

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

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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.



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.



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



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."



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.

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Tags

Hunt Group Waiting Room Alert

on-call schedule

Walk-in patient