

How to Use the Direct Message

Jay-Ileen (Ai) - 2024-02-21 - VSee Clinic for Providers

Direct Messages are 1-1 chats between the Provider and the Patient. This is different from the Visit Chat wherein it is a chat conversation between all the participants of the visit.

*Note: Direct Message is called **Private Chat** in the VSee Messenger App.*

- Before the Call
 - [For One-to-One appointments](#)
 - [For Group Appointments](#)
- [During the Call](#)

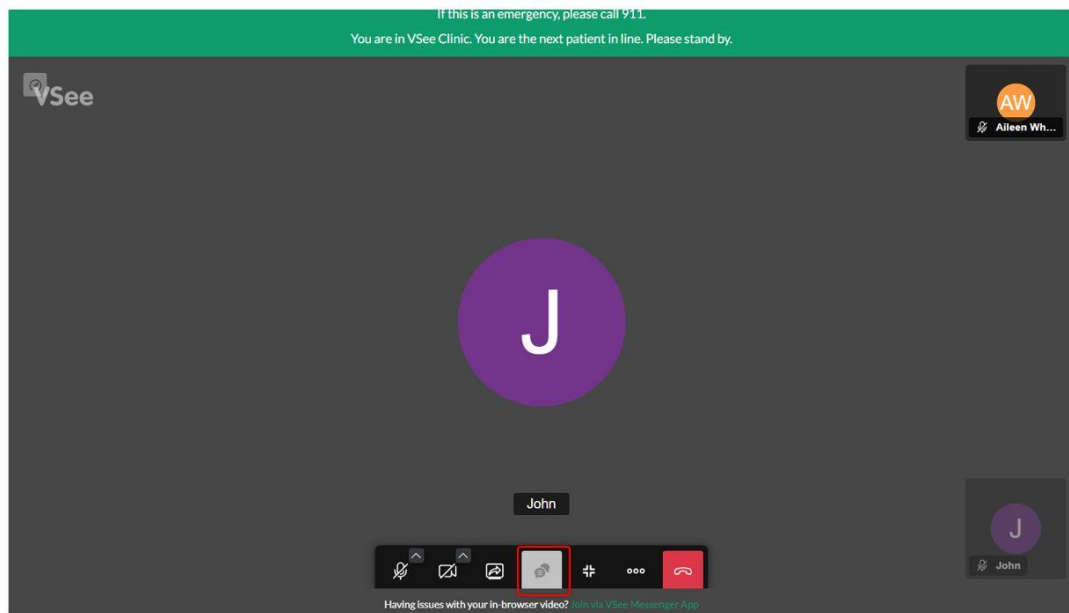
Before the Call

For One-to-One Appointments:

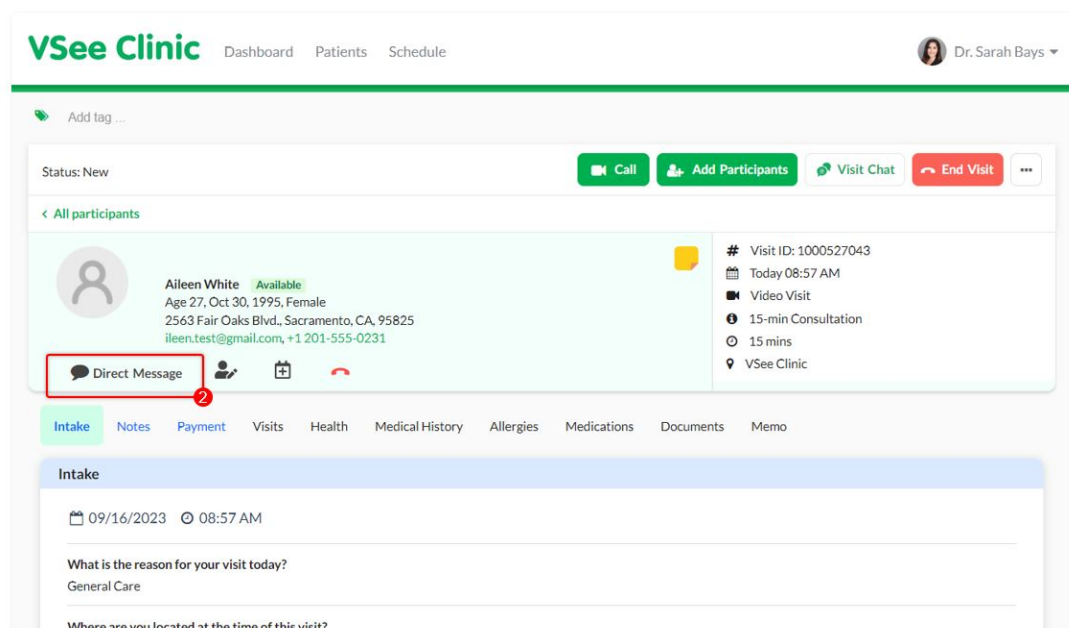
1. From the Waiting Room Dashboard, click on the **Patient's name**.

