

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:

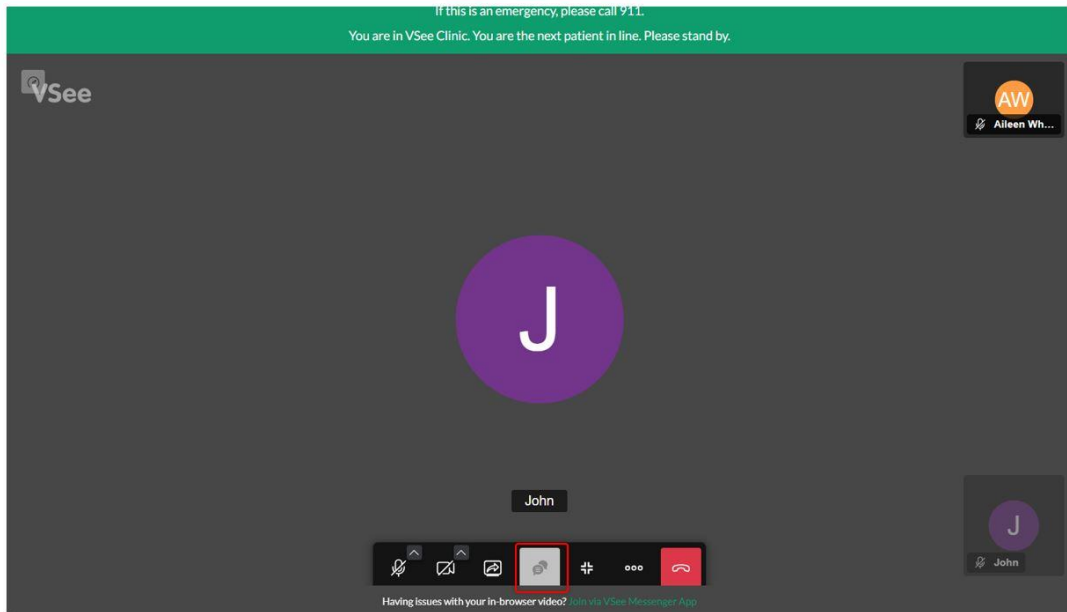
1. From the Waiting Room Dashboard, click on the **Patient's name**.

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

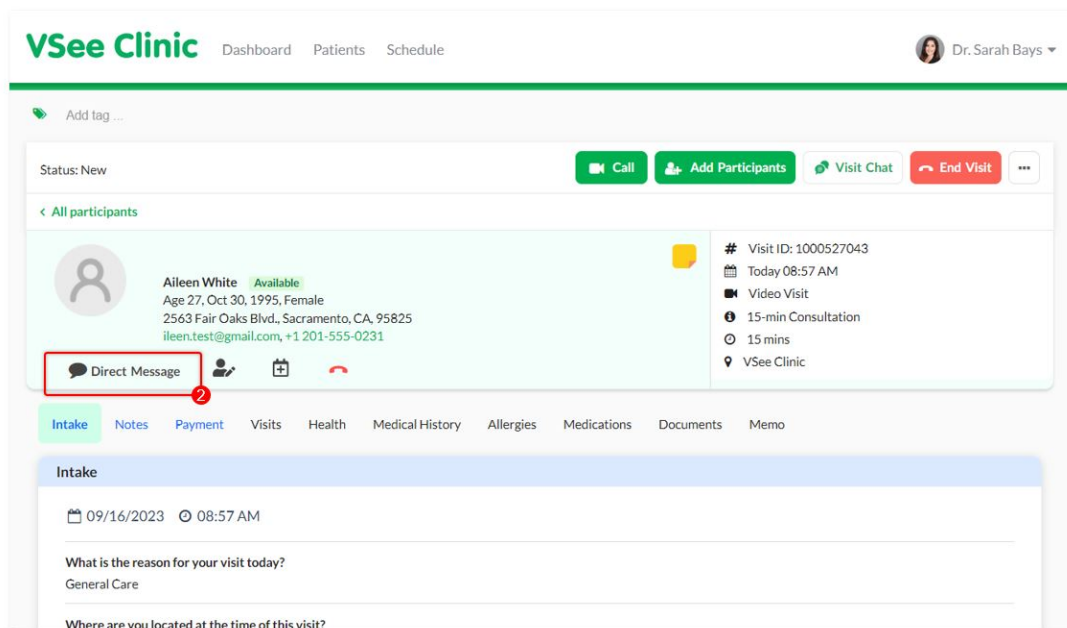
- Call Selected:** A green button indicating the current status.
- Ready for Visits (1):** A list of patients. The first entry is Aileen White, a 27-year-old female in General Care, who is 'Available' and 'Waiting 1 min'. A red box highlights her name. To the right of the patient name is a video call icon and a chat icon.
- Getting Ready (0):** A section for patients getting ready for the visit.
- In Progress (0):** A section for ongoing visits, with a note that there are no ongoing visits.
- Recent (0):** A section for recent visits.
- Today's Schedule:** A section showing 'No appointments at this time.'
- Reminder:** A list of reminders for three patients: Aileen White (Visit #1000486526), Brianna Williams (Visit #1000448316), and Aileen White (Visit #1000431325). Each reminder includes a patient icon, a document icon for the visit ID, and a circular icon for pending notes.

