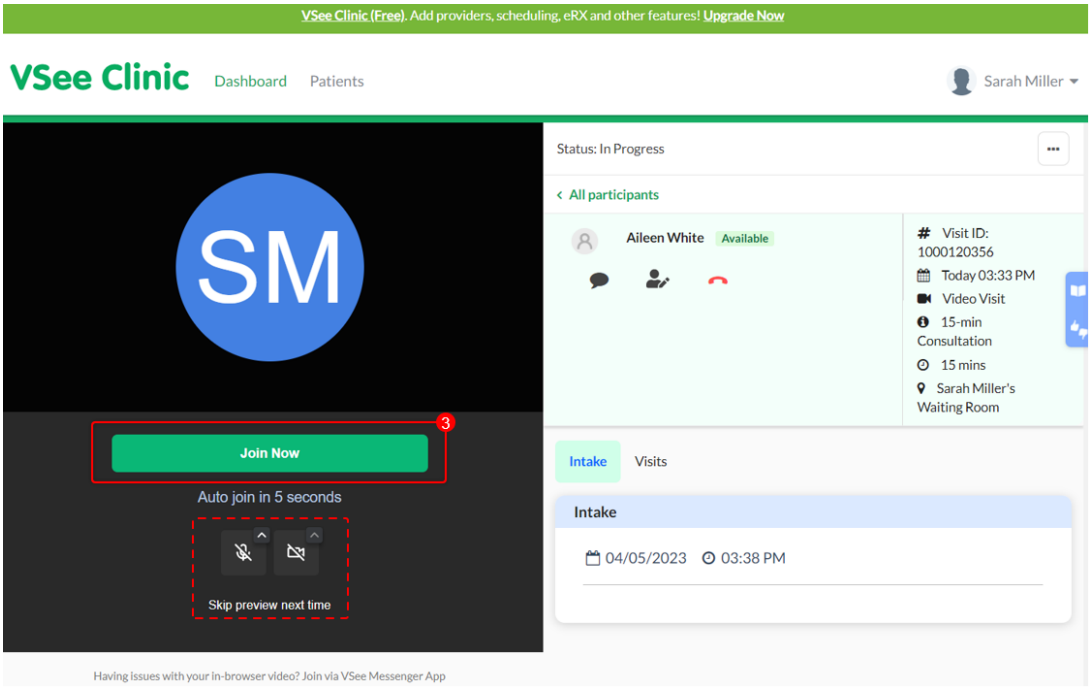


3. Click **I'm ready** to enter the Waiting Room with your patient.

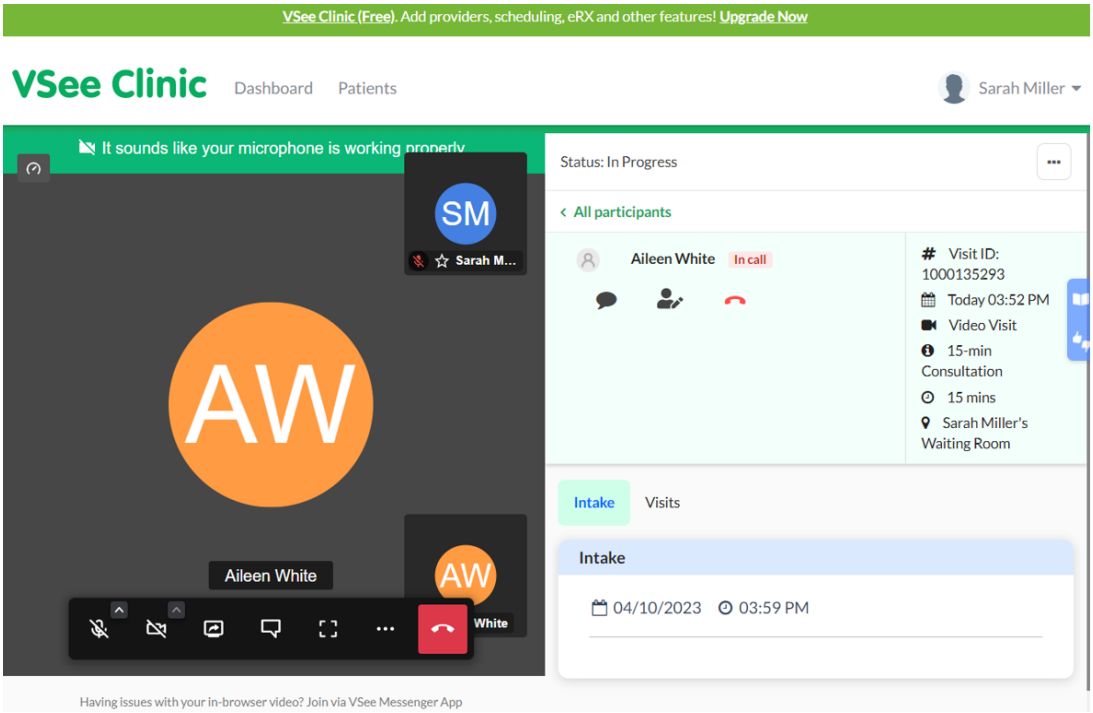
You may wait for 5 seconds to join automatically.

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.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Tags

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