The screenshot displays the VSee Clinic dashboard for Dr. Sarah Bays. The top navigation bar includes 'VSee Clinic', 'Dashboard', 'Patients', and 'Schedule'. The main content area is divided into several sections. On the left, there's a 'Ready for Visits (1)' section with a list of patients. The first patient, Aileen White, is highlighted with a red box and a red circle containing the number 1. She is a 27-year-old female in General Care, currently 'Available' and 'Waiting 1 min'. To the right of the patient list, there's a 'Today's Schedule' section showing 'No appointments at this time.' Below that, a 'Reminder' section lists three upcoming visits for Aileen White, Brianna Williams, and Aileen White again, each with a 'Pending notes' status. At the bottom, there's a 'Powered by VSee - Privacy Policy' link.

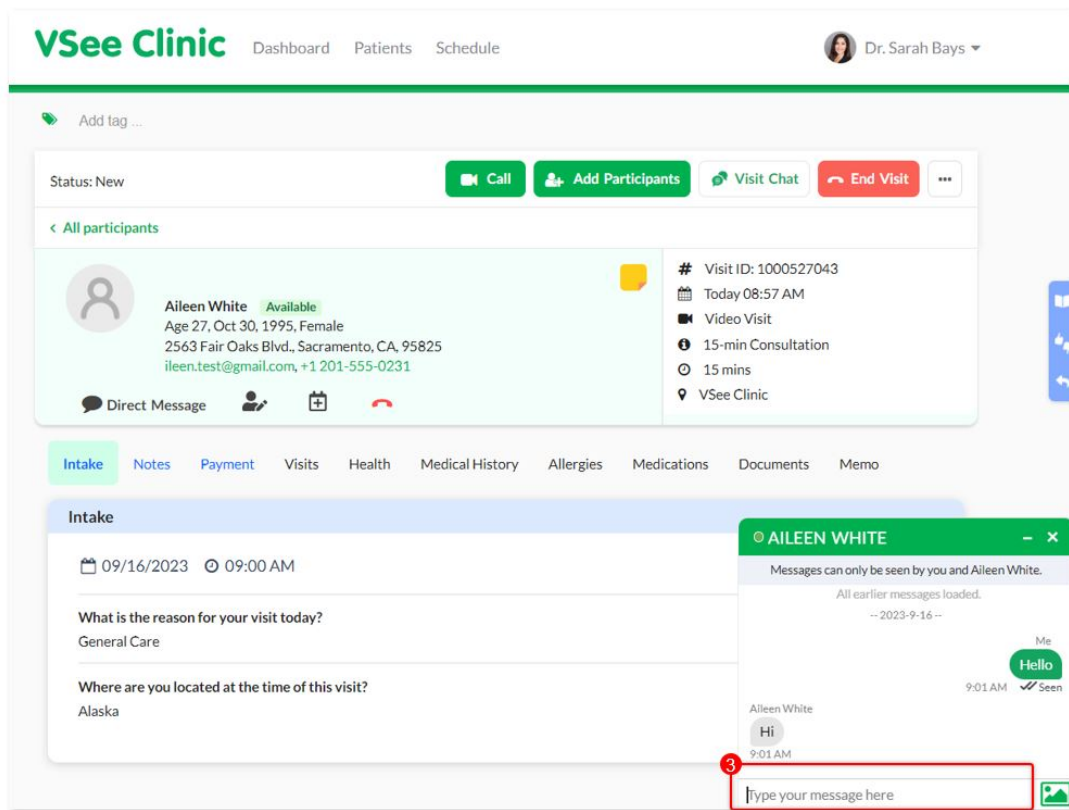
Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.