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

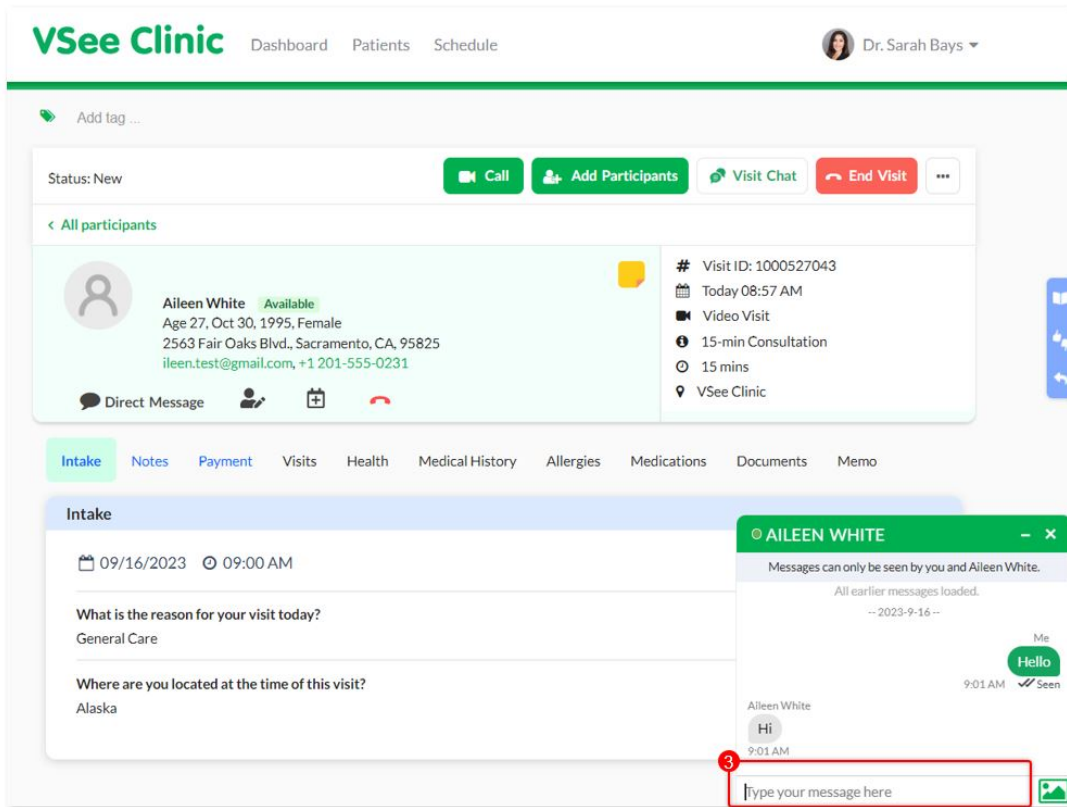
Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.



