

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

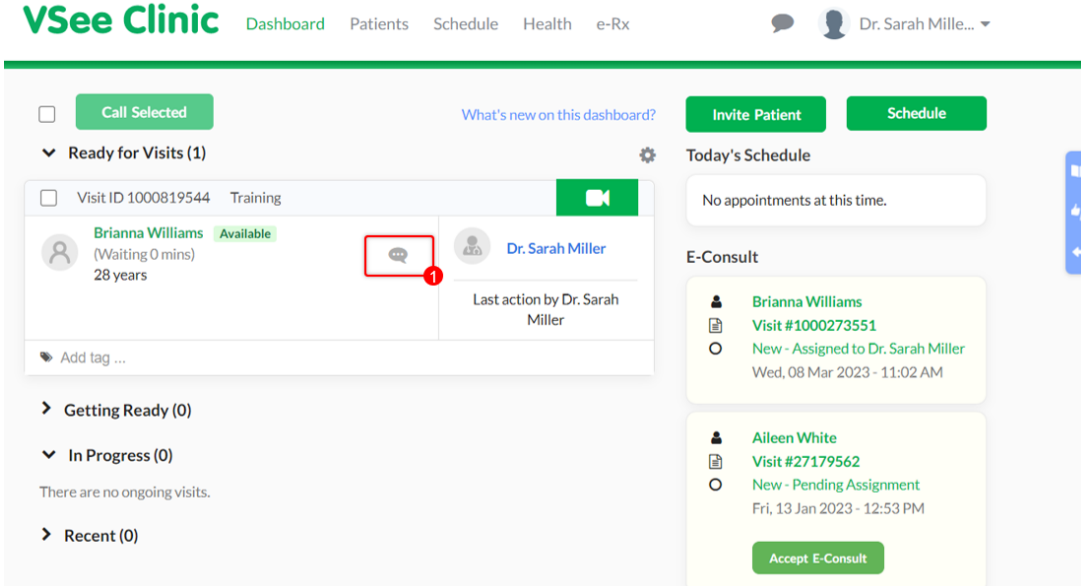
Jay-Ileen (Ai) - 2023-04-10 - VSee Clinic for Providers

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.

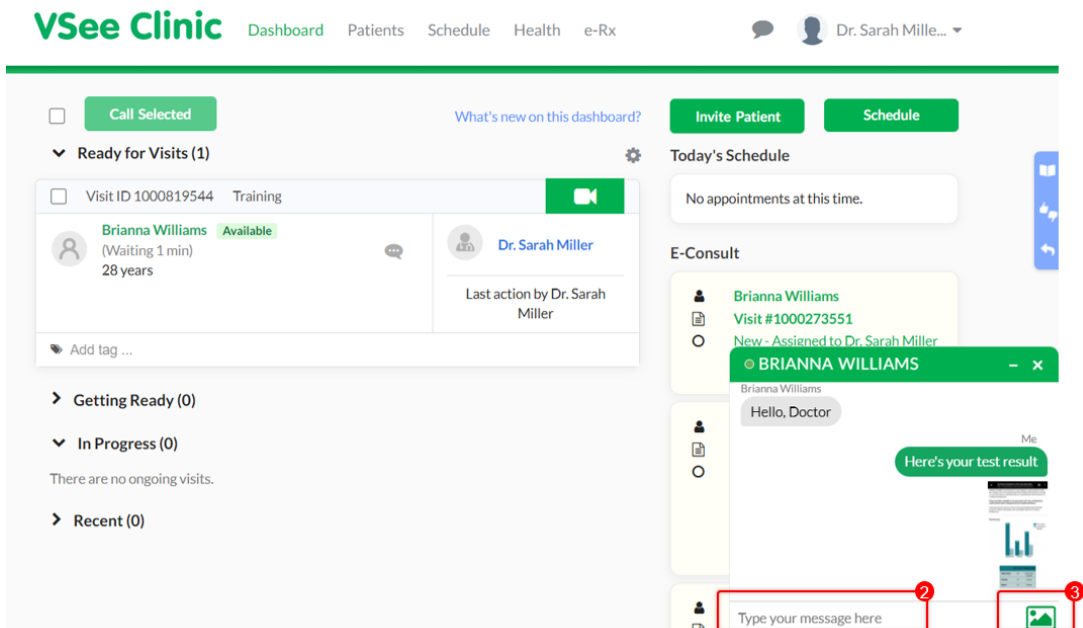
1. Click the **chat bubble** icon on the patient's visit card.