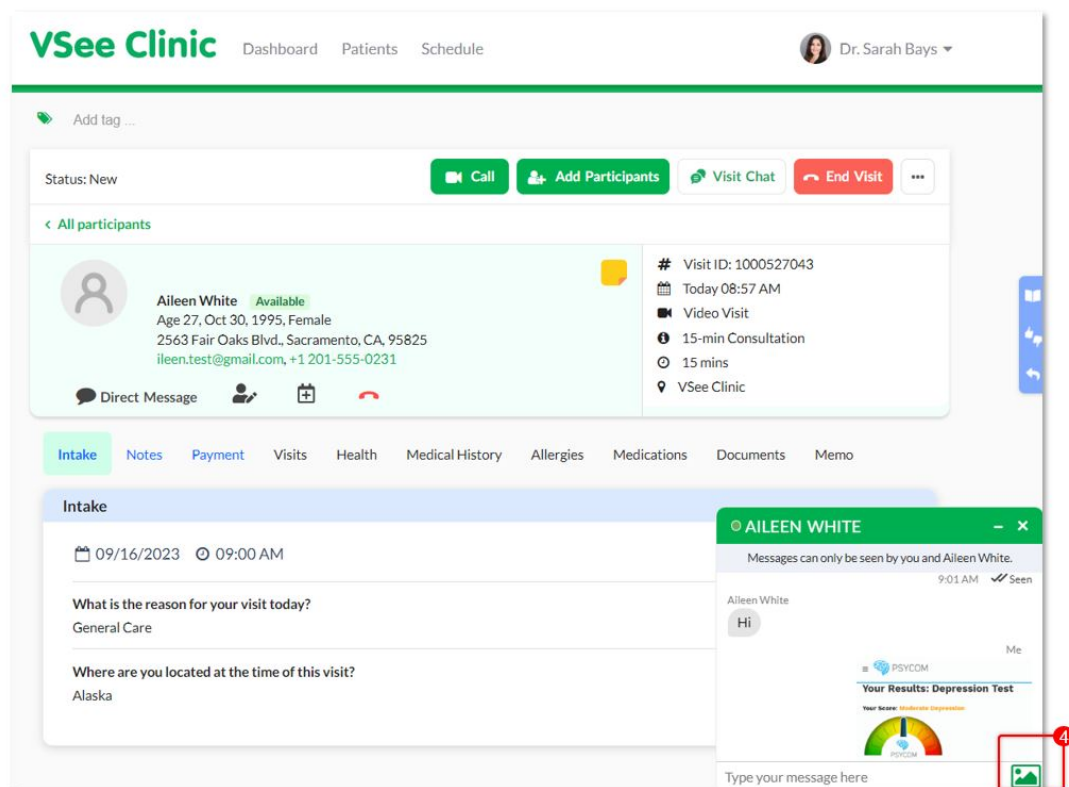
2. Click on **Direct Message**.



