

How to Chat with Patient (Plus, Premium, Enterprise)

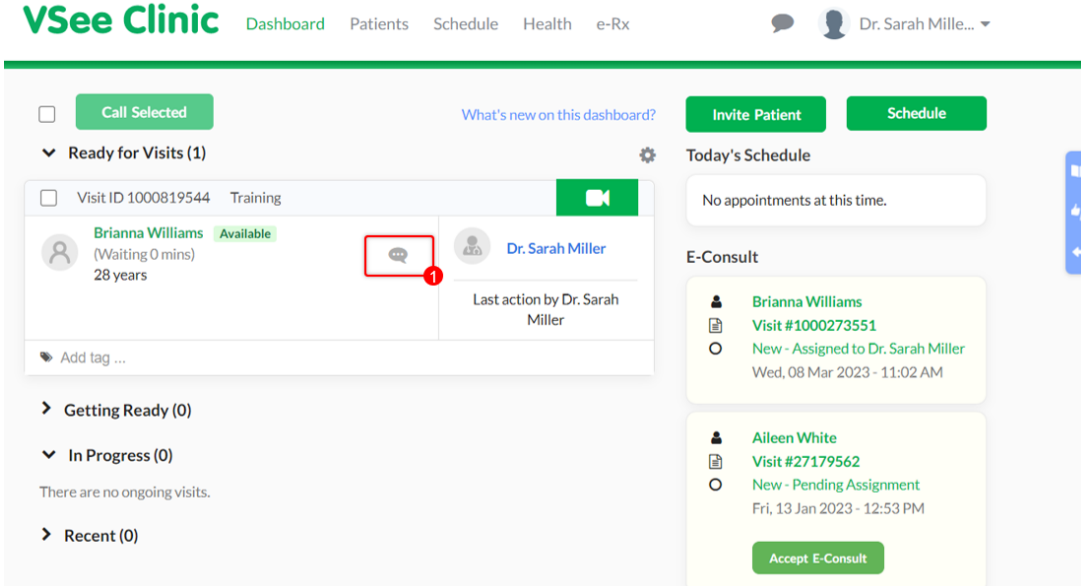
Jay-Ileen (Ai) - 2023-04-10 - VSee Clinic for Providers

Before the Visit from the Waiting Room Dashboard

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.

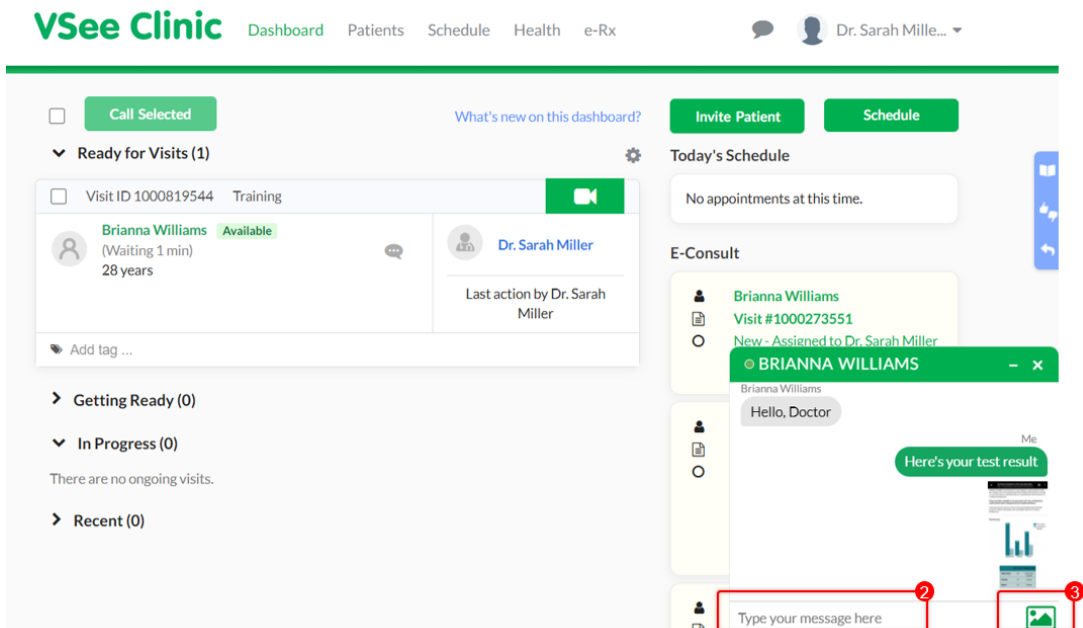
1. Click the **chat bubble** icon on the patient's visit card.