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. Below this, there is a visit card for Brianna Williams, Visit ID 1000819544, Training. The card shows her 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 card, there is a 'Today's Schedule' section with a 'No appointments at this time.' message. Below that, there is an 'E-Consult' section with two entries: Brianna Williams, Visit #1000273551, New - Assigned to Dr. Sarah Miller, Wed, 08 Mar 2023 - 11:02 AM; and Aileen White, Visit #27179562, New - Pending Assignment, Fri, 13 Jan 2023 - 12:53 PM. At the bottom of the E-Consult section, there is an 'Accept E-Consult' button. On the far right, there is a vertical sidebar with a chat bubble icon and a back arrow.

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.

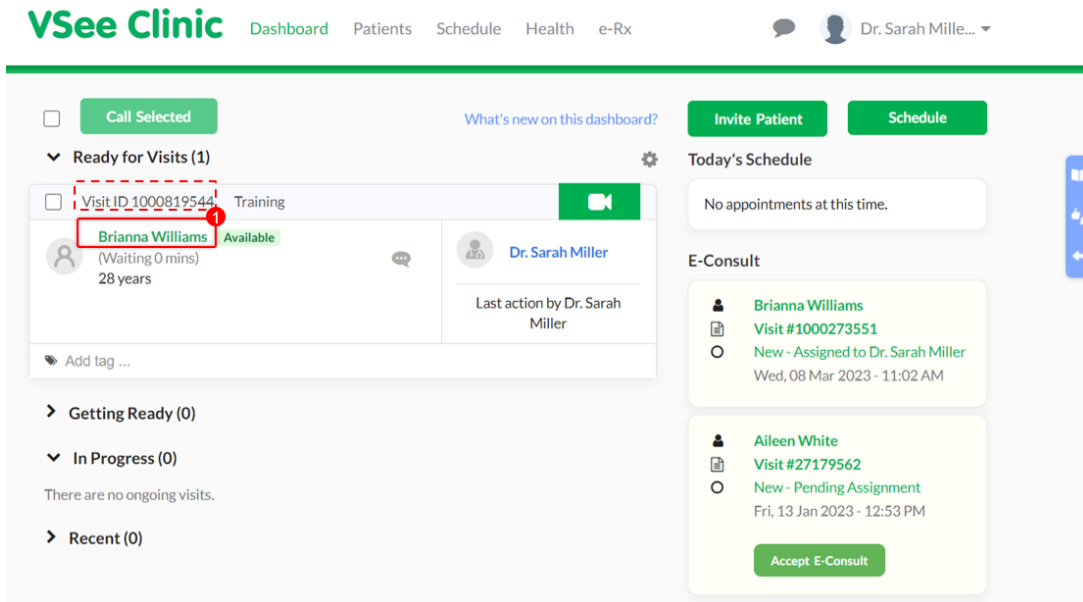


Before the Visit from the Visit Details Page

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.