3. A pop-up window will appear at the bottom right of the screen. Type your message in the field provided.



4. Click on the **photo** icon to send an image.



Supported Files:

- images (png, jpeg, gif)

- pdf
- ms office (msword, rtf, ms-excel, ms-powerpoint, ms-excel)
- open office

Note: Direct Message currently does not support .mp4 files

For Group Appointments:

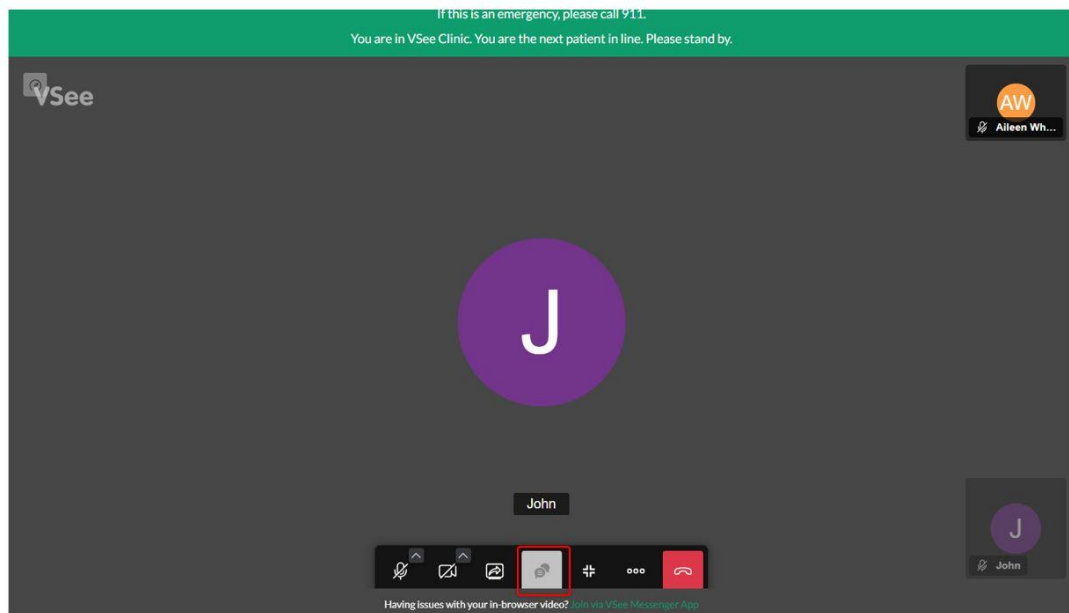
1. Click on the **Visit ID number** or you can directly click on the patient/participant you want to message.

The screenshot shows the VSee Clinic dashboard for Dr. Sarah Bays. The top navigation bar includes 'Dashboard', 'Patients', and 'Schedule'. The main content area is divided into several sections:

