

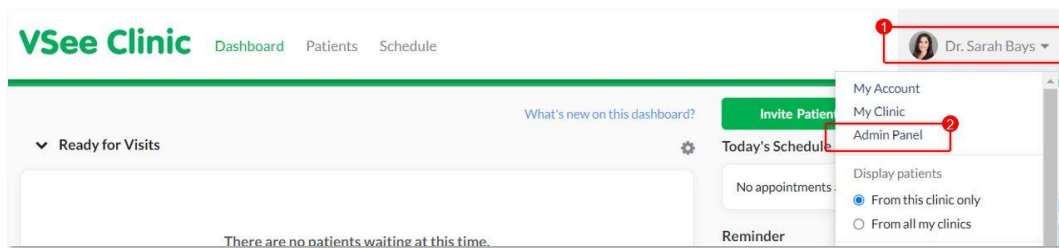
## How to Configure Alert Settings (Admin)

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 Dashboard Clinic **Rooms** Schedule Users Report Record More-

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@vseeelab.com) Chi Achacoso (chi+io@vseeelab.com) Chau Oct 01 (chau+dev.oct21.provider01@vseeelab.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

Room Details Operating Hours Visit Options Advanced Educational Material Enable/Disable Features **Alert** 5

### 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 shows a web interface titled "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 alert group configurations, each with a "delete" button at the bottom right.

**Group 1:**

- Name: Group 1
- Max Time: 3 minutes. Subtext: "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. List: Jay-ileen Engalla - jayileen@vsee.com, Chi PROVIDER Achacoso - chi@vsee.com
- Termination Condition: Start alert for the next group

**Group 2:**

- Name: Group 2
- Max Time: 3 minutes. Subtext: "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. List: Dr. Sarah Bays - jayileen@vseelab.com, Chi Patient - chi@vseelab.com
- Termination Condition: Stop the alert

At the bottom right, there are two buttons: "Close" and "Submit". The "Submit" button is highlighted with a red box and a red circle labeled 'D'. A red box also surrounds the entire form area, with a red circle labeled 'C' at its top right corner.

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**

**Max Time**  mins ▼

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.

**Providers**  ▼

**Termination Condition**  ▼

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

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**Custom Alert Group** ✎ 🗑

Alert will play according to this order.

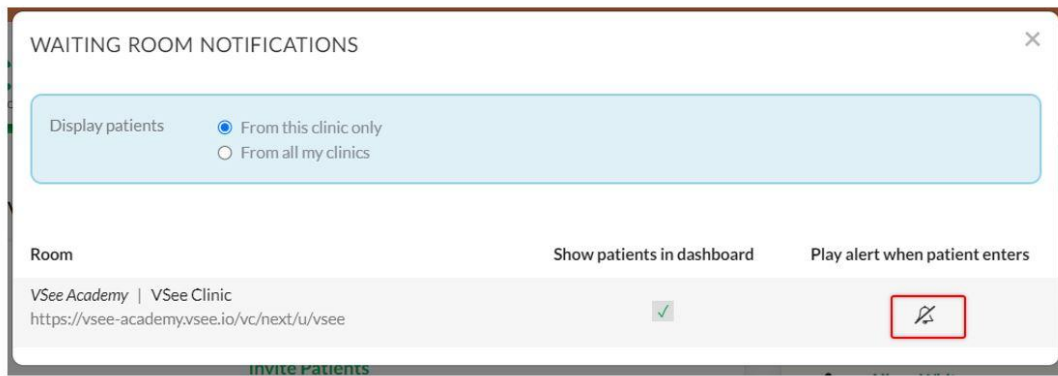
Group Name	Max Time	Termination Condition	Members
Group 1	3 mins	Escalate to the next group	Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com)
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Group 3	3 mins	Stop the alert	

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

Cancel
Update 7

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.



#### 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](mailto: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](#)