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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 (on-call) 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 [contact sales](#) 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.

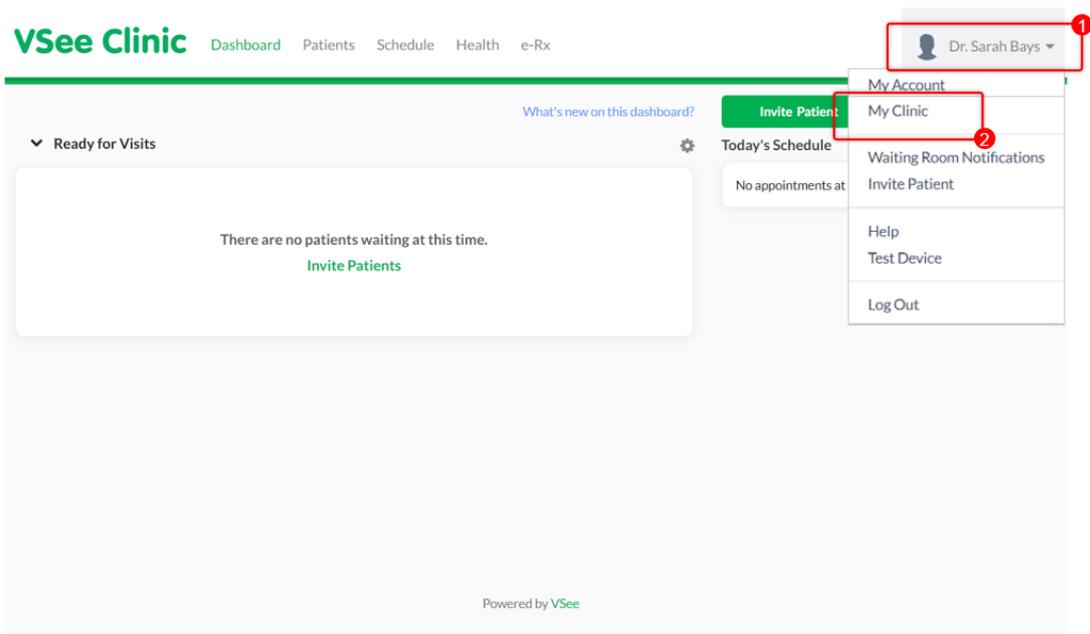
However, the on-call scheduling functionality is designed to block any walk-in-only patients from entering the clinic waiting room when no On-call slots have been created for a specified time. To make sure it works this way, you will need to select the correct settings under My Clinic.

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

Please contact [Sales](#) 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**.



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.



Walk-in Hours

Timezone
(UTC-07:00) Pacific Time (US & Canada) ▼

Open - All the time

Open - According to standard open hours

Open - Only when there is Open Slot in Calendar for Walk-ins ³

Close for walk-in visits

Room Closed Message
Patients and guests will not be able to walk-in to your waiting room when it's closed. Enter closure message below:

Service currently not available. Please check back later

Visibility

Public - anyone can search for the room in VSee Clinic mobile app.

Unlisted - patient can only access the room using a link or a room code.

Visit Options

Description	Duration	Fee	Consultation Type	Visible to patients
15-min Consultation	15 minutes	Free Charge	Default	<input checked="" type="checkbox"/>
Group Consultation	15 minutes	Free Charge	Default	<input checked="" type="checkbox"/> x

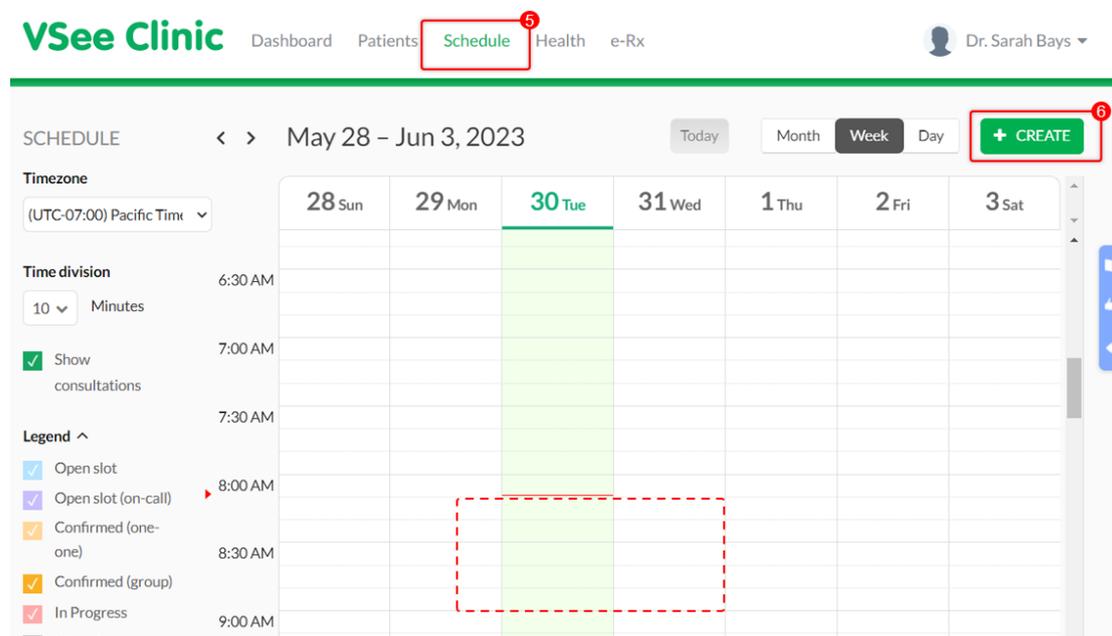
[+ Add New Visit Option](#)

