

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

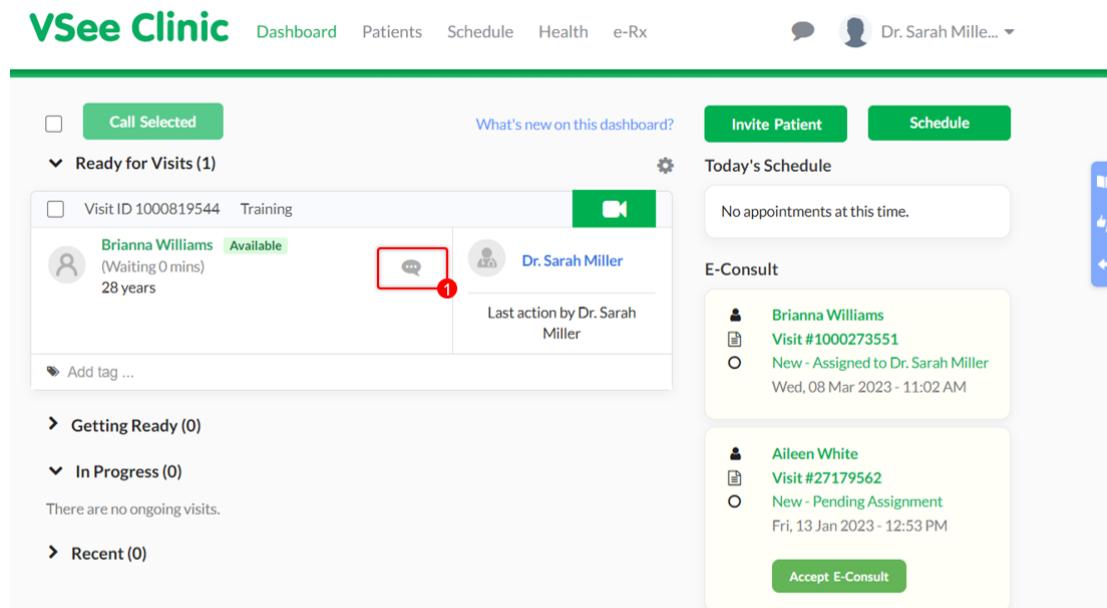
Jay-Ileen (Ai) - 2023-04-10 - [VSee Clinic for Providers](#)

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.

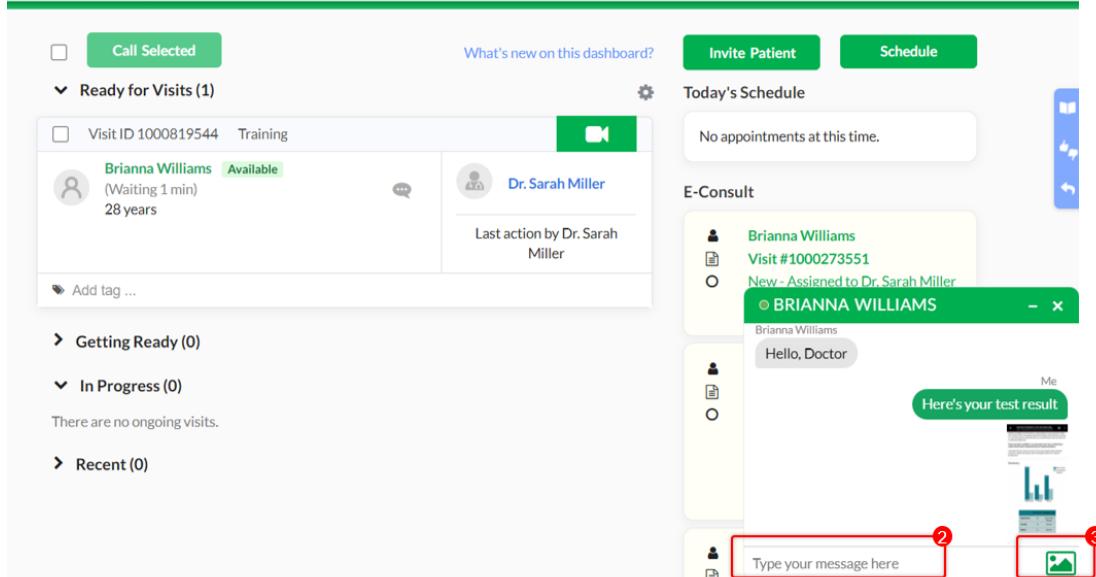
1. Click the **chat bubble** icon on the patient's visit card.