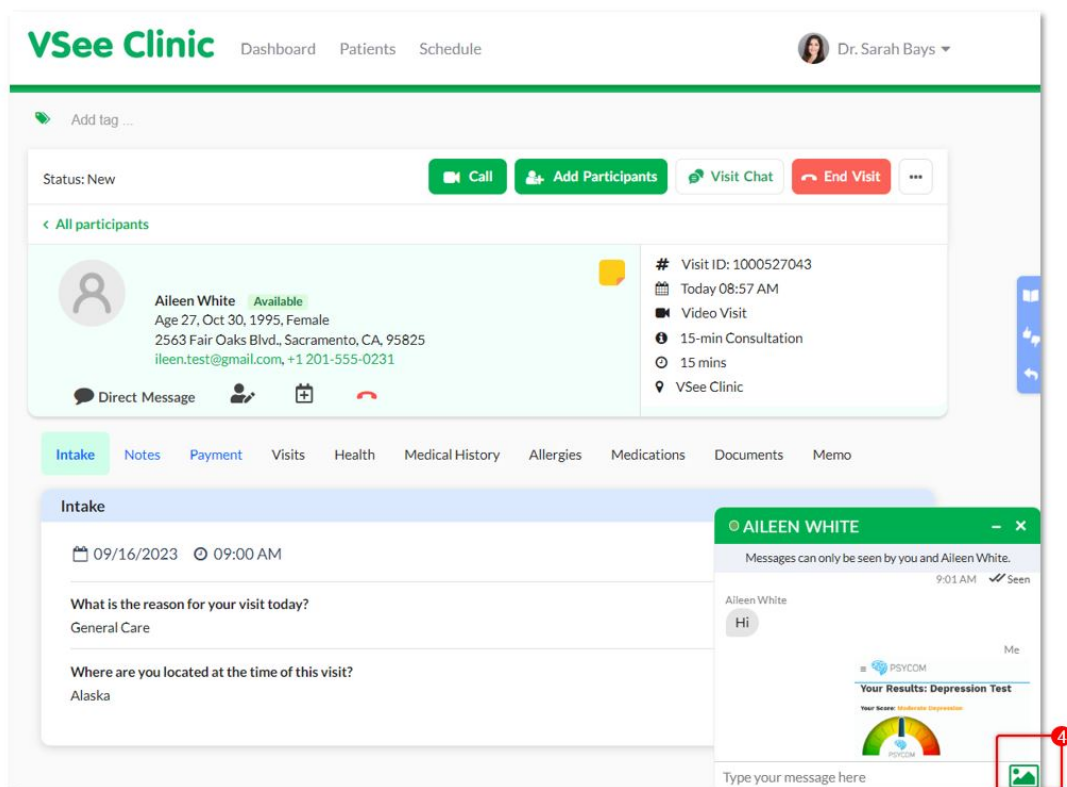
2. Click on **Direct Message**.



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



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

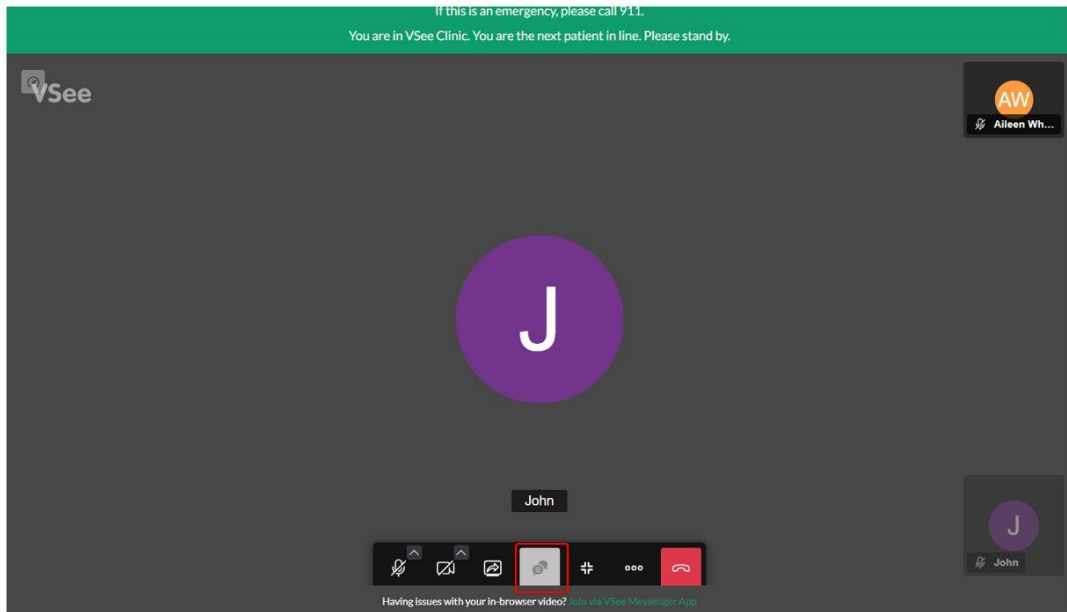
Note: Direct Message currently does not support .mp4 files

