

Knowledgebase > VSee Clinic for Admins > How to Configure Alert Settings (Admin)

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 <u>Sales</u> 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.

ROOMS Show Inactive Roo	oms								+ New Room
Domain 🔶	Slug	Name	¢ ¢	Code	¢	Status	÷	Providers	Action
vsee- academy.vsee.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	4 €
								Showing 1 to 1 of 1 < 1	> 25/page

- 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.

Alert Settings		6		
When patients with appointments e	ntering the waiting room			
Alert all the providers in the waiting	ng room			
Alert only the providers for the ap	pointment			
Vhen patients with walk-in visits en	tering the waiting room			
) Alert all the providers in the waiting	ng room			
Custom alert				
Custom Alert Group 🥒 🏛				
Custom Alert Group 🖋 🗎 Alert will play according to this on Group Name	der. Max Time	Termination Condition	Members	
Custom Alert Group 🖋 📋 Alert will play according to this or Group Name Group 1	der. Max Time 3 mins	Termination Condition Escalate to the next group	Members Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com)	
Custom Alert Group Custom Alert will play according to this or Group Name Group 1 Group 2	der. Max Time 3 mins 3 mins	Termination Condition Escalate to the next group Stop the alert	Members Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com) Dr. Sarah Bays (jayileen@vseelab.com) Chi Patient (chi@vseelab.com)	
Custom Alert Group I and Alert will play according to this on Group Name Group 1 Group 2 Group 3	der. Max Time 3 mins 3 mins 3 mins 3 mins	Termination Condition Escalate to the next group Stop the alert Stop the alert	Members Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com) Dr.Sarah Bays (jayileen@vseelab.com) Chi Patient (chi@vseelab.com)	
Custom Alert Group 🖋 🧃 Alert will play according to this on Group Name Group 1 Group 2 Group 3	der. Max Time Smins Smins Smins Smins	Termination Condition Escalate to the next group Stop the alert Stop the alert	Members Jay-Ileen Engalla (jayileen@vsee.com) Chi PROVIDER Achacoso (chi@vsee.com) Dr. Sarah Bays (jayileen@vseelab.com) Chi Patlent (chi@vseelab.com)	

- A. When you select **Custom alert**, you can customize the alert settings per group.
- B. Click on the **pen** icon.

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	

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 15second 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**.

	Group 1
Max Time	
	Maximum length of time alerts will sound for providers within this group. Alerts will sound a 15 second intervals until the Max Time is reached.
Providers	Custom
	Jay-lieen Engalla - jayileen@vsee.com × Chi PROVIDER Achacoso - chi@vsee.com ×
Termination Condition	Start alert for the next group
Max Time	3 minutes Maximum length of time alerts will sound for providers within this group. Alerts will begin at the alert of alert areas and and caund at 15 second latter alert will the Max Time in
	reached.
Providers	Custom
Providers	Dr. Sarah Bays - jayileen@vseelab.com × Chi Patient - chi@vseelab.com ×
Providers Termination Condition	Custom Dr. Sarah Bays - jayileen@vseelab.com × Chi Patient - chi@vseelab.com × Stop the alert

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	v			
	Maximum len will sound at	igth of time ale 30 second inte	erts will rvals u	sound for I ntil the Max	his group's provide Time is reached.	rs. Alerts
Providers	Please sele	ct				~

Close

Submit

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

ert will play according to this ord	der.		
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	
up 3 I on the current setting, the p	3 mins attent's walk-ins alert will stop after	Stop the alert	

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 https://vsee-academy.v	Clinic vsee.io/vc/next/u/vsee	\checkmark	K
	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 <u>help@vsee.com</u> or check out the <u>Help</u> section under the Profile Menu of your VSee Clinic.

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