

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

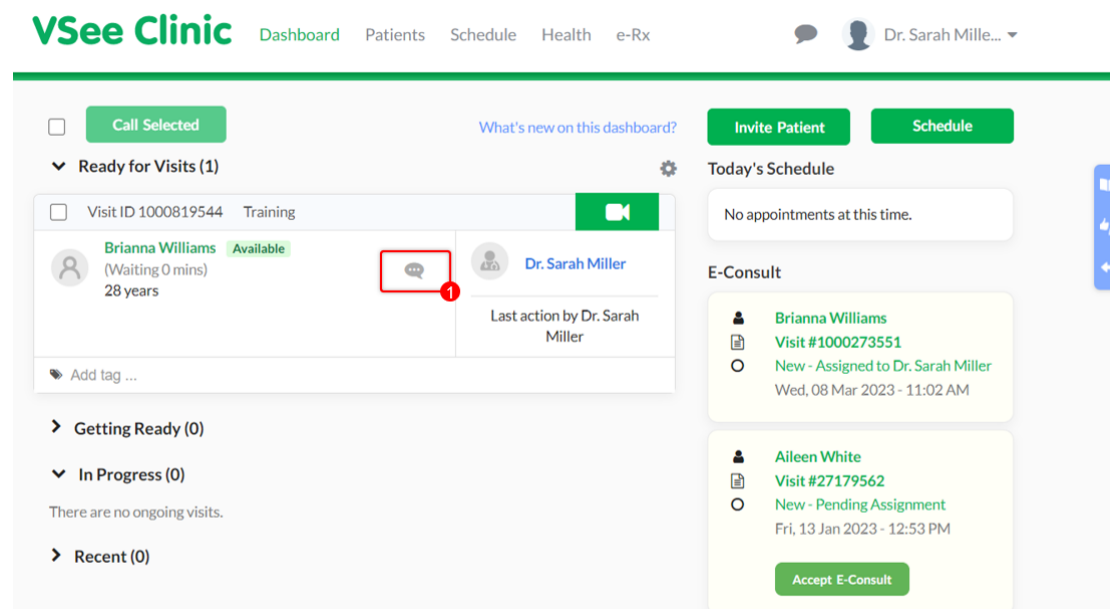
Jay-Ileen (Ai) - 2023-04-10 - [VSee Clinic for Providers](#)

### Before the Visit from the Waiting Room Dashboard

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

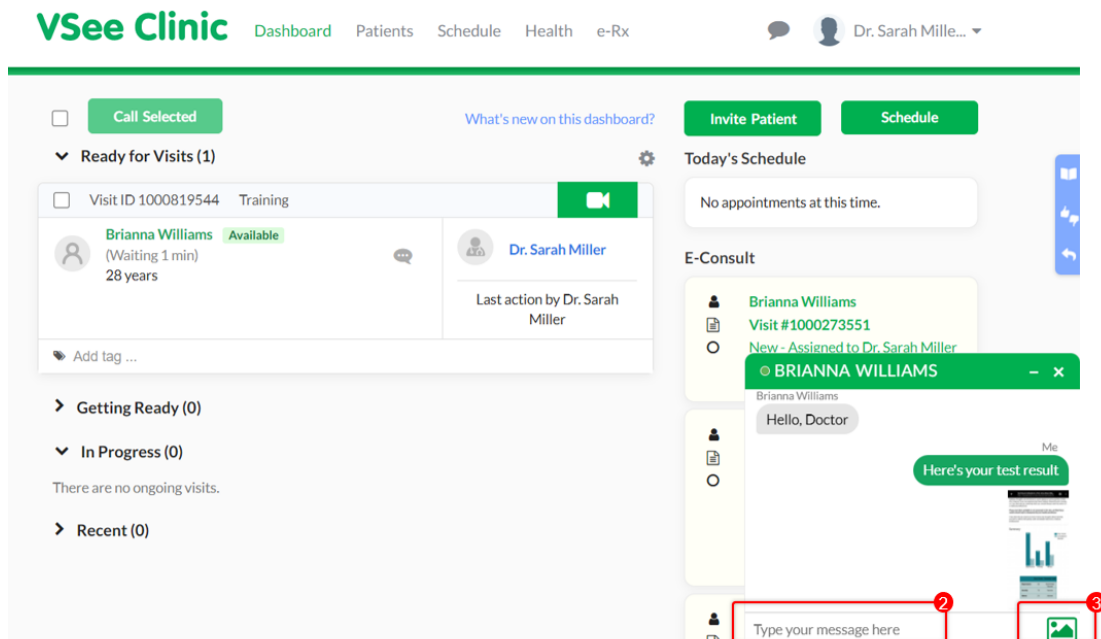
*Note: Only you can start the chat. If you have not initiated the chat yet, the patient is not able to initiate a chat with you.*

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



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.