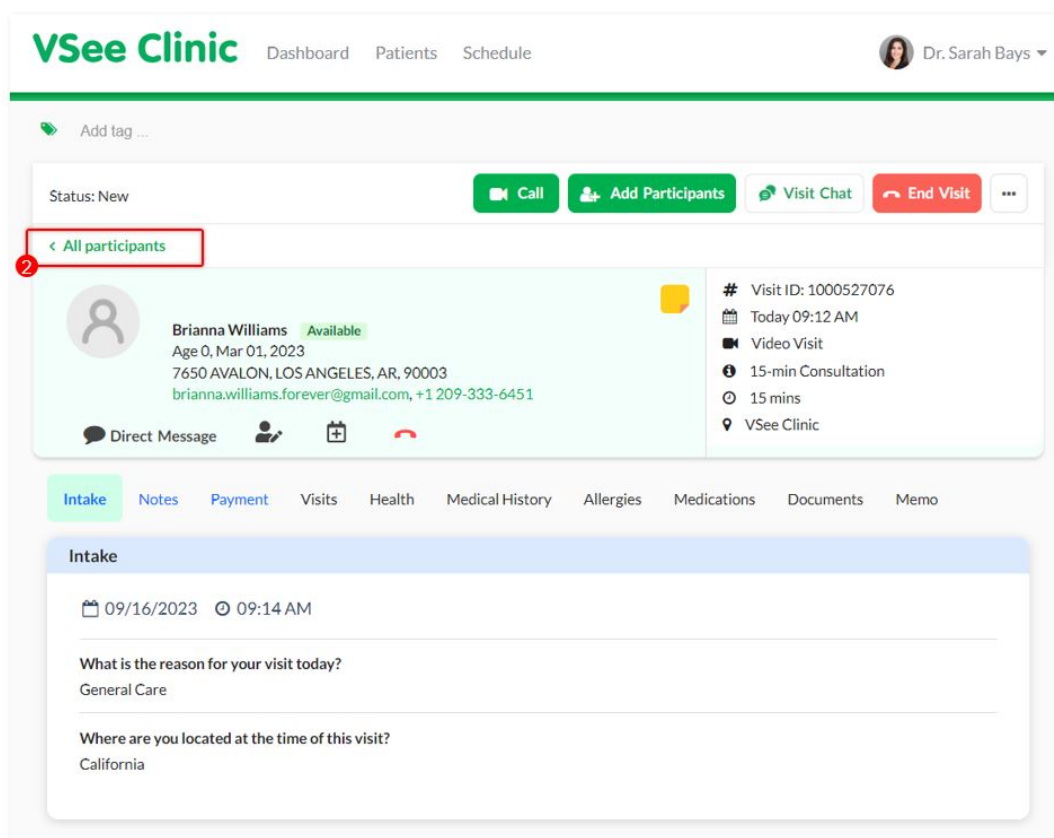
- Call Selected:** A green button at the top left.
- Ready for Visits (1):** A section with a red box highlighting the 'Visit ID 1000527072, ...' and a red dashed box around the patient list. The list includes:
 - Brianna Williams:** 0 year, General Care, Available (Waiting 2 mins).
 - John:** Guest, Available (Waiting 0 mins).
 - Aileen:** Guest, Offline (Waiting 2 mins).
- Today's Schedule:** A section on the right showing the schedule for Saturday, 16 Sep 2023 - 09:15 AM. It lists:
 - Brianna Williams:** Visit #1000486526, Pending notes.
 - Brianna Williams:** Visit #1000448316, Pending notes.
 - Aileen White:** Visit #1000431325, Pending notes.
- Reminder:** A section at the bottom right showing reminders for Aileen White and Brianna Williams.

At the bottom of the dashboard, it says 'Powered by VSee - Privacy Policy'.

Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.

