

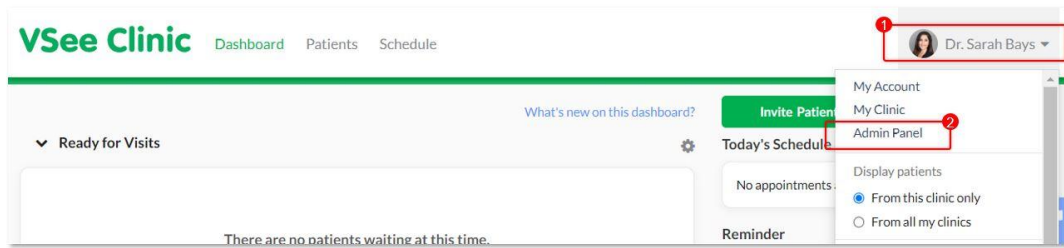
How to Configure Alert Settings (Admin)

Jay-Ileen (Ai) - 2023-10-26 - VSee Clinic for Admins

As a Clinic Admin, you can configure the Alert Settings to define the condition of sending the priority alert when a patient enters the waiting room.

Please contact [Sales](#) or your Account Manager to enable this feature in your Clinic.

1. Click on **Your Name** or the **Profile Menu**.
2. Select **Admin panel**.



3. Click on **Room**.
4. Select the specific room you want to configure the alert settings and then click on the **pen** icon under the Action column.

VSee Clinic

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Dr. Sarah Bays

ROOMS

☐ Show Inactive Rooms + New Room

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Domain	Slug	Name	Code	Status	Providers	Action
vsee-academyvsee.io	vsee	VSee Clinic	plgr9	Active	Anne Chang (anne+io@vseelab.com) Chi Achacoso (chi+io@vseelab.com) Chau Oct 01 (chau+dev.oct21.provider01@vseelab.com) 10 More	

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5. Click on the **Alert** tab.

6. Under Alert Settings, you can edit:

- When patients with appointments entering the waiting room - select **Alert all the providers in the waiting room** or **Alert only the providers for the appointment**.
- When patients with walk-in visits entering the waiting room - **Alert all the providers in the waiting room** or **Custom alert**.

ROOM DETAILS

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Alert Settings

When patients with appointments entering the waiting room 6

☐ Alert all the providers in the waiting room
☒ Alert only the providers for the appointment

When patients with walk-in visits entering the waiting room

☐ Alert all the providers in the waiting room
☒ Custom alert

Custom Alert Group  

Alert will play according to this order.

Group Name	Max Time	Termination Condition	Members
Group 1	3 mins	Escalate to the next group	Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com)
Group 2	3 mins	Stop the alert	Dr. Sarah Bays (jayileen@vseelab.com) Chi Patient (chi@vseelab.com)
Group 3	3 mins	Stop the alert	

Based on the current setting, the patient's walk-ins alert will stop after 6 mins.



Cancel Update

A. When you select **Custom alert**, you can customize the alert settings per group.

B. Click on the **pen** icon.

When patients with walk-in visits entering the waiting room

☐ Alert all the providers in the waiting room
☒ Custom alert A

Custom Alert Group   B

Alert will play according to this order.

Group Name	Max Time	Termination Condition	Members
Group 1	3 mins	Escalate to the next group	Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com)
Group 2	3 mins	Stop the alert	Dr. Sarah Bays (jayileen@vseelab.com) Chi Patient (chi@vseelab.com)
Group 3	3 mins	Stop the alert	

Based on the current setting, the patient's walk-ins alert will stop after 6 mins.

Cancel Update

C. A pop-up window will appear.

You can now edit the following details of the existing Custom Alert Groups:

- Name - Name of the Alert Group
- Max Time - Maximum length of time alerts will sound for providers within this group.

Alerts will begin after the alert of the above group has ended and sound at 15-second intervals until the Max Time is reached.

- Providers - **All Providers with On-call slots, All Providers in the waiting room,** or **Custom** (input the names of the specific Providers you want to receive the custom alerts. Providers include CSR and MA as well.
- Termination Condition - **Stop the alert** or **Start alert for the next group**

D. Click on **Submit**.

The screenshot displays the 'Edit Custom Alert Group' window, which allows users to configure alert groups. The window title is 'Edit Custom Alert Group' with a close button (X) in the top right corner. Below the title is the instruction 'Prioritize alert groups in the order to be notified'. The interface contains two identical-looking sections for 'Group 1' and 'Group 2'. Each section has fields for 'Name', 'Max Time' (set to 3 minutes), 'Providers' (set to 'Custom'), and 'Termination Condition'. For Group 1, the providers listed are 'Jay-Ileen Engalla - jayileen@vsee.com' and 'Chi PROVIDER Achacoso - chi@vsee.com', and the termination condition is 'Start alert for the next group'. For Group 2, the providers listed are 'Dr. Sarah Bays - jayileen@vseelab.com' and 'Chi Patient - chi@vseelab.com', and the termination condition is 'Stop the alert'. A 'delete' button is located at the bottom right of the Group 2 section. At the bottom of the window are 'Close' and 'Submit' buttons. Red callouts are present: a red circle with the letter 'C' points to the right edge of the main form area, and a red circle with the letter 'D' points to the 'Submit' button.

Edit Custom Alert Group

Prioritize alert groups in the order to be notified

Group 1

Name: Group 1

Max Time: 3 minutes

Providers: Custom

Termination Condition: Start alert for the next group

Group 2

Name: Group 2

Max Time: 3 minutes

Providers: Custom

Termination Condition: Stop the alert

delete

Close Submit

Note: If there is no Custom Alert Group yet, you will be prompted to create one first.

×

Create Custom Alert Group

Prioritize alert groups in the order to be notified

Name

Group 1

Max Time

5

mins

▼

Providers

Please select

▼

Termination Condition

Please select

▼

Maximum length of time alerts will sound for this group's providers. Alerts will sound at 30 second intervals until the Max Time is reached.



Close

Submit

7. Click on **Update** to save changes.

When patients with walk-in visits entering the waiting room

☐ Alert all the providers in the waiting room
 ☒ Custom alert

Custom Alert Group  

Alert will play according to this order.

Group Name	Max Time	Termination Condition	Members
Group 1	3 mins	Escalate to the next group	Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com)
Group 2	3 mins	Stop the alert	Dr. Sarah Bays (jayileen@vseelab.com) Chi Patient (chi@vseelab.com)
Group 3	3 mins	Stop the alert	

Based on the current setting, the patient's walk-ins alert will stop after 6 mins.

Cancel

Update

This admin alert setting should be the primary setting, however, the provider can change the alert setting on their personal level to change it.

For example, if "Alert all the providers in the waiting room" is being selected on the admin level + "Mute alert when a patient enters" on the provider side, then no alert should be sent to this provider.

WAITING ROOM NOTIFICATIONS

Display patients

☒ From this clinic only

☐ From all my clinics

Room

Show patients in dashboard

Play alert when patient enters

VSee Academy | VSee Clinic

https://vsee-academy.vsee.io/vc/next/u/vsee

☒

☐

invite Patients

Related Articles

- [How to Set up Walk-in Hours for On Call Schedule](#)
- [How to Create On-Call Slots](#)

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.

Tags

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- [The On-Call Schedule Feature](#)