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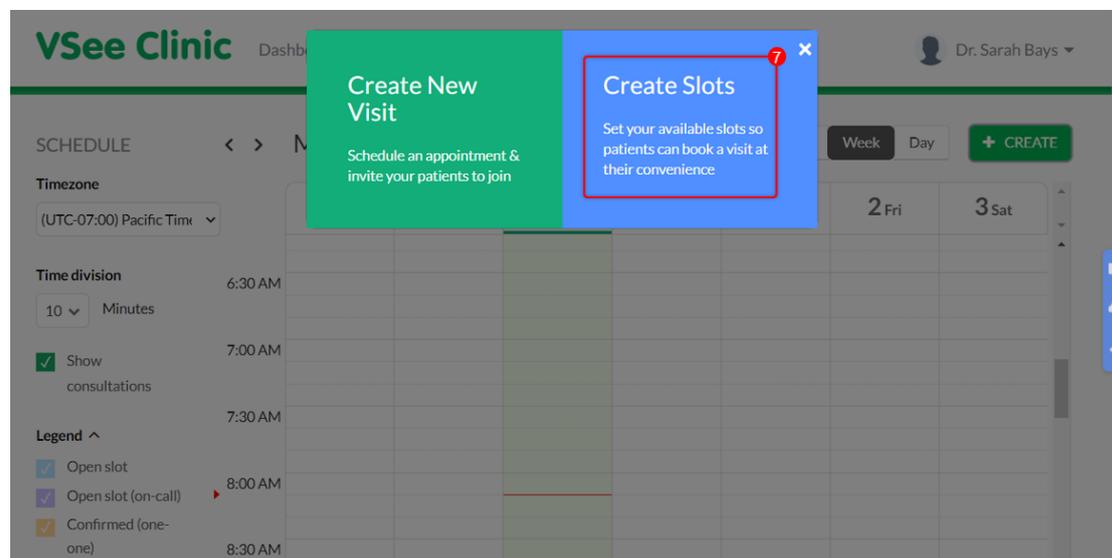
5. Go to the **Schedule** tab.

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.



7. Select **Create Slots**.



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.

Create Slot

Purpose: Appointment On-Call

Clinic: VSee Academy (vsee-academyvsee.io)

When: 05/30/2023 Start Time End Time

Repeat: Does not repeat

Close Confirm

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

VSee Clinic Dashboard Patients Schedule Health e-Rx Dr. Sarah Bays

On-call slot created successfully.

SCHEDULE < > May 28 - Jun 3, 2023 Today Month Week Day + CREATE

Timezone (UTC-07:00) Pacific Time

Time division 10 Minutes

Legend

- Open slot
- Open slot (on-call)
- Confirmed (one-one)
- Confirmed (group)
- In Progress
- Missed
- Completed
- Canceled

Time	28 Sun	29 Mon	30 Tue	31 Wed	1 Thu	2 Fri	3 Sat
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				
10:30 AM							
11:00 AM							
11:30 AM							
12:00 PM							
12:30 PM							
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.”

The screenshot shows the VSee Clinic patient portal. At the top, a blue banner contains the text "Getting ready for your visit? [Test your device here](#)". Below this is the VSee Clinic logo on the left and navigation links for "For Providers", "Help", "Login", and "Sign Up" on the right. The main content area is titled "Welcome to VSee Clinic" with a "Room code: plgr9" on the right. A prominent yellow message box with a red border states "Service currently not available. Please check back later". Below this, a white box contains status information: "Closed for walk-in visit by created slots Please contact your provider.", "Current number of patients waiting: 0", and "If this is an emergency, please call 911.". To the right of this information are two buttons: "Enter Waiting Room" and "Book Appointment". At the bottom, the "Our Providers" section is partially visible.

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.

This article was last updated on: 30 May 2023

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