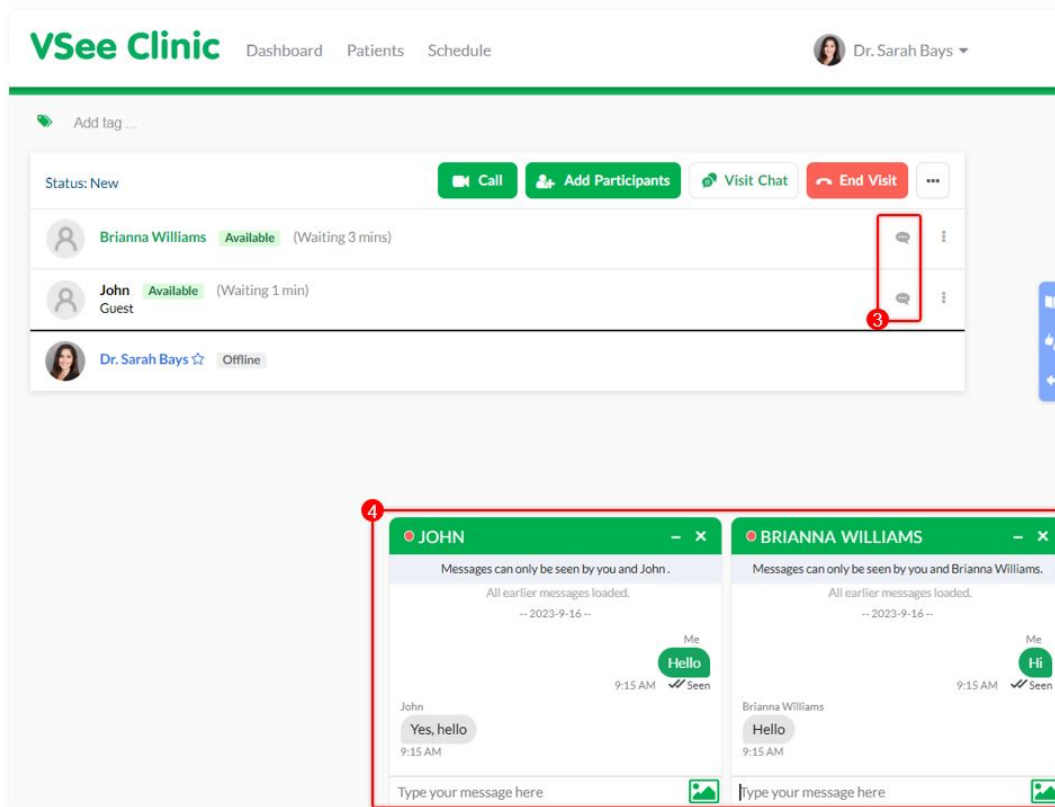


2. Click on **Direct Message**.



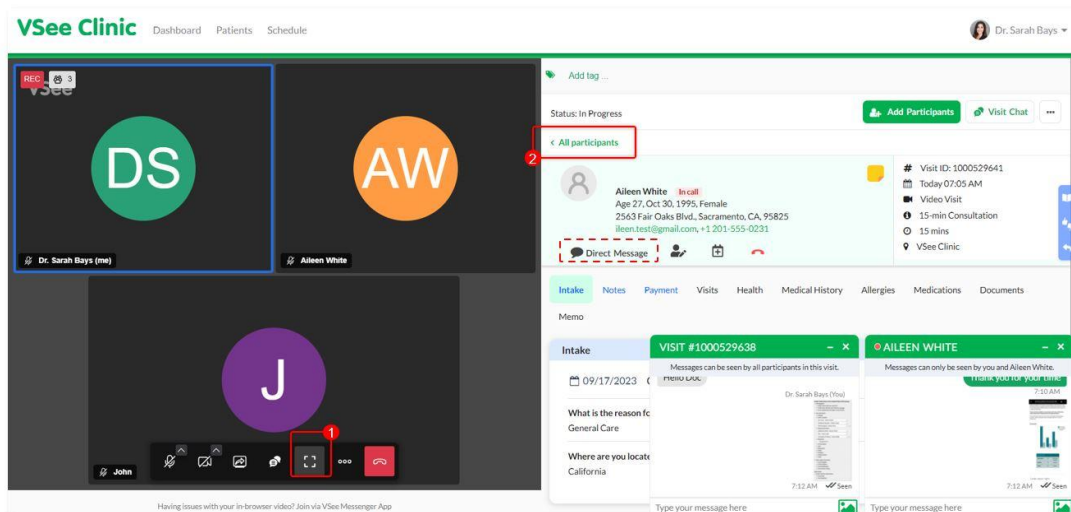
3. A pop-up window will appear at the bottom right of the screen. Type your message in the field provided.