The screenshot shows the VSee Clinic Waiting Room Dashboard. At the top, there are buttons for 'Call Selected', 'What's new on this dashboard?', 'Invite Patient', and 'Schedule'. Below this, a section titled 'Ready for Visits (1)' shows a visit for 'Brianna Williams' (Visit ID 1000819544, Training). The patient card includes a message icon with a red box around it, indicating an unread message. To the right, there are sections for 'Today's Schedule' (No appointments) and 'E-Consult' (entries for Brianna Williams and Aileen White).

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.



Call Selected

Ready for Visits (1)

Visit ID 1000819544 Training

Brianna Williams Available (Waiting 1 min)
28 years

Dr. Sarah Miller

Last action by Dr. Sarah Miller

What's new on this dashboard?

Invite Patient Schedule

Today's Schedule

No appointments at this time.

E-Consult

Brianna Williams Visit #1000273551 New - Assigned to Dr. Sarah Miller

BRIANNA WILLIAMS - X

Hello, Doctor

Here's your test result

Type your message here

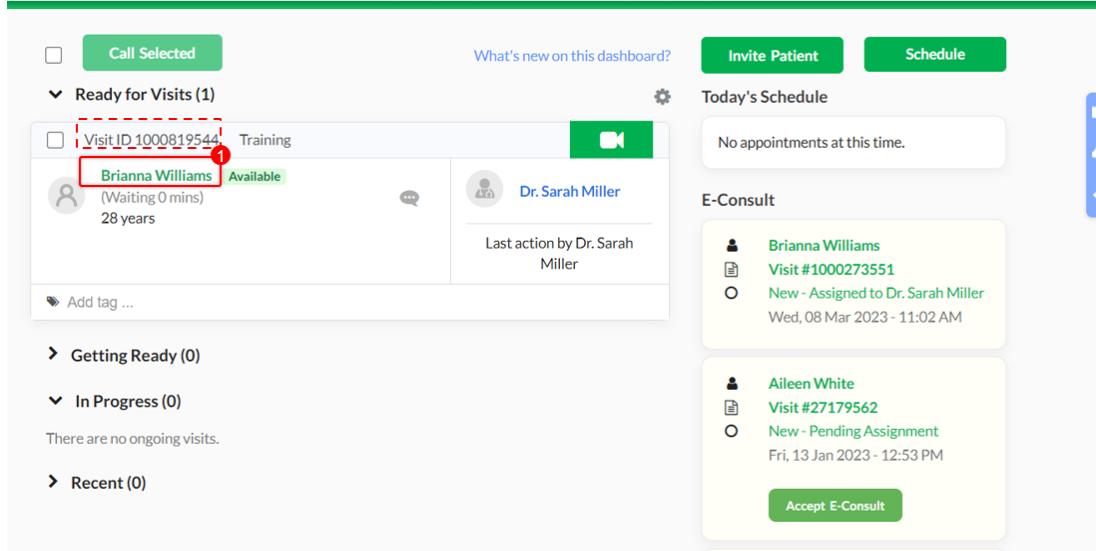
Accept E-Consult

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.



Call Selected

Ready for Visits (1)

Visit ID 1000819544 Training

Brianna Williams Available (Waiting 0 mins)
28 years

Dr. Sarah Miller

Last action by Dr. Sarah Miller

What's new on this dashboard?

Invite Patient Schedule

Today's Schedule

No appointments at this time.