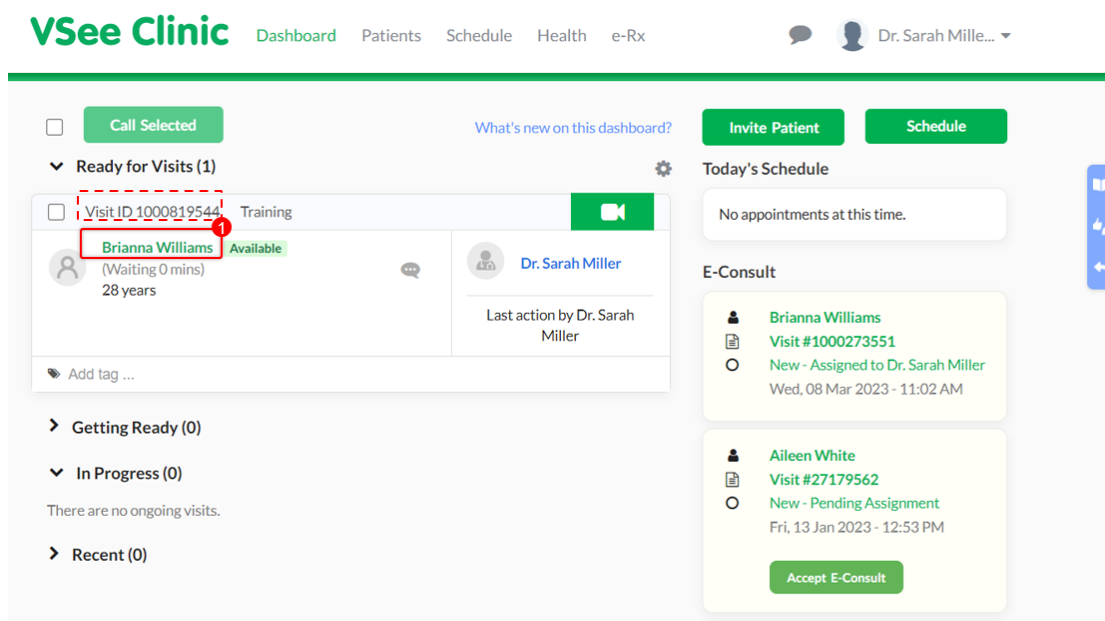


## Before the Visit from the Visit Details Page

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.

The screenshot displays the VSee Clinic web interface. At the top, the navigation bar includes 'VSee Clinic', 'Dashboard', 'Patients', 'Schedule', 'Health', and 'e-Rx'. A user profile for 'Dr. Sarah Miller' is visible on the right. The main content area shows a patient profile for 'Brianna Williams' with details such as age, address, and contact information. A red box with the number '2' highlights the chat bubble icon in the patient's profile. Below the profile, there are tabs for 'Intake', 'Notes', 'Payment', 'Visits', 'Health', 'Medical History', 'Allergies', and 'Medications'. The 'Intake' tab is active, showing a date and time of '04/04/2023 06:18 PM' and a location of 'California'. On the right side, a chat window titled 'BRIANNA WILLIAMS' is open, showing a message from 'Dr. Sarah Miller (You)' that says 'Here's your test result'. A red box with the number '3' highlights the text input field 'Type your message here', and another red box with the number '4' highlights the landscape photo icon used for sending files.

## 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.

The screenshot displays the VSee Clinic interface during a video visit with Brianna Williams. The interface is divided into several sections:

- Video Feed:** Shows a large video window with the participant's initials 'BW'. Below the video are controls for mute, video, chat, and a red call button.
- Participant List:** A sidebar on the right lists participants. Brianna Williams is highlighted with a red box and a red circle with the number 1, indicating the chat icon.
- Chat Area:** A text input field at the bottom right is highlighted with a red box and a red circle with the number 2. Next to it is an image upload button, highlighted with a red box and a red circle with the number 3.
- Participant Details:** A panel on the right shows details for Brianna Williams, including her age, address, email, phone number, visit ID, and visit details (15-min Consultation, USD 15.00).
- Navigation:** At the top, there are tabs for Intake, Notes, and Payment. Below these are sections for Allergies, Medications, and Documents.

## 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](mailto: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

- Tags
- [chat](#)
- [message](#)
- [send files](#)