The screenshot shows the VSee Clinic dashboard interface. At the top, there is a navigation bar with the VSee Clinic logo and menu items: Dashboard, Patients, Schedule, Health, and e-Rx. On the right side of the navigation bar, there is a user profile for Dr. Sarah Miller. Below the navigation bar, the dashboard is divided into several sections. On the left, there is a 'Ready for Visits (1)' section with a dropdown arrow. Under this section, a visit card for Brianna Williams is displayed. The card includes the patient's name, 'Available' status, 'Waiting 0 mins', and '28 years'. A red box highlights a chat bubble icon on the card. To the right of the patient's name, there is a profile picture of Dr. Sarah Miller and the text 'Last action by Dr. Sarah Miller'. Below the visit card, there are sections for 'Getting Ready (0)', 'In Progress (0)', and 'Recent (0)'. On the right side of the dashboard, there is a 'Today's Schedule' section with the text 'No appointments at this time.' and an 'E-Consult' section with two entries: 'Brianna Williams Visit #1000273551' and 'Aileen White Visit #27179562'. Each entry includes a status (e.g., 'New - Assigned to Dr. Sarah Miller') and a date and time. There is an 'Accept E-Consult' button at the bottom of the E-Consult section.

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

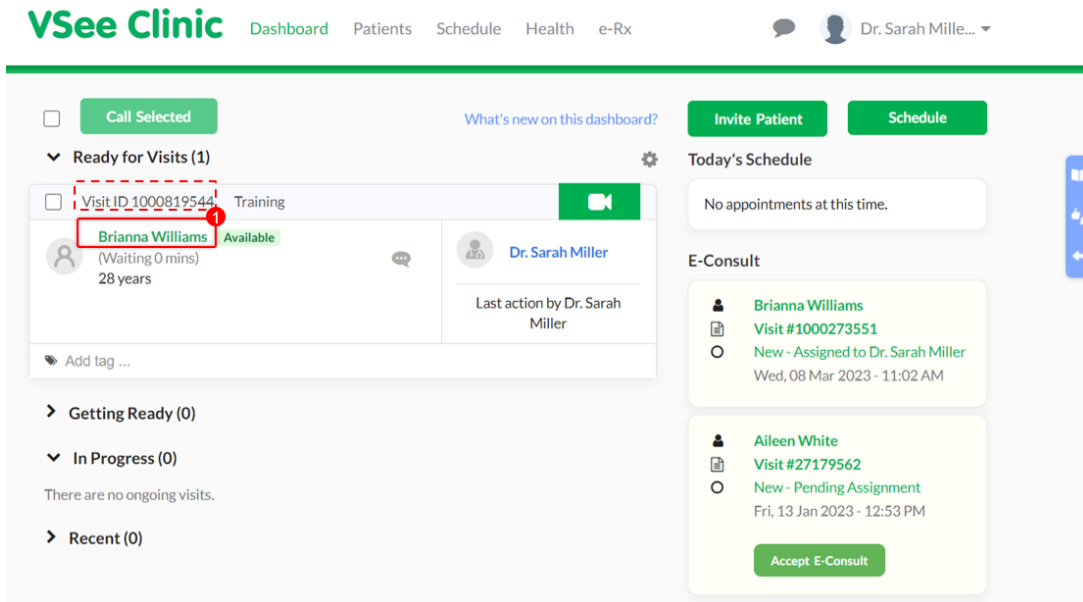


Before the Visit from the Visit Details Page

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

1. 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.

