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How to Create an On-Call Schedule [How to Setup the Hunt Group Waiting Room Alert]

Jay-Ileen (Ai) - 2023-05-31 - VSee Clinic for Providers

Providers and schedulers can create and manage an on-call schedule in their clinic using On-call slots.

The On-call slot lets you set a time period where only the assigned (oncall) provider will receive waiting room sounds alerts and see walk-in patients on the dashboard. On-call slots can be assigned to a single provider or to multiple providers.

To assign multiple providers to an On-call time slot, you will first need to create a custom provider alert group.

Please <u>contact sales</u> to create a custom group.

Can Patients Walk-in if there are No On-call Providers Scheduled?

By default, patients will be able to walk in into the waiting room regardless of whether you have any on-call providers scheduled to cover a specified time.

However, the on-call scheduling functionality is designed to block any walk-in-only patients from entering the clinic waiting room when no On-call slots have been created for a specified time. To make sure it works this way, you will need to select the correct settings under My Clinic.

See set up instructions below in "How to Set Up the On-Call Schedule."

Please contact <u>Sales</u> or your Account Manager to enable this feature in your Clinic.

How to Setup the Hunt Group Waiting Room Alert

- 1. Click on Your Name or the Profile Menu.
- 2. Select My Clinic.

VSee Clinic	Dashboard Patients	Schedule Heal	th e-Rx	Г	Dr. Sarah Bays 👻 1
✓ Ready for Visits			What's new on this dashboard?	Invite Patient Today's Schedule	My Account My Clinic Waiting Room Notifications
	There are no patients Invite Pa	waiting at this time atients		No appointments at	Invite Patient Help Test Device Log Out
		1	Powered by VSee		

3. Under Walk-in Hours, select **Open - Only when there is Open Slot in Calendar for Walk-ins**.

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

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(UTC-07:00) Pacific Time (US & Canada	a)		~					
0.0	- 1							
Open - All the time	0.075							
Open - Only when there is Open Slot	in Calendar for Walk-ins							
Close for walk-in visits								
Room Closed Message								
Patients and guests will not be able to	o walk-in to your waiting room when it	t's closed. Enter closure message t	pelow:					
Service currently not available. Please check back later								
Service currently not available. Ple	ase check back later							
Service currently not available. Ple	ase check back later							
Service currently not available. Ple	ase check back later							
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Service currently not available. Ple Visibility Public - anyone can search for the roc Unlisted - patient can only access the Visit Options	ase check back later om in VSee Clinic mobile app. room using a link or a room code.							
Service currently not available. Ple Visibility Public - anyone can search for the roo Unlisted - patient can only access the Visit Options	ase check back later om in VSee Clinic mobile app. room using a link or a room code.		Consultation					
Service currently not available. Ple Visibility Public - anyone can search for the roc Unlisted - patient can only access the Visit Options Description	ase check back later om in VSee Clinic mobile app. room using a link or a room code. Duration	Fee	Consultation Type	Visible to patients				
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Service currently not available. Ple Visibility Dublic - anyone can search for the roc Unlisted - patient can only access the Visit Options Description 15-min Consultation Group Consultation	ase check back later om in VSee Clinic mobile app. room using a link or a room code. Duration 15 minutes 15 minutes	Fee Free Charge Free Charge	Consultation Type Default Default	Visible to patients	×			
Service currently not available. Pie Visibility Public - anyone can search for the roo Unlisted - patient can only access the Visit Options Description 15-min Consultation Group Consultation	ase check back later om in VSee Clinic mobile app. room using a link or a room code. Duration 15 minutes 15 minutes	Fce Free Charge Free Charge	Consultation Type Default Default	Visible to patients	×			
Service currently not available. Pie Visibility Public - anyone can search for the roo Unlisted - patient can only access the Visit Options Description 15-min Consultation Group Consultation + Add New Visit Option	ase check back later om in VSee Clinic mobile app. room using a link or a room code. Duration 15 minutes 15 minutes	Fee Free Charge Free Charge	Consultation Type Default Default	Visible to patients	×			

5. Go to the **Schedule** tab.

6. Click on the **+CREATE** button or drag anywhere from the Calendar the time slot you would like to select.

Note: Providers, CSRs, Schedulers, and Admins can set up the walk-in slots.