E-Consult

Brianna Williams Visit #1000273551 New - Assigned to Dr. Sarah Miller

Wed, 08 Mar 2023 - 11:02 AM

Aileen White Visit #27179562 New - Pending Assignment

Fri, 13 Jan 2023 - 12:53 PM

Accept E-Consult

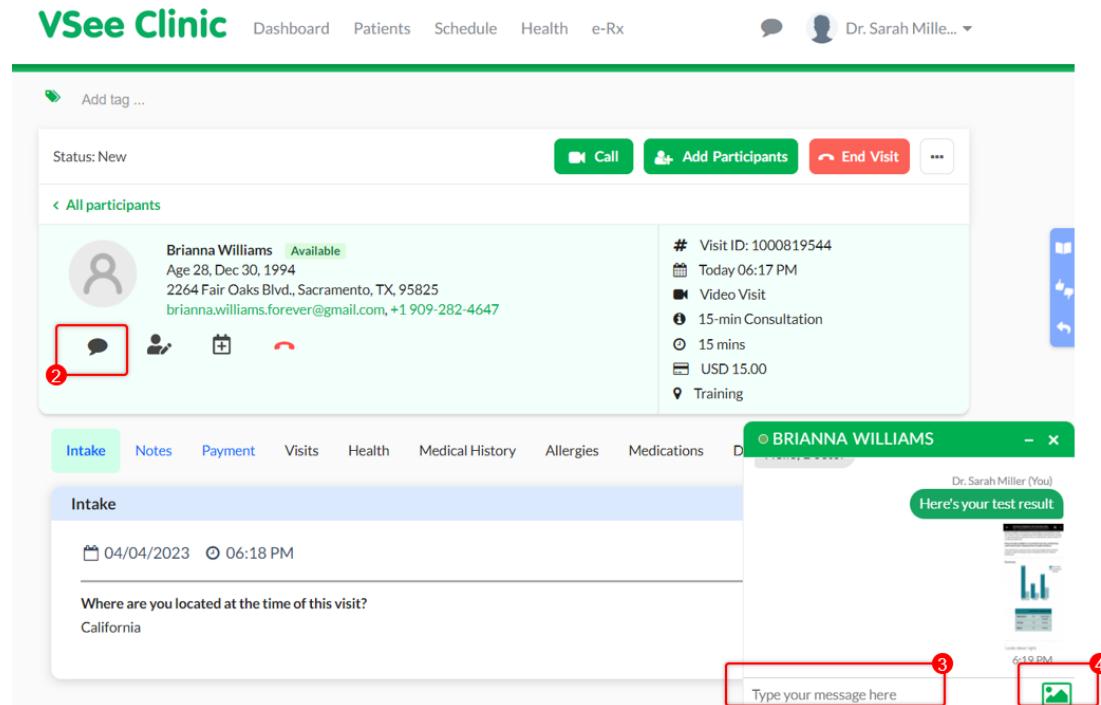
You will be routed to the Visit Details page.

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.



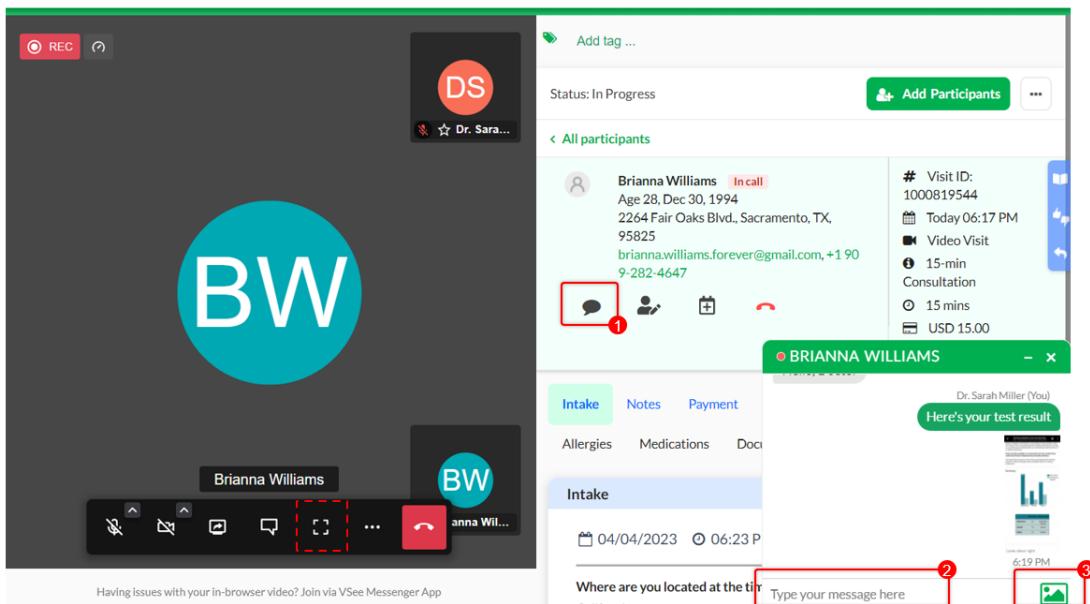
During the Visit

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.

This article was last updated on: 05 April 2023

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