For Group Appointments:

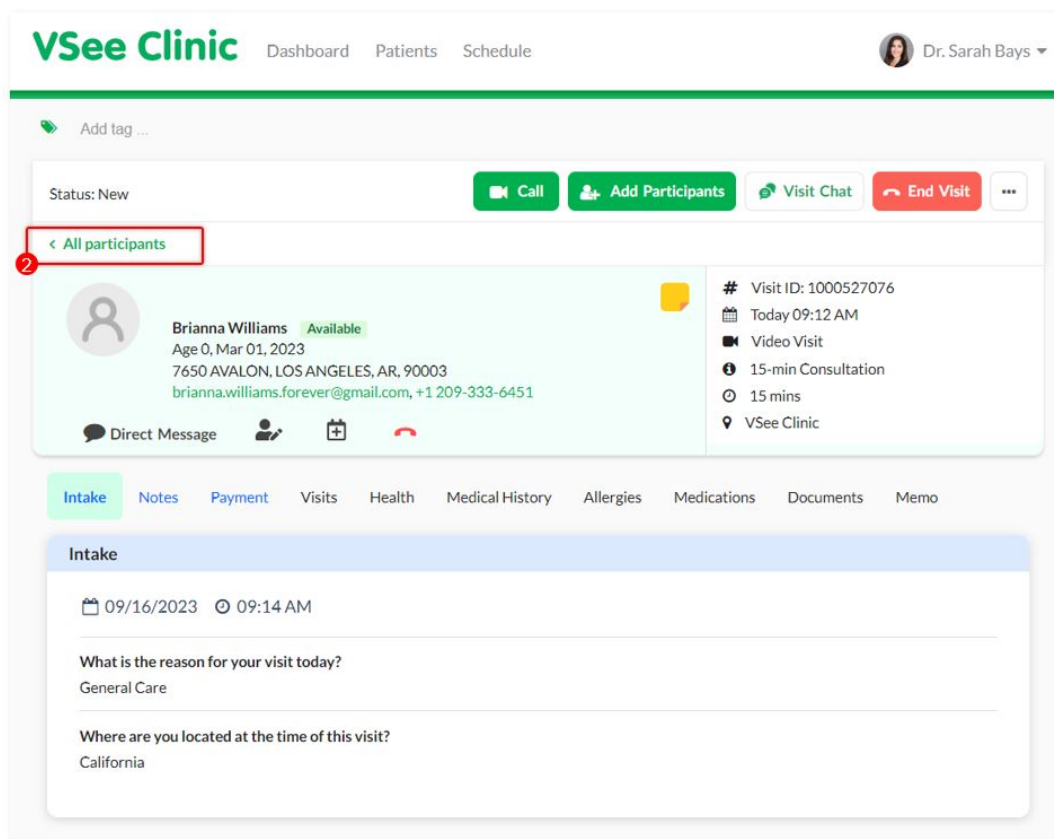
1. Click on the **Visit ID number** or you can directly click on the patient/participant you want to message.

The screenshot shows the VSee Clinic dashboard for Dr. Sarah Bays. The main section is titled 'Ready for Visits (1)'. It lists three patients: Brianna Williams (0 year, General Care, Available, Waiting 2 mins), John (Guest, Available, Waiting 0 mins), and Aileen (Guest, Offline, Waiting 2 mins). A red box highlights the 'Visit ID 1000527072, ...' for Brianna Williams. To the right, 'Today's Schedule' shows a visit for Brianna Williams on Sat, 16 Sep 2023 - 09:15 AM with Dr. Sarah Bays, M.D. via Video. Below that, a 'Reminder' section lists three pending notes for Aileen White (Visit #1000486526), Brianna Williams (Visit #1000448316), and Aileen White (Visit #1000431325). The dashboard also includes navigation links for 'Call Selected', 'Invite Patient', and 'Schedule', and a footer that says 'Powered by VSee - Privacy Policy'.

