

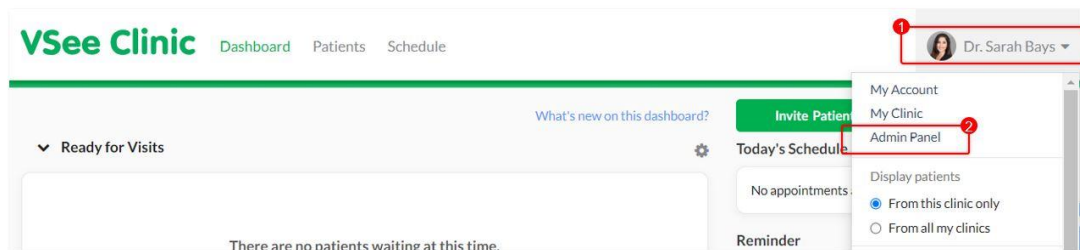
How to Configure Alert Settings (Admin)

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

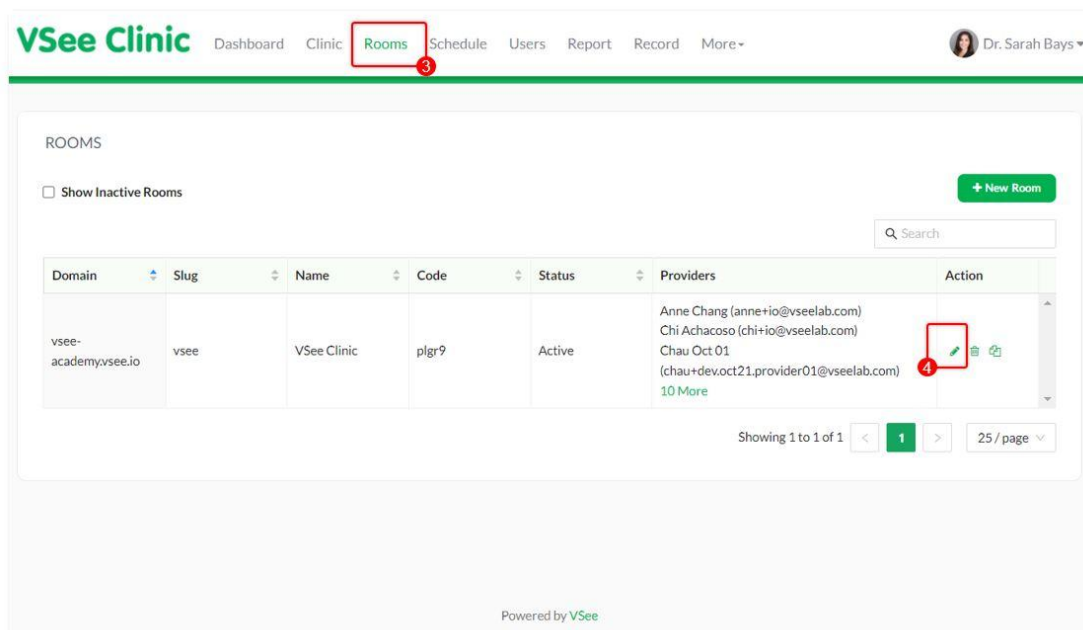
As a Clinic Admin, you can configure the Alert Settings to define the condition of sending the priority alert when a patient enters the waiting room.

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.



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**.

The screenshot shows the 'ROOM DETAILS' interface with a tabbed menu at the top. The 'Alert' tab is highlighted with a red box and a red circle containing the number 5. Below the tabs, the 'Alert Settings' section is visible. It contains two sections: 'When patients with appointments entering the waiting room' and 'When patients with walk-in visits entering the waiting room'. Each section has two radio button options. The first section has 'Alert only the providers for the appointment' selected. The second section has 'Custom alert' selected. This entire 'Alert Settings' section is highlighted with a red box and a red circle containing the number 6. Below the settings, there is a 'Custom Alert Group' section with a table. The table has four columns: 'Group Name', 'Max Time', 'Termination Condition', and 'Members'. It lists three groups: Group 1, Group 2, and Group 3. At the bottom right, there are 'Cancel' and 'Update' buttons.

ROOM DETAILS

Room Details Operating Hours Visit Options Advanced Educational Material Enable/Disable Features **Alert**

Alert Settings

When patients with appointments entering the waiting room



☐ 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 enter 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.

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**.

Edit Custom Alert Group

Prioritize alert groups in the order to be notified

Name

Group 1

Max Time

3 minutes

Maximum length of time alerts will sound for providers within this group. Alerts will sound at 15 second intervals until the Max Time is reached.

Providers

Custom

Jay-Ileen Engalla - jayileen@vsee.com * Chi PROVIDER Achacoso - chi@vsee.com *

Termination Condition

Start alert for the next group

Name

Group 2

Max Time

3 minutes

Maximum length of time alerts will sound for providers within this group. Alerts will begin after the alert of above group has ended and sound at 15 second intervals until the Max Time is reached.

Providers

Custom

Dr. Sarah Bays - jayileen@vseelab.com * Chi Patient - chi@vseelab.com *

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.

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

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](#)
- [admin alert settings](#)
- [configure alert settings](#)
- [How to Configure Alert Settings \(Admin\)](#)
- [on call schedule](#)

Related Content

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