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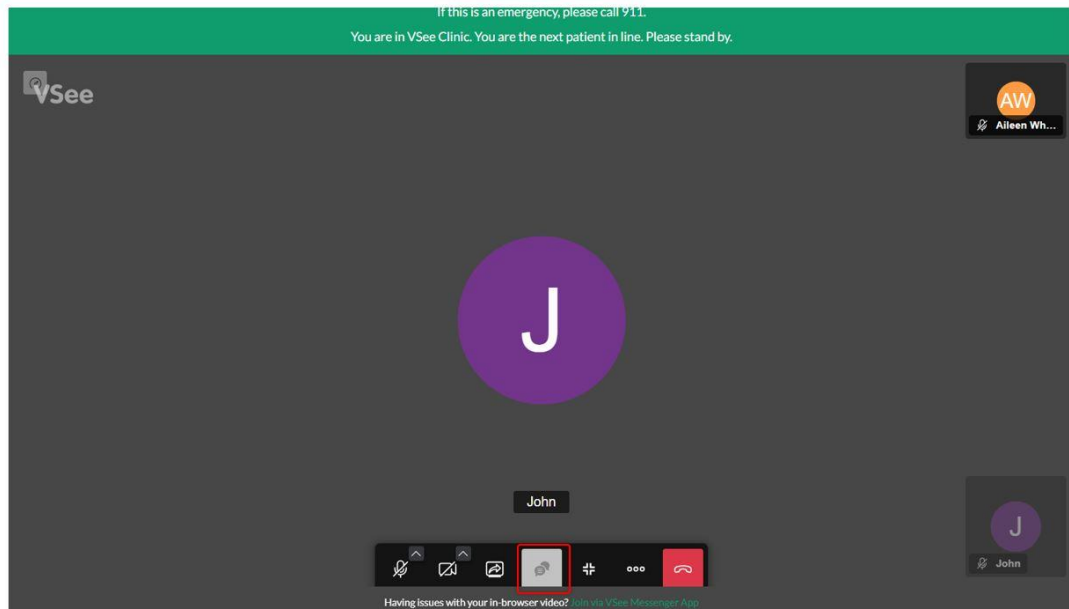


During the Call

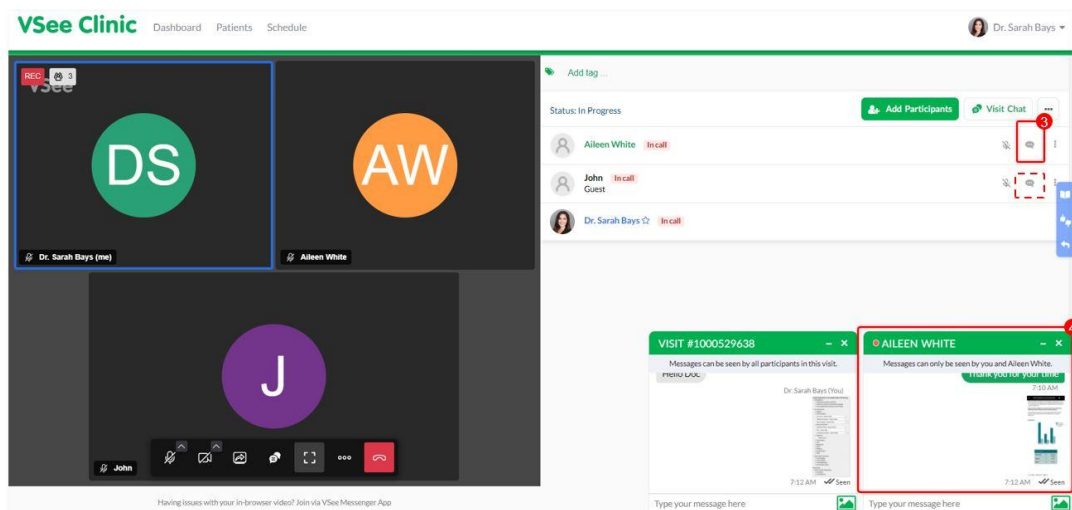
1. When you are already in the call with the patient/s and the other participants of the visit, click on the **Toggle Maximize View** button from the menu tray.
2. Select **All participants** or click on **Direct Message** to chat with the primary patient (or first to enter the Waiting Room) of the visit.



Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.



3. Click on the **chat bubble** button to initiate the private chat with the selected patient.
4. Make sure to initiate the chat with the chat window showing the selected patient's name.



Related Articles:

- [The Visit Chat feature](#)

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.

Tags

chat

Direct message

messaging

Private message