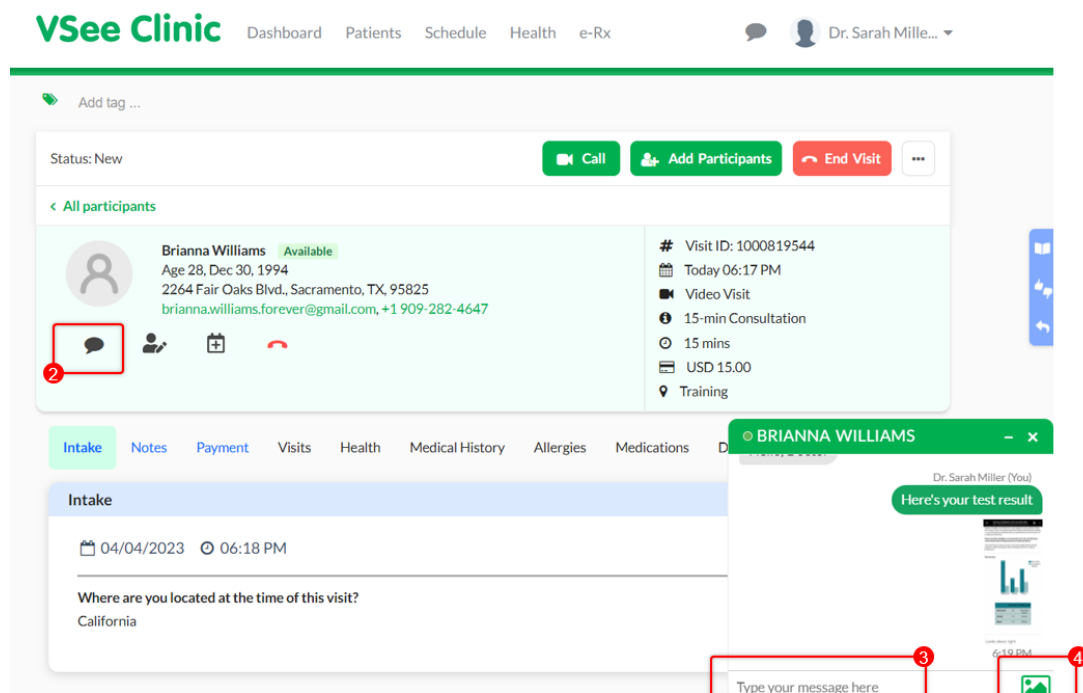


You will be routed to the Visit Details page.

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

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

3. Type in your message to initiate a chat through the field provided.
4. Click on the landscape photo to send a file to the patient.



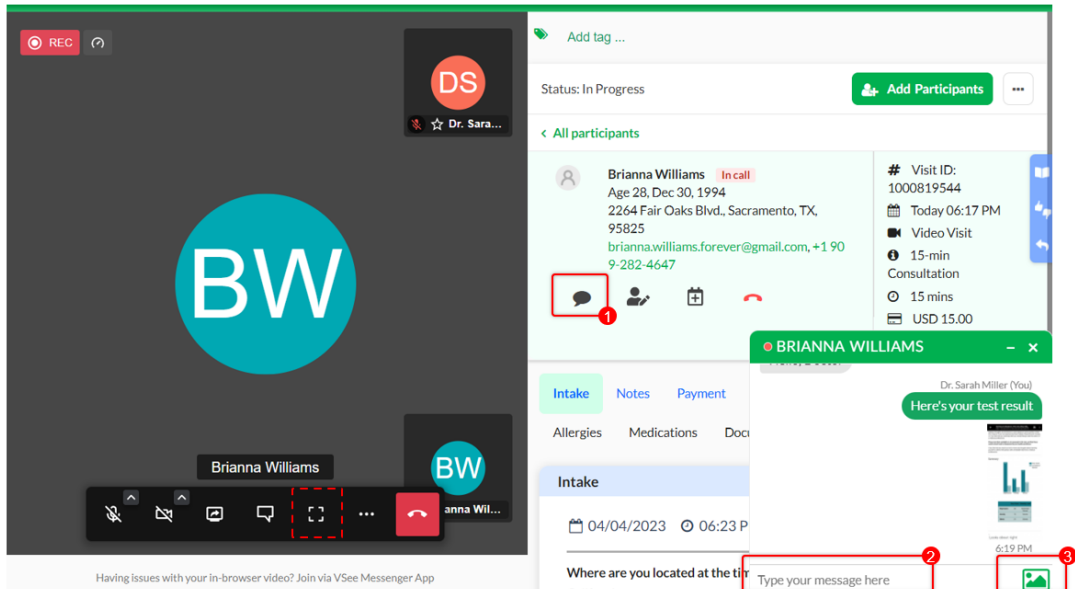
During the Visit

To chat with the patient while you are on the call, click on the **chat bubble** icon from the Visit details page.

Note: If you are not seeing the Visit details page, click on Maximize/Minimize icon on the menu tray.

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

3. Type in your message to initiate a chat through the field provided.
4. Click on the landscape photo to send a file to the patient.



Related Articles

- [How to Chat with a Participant During the Visit](#)
- [How to Use Group Chat](#)

Need more assistance? Send us an email at help@vsee.com or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

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 chat
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