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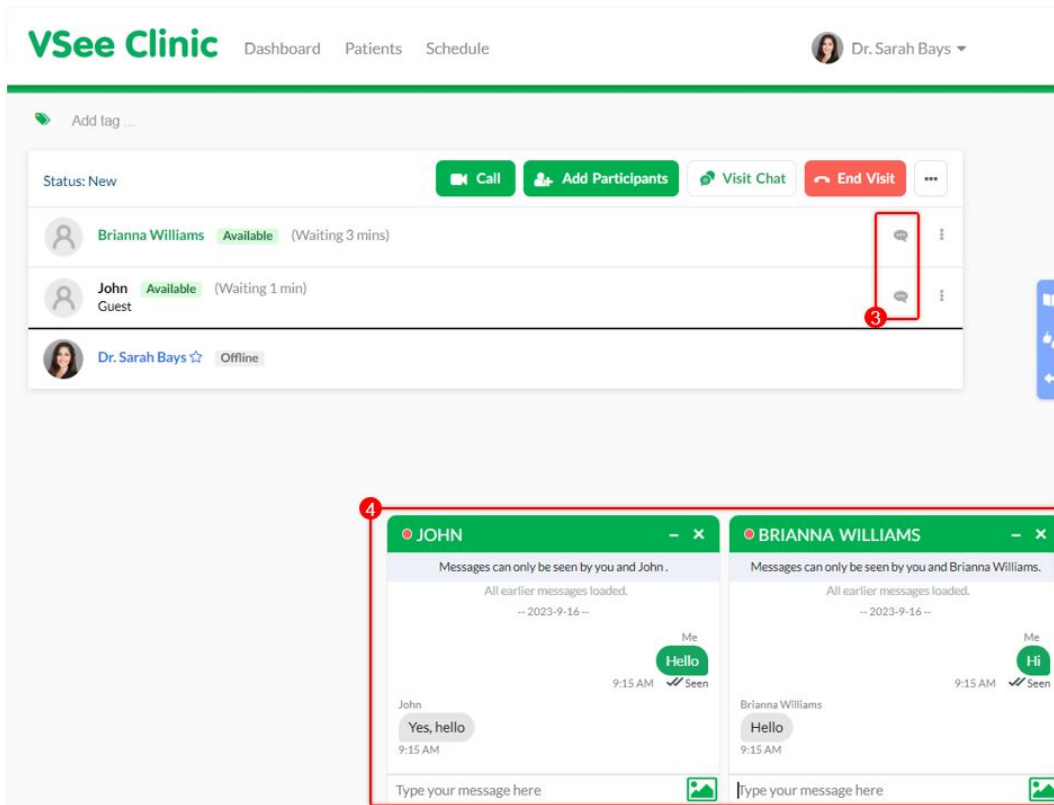


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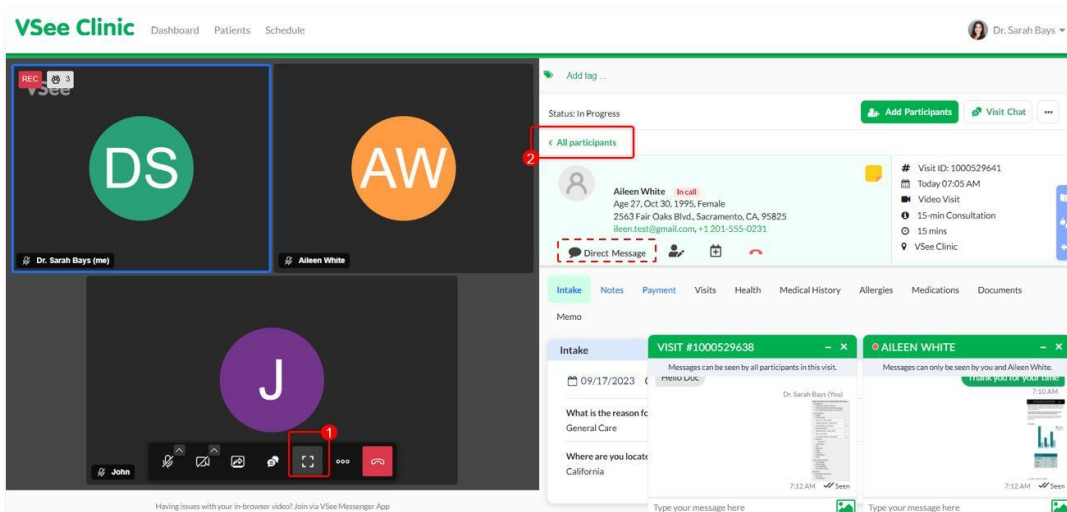
3. A pop-up window will appear at the bottom right of the screen. Type your message in the field provided.

