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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](#)

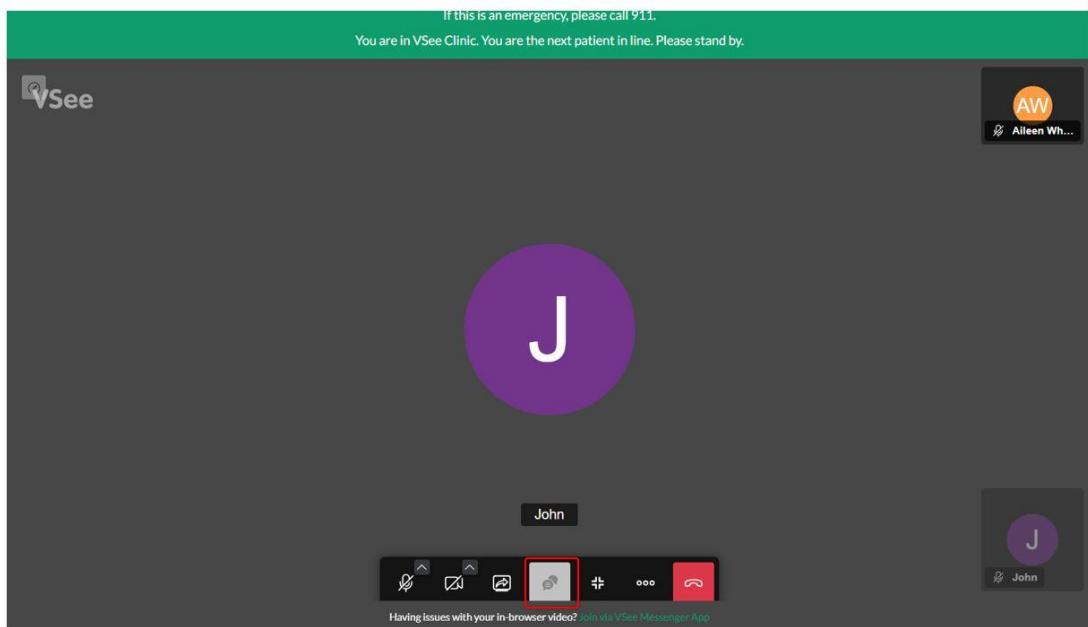
Before the Call

For One-to-One Appointments:

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

The screenshot shows the VSee Clinic Waiting Room Dashboard. At the top, there are buttons for 'Call Selected' and 'Invite Patient'. The main area shows a list of patients under 'Ready for Visits (1)'. The first patient listed is Aileen White, Female, 27 years, General Care, with a status of 'Available' and a note '(Waiting 1 min)'. There is a video and audio icon next to her name. Below this, there are sections for 'Getting Ready (0)', 'In Progress (0)', and 'Recent (0)'. A note states 'There are no ongoing visits.' To the right, there is a 'Today's Schedule' section showing 'No appointments at this time.' and a 'Reminder' section listing three patients: Aileen White, Brianna Williams, and Aileen White again, each with a visit ID and a note 'Pending notes'. At the bottom, there is a 'Show more' link and a 'Powered by VSee' 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**.

The image shows the VSee Clinic dashboard. At the top, the 'VSee Clinic' logo, 'Dashboard', 'Patients', and 'Schedule' are visible. On the right, a profile for 'Dr. Sarah Bays' is shown. Below, a patient profile for 'Aileen White' is displayed, with the 'Available' status highlighted. A red box surrounds the 'Direct Message' button next to the patient's name. The 'Intake' tab is selected at the bottom of the screen. The intake form shows the date and time of the visit (09/16/2023, 08:57 AM), the reason for the visit (General Care), and the location (Where are you located at the time of this visit?).

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

 Add tag ...

Status: New

 Call

 Add Participants

 Visit Chat

 End Visit

...

[All participants](#)



Aileen White 

Age 27, Oct 30, 1995, Female
2563 Fair Oaks Blvd, Sacramento, CA, 95825
ileen.test@gmail.com, +1 201-555-0231

 Direct Message



Visit ID: 1000527043
Today 08:57 AM
Video Visit
15-min Consultation
15 mins
VSee Clinic

[Intake](#)

[Notes](#)

[Payment](#)

[Visits](#)

[Health](#)

[Medical History](#)

[Allergies](#)

[Medications](#)

[Documents](#)

[Memo](#)

Intake

09/16/2023 0 09:00 AM

What is the reason for your visit today?

General Care

Where are you located at the time of this visit?

Alaska

 AILEEN WHITE

Messages can only be seen by you and Aileen White.

All earlier messages loaded.