VSee Clinic Dashboard Patients Schedule Health e-Rx								
SCHEDULE	< >	May 28 –	Jun 3, 202	23	Today	Month	Week Day	+ CREATE
UTC-07:00) Pacific Time	•	28 Sun	29 Mon	30 Tue	31 Wed	1 Thu	2 Fri	3 Sat
Time division	6:30 AM							
Show consultations	7:00 AM							
Legend ^	7:30 AM							
Open slotOpen slot (on-call)	8:00 AM		,					
Confirmed (one- one)	8:30 AM							
Confirmed (group) In Progress Missed	9:00 AM		l					

7. Select Create Slots.

VSee Clinic	C Dashb	Create New	Create Slots	👤 Dr. Sarah Bays 👻		
SCHEDULE Timezone (UTC-07:00) Pacific Time 🛩	< > N	Visit Schedule an appointment & invite your patients to join	Set your available slots so patients can book a visit at their convenience	Week Day	+ CREATE	
Time division	6:30 AM					•
Show consultations	7:00 AM					•
Legend 个	7:30 AM					
Open slot Open slot (on-call)	8:00 AM					
one)	8:30 AM					

8. Select (Walk-in) On-Call. Input the Date, Start Time, and End Time of the slot.

Click **Confirm** to proceed.

If assigned to multiple Clinics, you can also select which Clinics you would like to have this set up.

You can even set this as a repeated session.

V	Se	_							×	Bays 🔻
_	Creat	te Slot								
SCH	EDI Purpose:		Appointment	On-Call						EATE
Time	Zone Clinic:		VSee Academy (v	see-academy.	/see.io)					
(UTC	C-07:0 When:		05/30/2023		Start Time	~	End Time	~		_ .
Time 10	Repeat:		Does not repeat	~						
	Show			'						
	consu							Close	Confirm	
Lege	nd ^									
	Open slot	0.00 AN								
	Open slot (on-call)	8:00 AM								
	Confirmed (one- one)	8:30 AM								
V	Confirmed (group)									
	In Progress	9:00 AM								
	Missed									
	Completed	9-20 AM								
	Canceled	9-311 AIVI								

You have successfully created the on-call/walk-in slots.

VSee Clinic Dashboard Patients Schedule Health e-Rx									
On-call slot created succ	cessfully.								
SCHEDULE	< >	May 28	– Jun 3, 20	23	Today	Month	Week Day	+ CREA	ATE
Timezone		29.	20	20-	21	1	2-1	2	-
(UTC-07:00) Pacific Time	~	∠O Sun	∠7 Mon	3U Tue	J Wed	1 Thu	Z Fri	J Sat	-
Time division	10:00 AM		10:00 AM - 3:00 PM Dr. Sarah Bays VSee Academy	10:00 AM - 1:00 PM Dr. Sarah Bays VSee Academy					
10 v Minutes	10:30 AM			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					-
Show consultations	11:00 AM								
Legend ^	11:30 AM								11.1
 Open slot 									
 Open slot (on-call) 	12:00 PM								-11
Confirmed (one- one)	121001111								
✓ Confirmed (group)	12:30 PM								
In Progress									
Missed	1.00 PM								

Note: Once there is a time slot that no providers have opened a slot to accept walk-in patients, no walk-in patients can enter the Clinic's waiting room.

The **Enter Waiting Room** button is greyed out and they will see a notification on the landing page of the clinic that "Service is currently not available. Please check back later."

Getting ready for your visit? <u>Test your dev</u>	ice here
VSee Clinic	For Providers Help Login Sign Up
Welcome to VSee Clinic Service currently not available. Please check back later	Room code: plgr9
 Closed for walk-in visit by created slots Please contact your provider. Current number of patients waiting: 0 If this is an emergency, please call 911. 	Enter Waiting Room Book Appointment
Our Providers	

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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Tags Hunt Group Waiting Room Alert on-call schedule Walk-in patient