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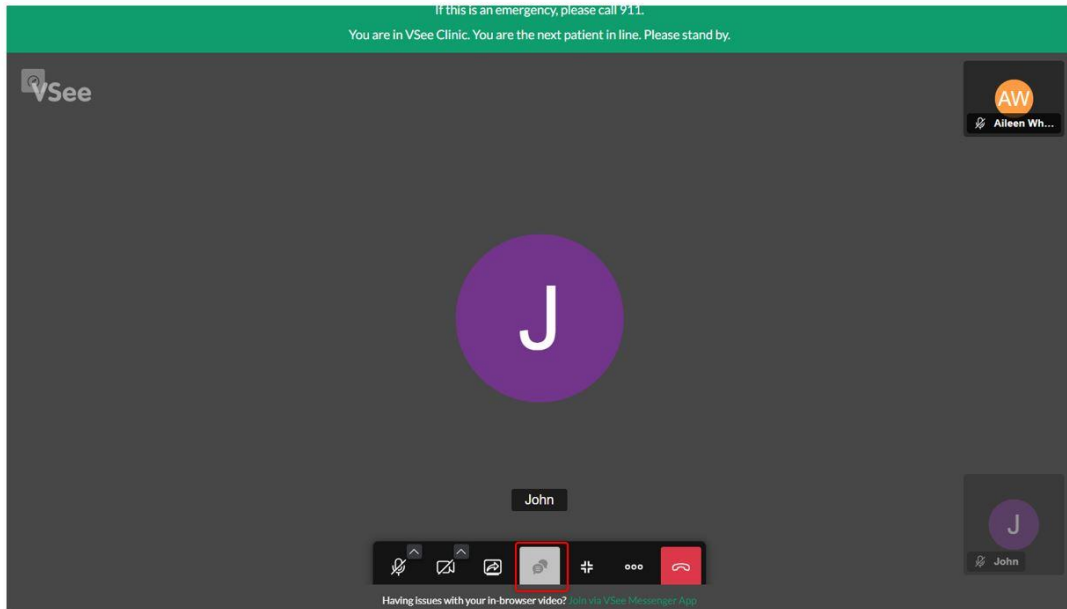


During the Call

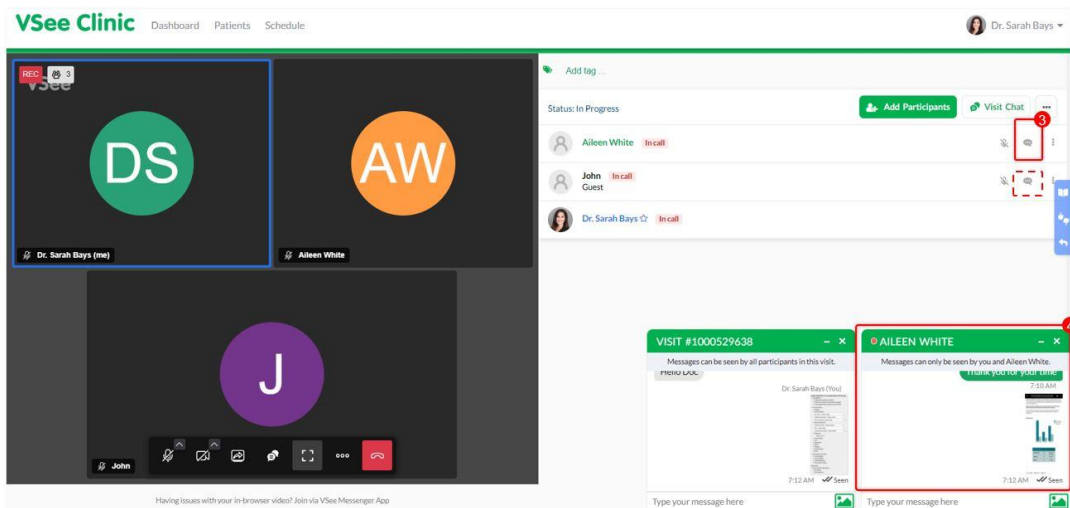
1. When you are already in the call with the patient/s and the other participants of the visit, click on the **Toggle Maximize View** button from the menu tray.
2. Select **All participants** or click on **Direct Message** to chat with the primary patient (or first to enter the Waiting Room) of the visit.



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
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