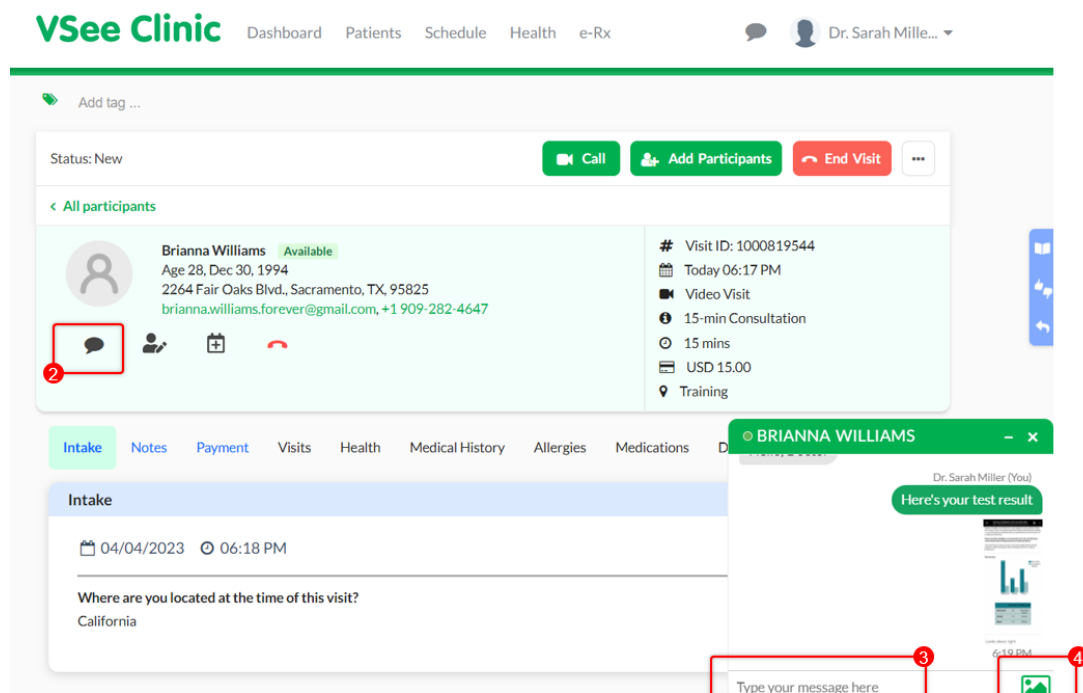


You will be routed to the Visit Details page.

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.



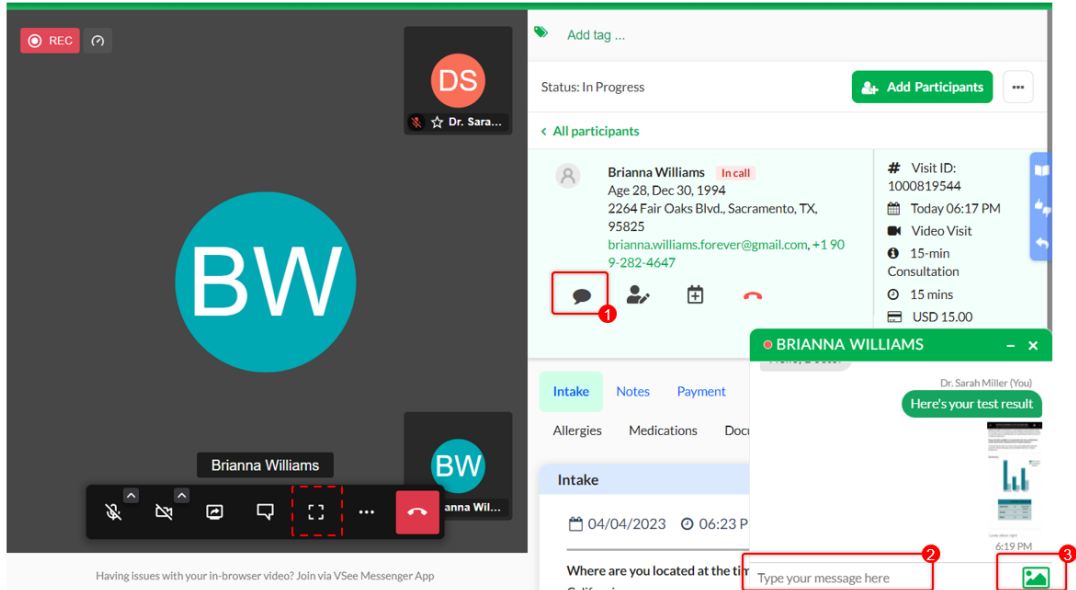
During the Visit

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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Tags
 chat
 message
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