-- 2023-9-16 --

Me

Hello

9:01 AM 

Aileen White

Hi

9:01 AM

3

Type your message here

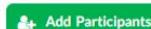


4. Click on the **photo** icon to send an image.

 Add tag ...

Status: New

 Call

 Add Participants

 Visit Chat

 End Visit

...

[All participants](#)



Aileen White 

Age 27, Oct 30, 1995, Female
2563 Fair Oaks Blvd., Sacramento, CA, 95825
ileen.test@gmail.com, +1 201-555-0231

 Direct Message



Visit ID: 1000527043

Today 08:57 AM

Video Visit

15-min Consultation

15 mins

VSee Clinic

[Intake](#)

09/16/2023 0 09:00 AM

What is the reason for your visit today?

General Care

Where are you located at the time of this visit?

Alaska

 AILEEN WHITE

Messages can only be seen by you and Aileen White.

9:01 AM 

Aileen White

Hi

9:01 AM

4

Type your message here



Supported Files:

- images (png, jpeg, gif)

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

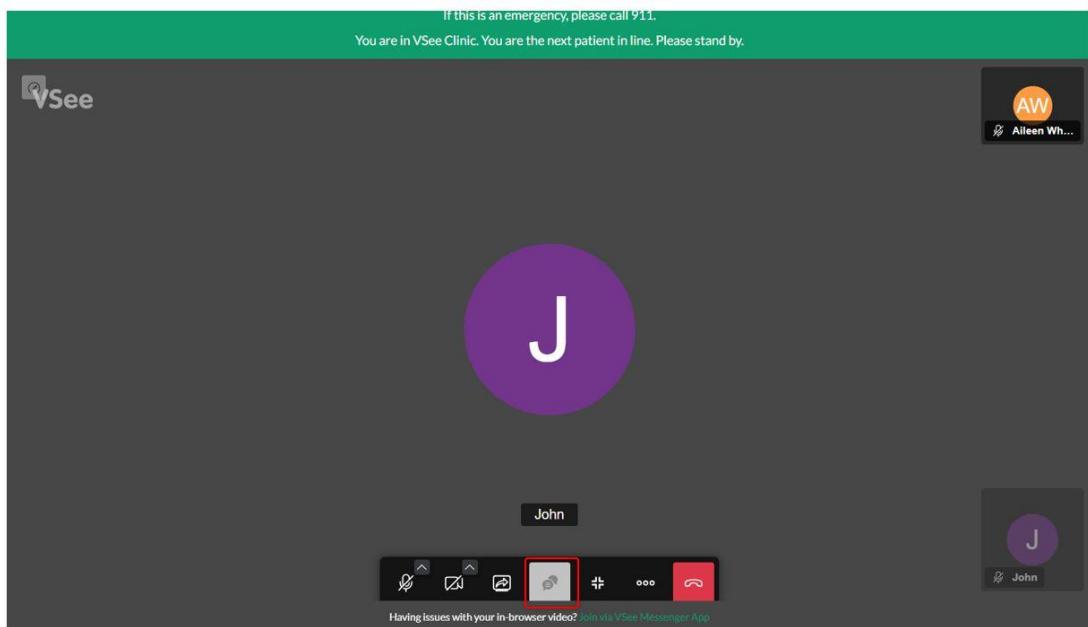
Note: Direct Message currently does not support .mp4 files

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. At the top, there are buttons for 'Call Selected', 'Dashboard', 'Patients', 'Schedule', and a profile for 'Dr. Sarah Bays'. The main area is titled 'Ready for Visits (1)'. It lists three patients: Brianna Williams (Available, Waiting 2 mins), John (Available, Waiting 0 mins), and Aileen (Offline, Waiting 2 mins). To the right, there's a 'Today's Schedule' section for Dr. Sarah Bays, showing a visit for Brianna Williams on Saturday, September 16, 2023, at 09:15 AM. Below that is a 'Reminder' section with three entries: Aileen White, Brianna Williams, and Aileen White again, all with pending notes. At the bottom, 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**.

Status: New

Call Add Participants Visit Chat End Visit ...

2 All participants

Brianna Williams Available
Age 0, Mar 01, 2023
7650 AVALON, LOS ANGELES, AR, 90003
brianna.williams.forever@gmail.com, +1 209-333-6451

Direct Message Add Participants Visit Chat End Visit ...

Visit ID: 1000527076
Today 09:12 AM
Video Visit
15-min Consultation
15 mins
VSee Clinic

Intake Notes Payment Visits Health Medical History Allergies Medications Documents Memo

Intake

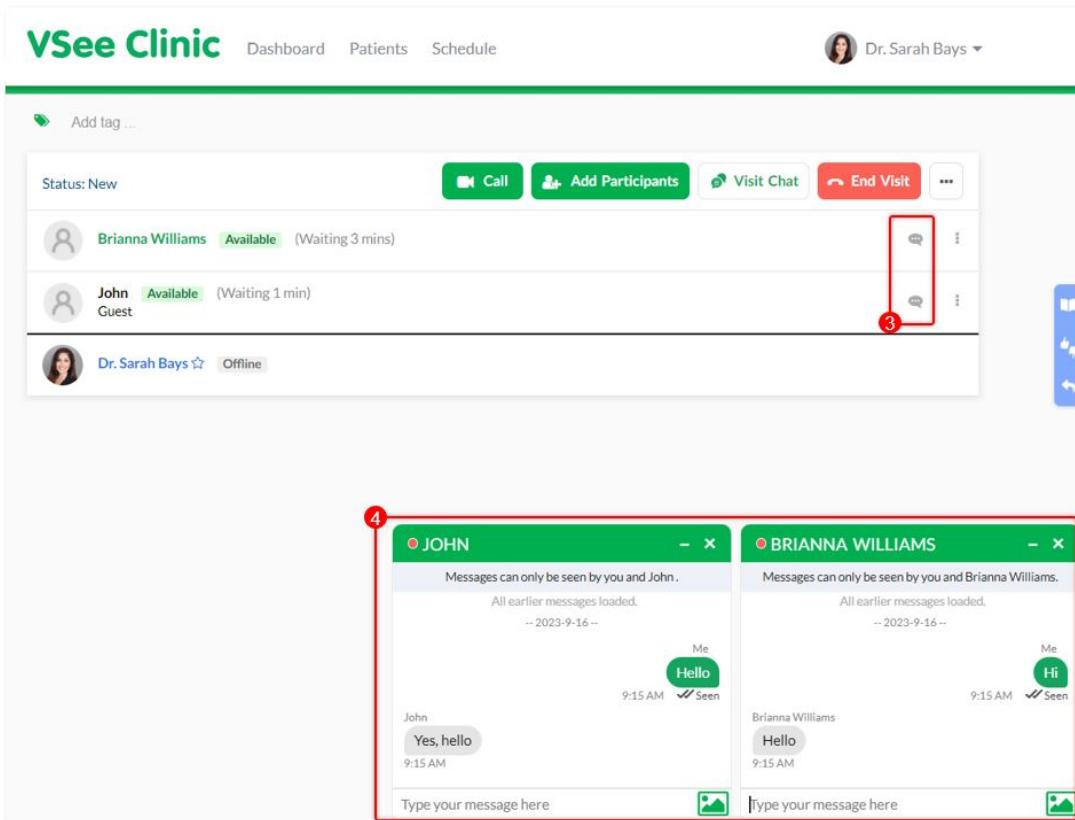
09/16/2023 09:14 AM

What is the reason for your visit today?
General Care

Where are you located at the time of this visit?
California

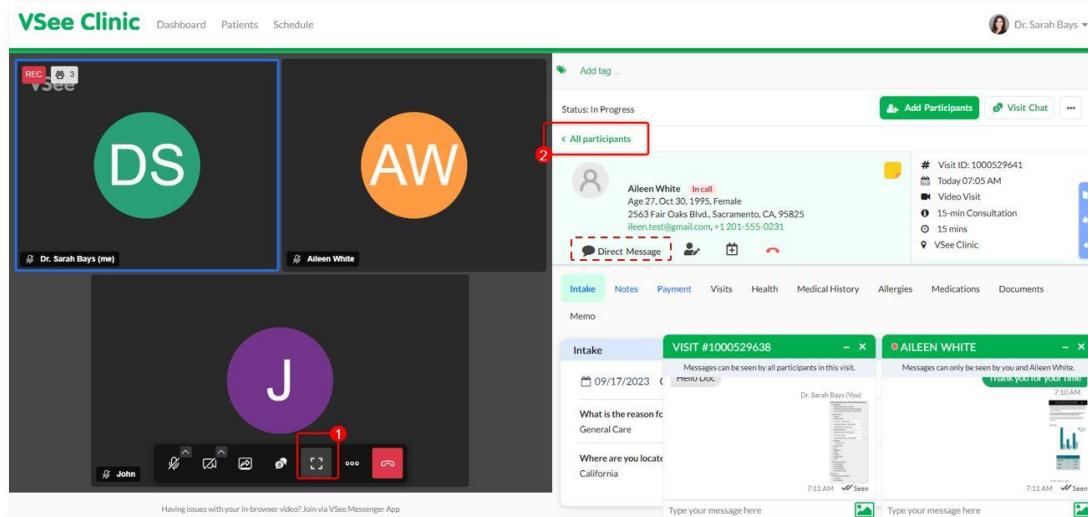
3. A pop-up window will appear at the bottom right of the screen. Type your message in the field provided.

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



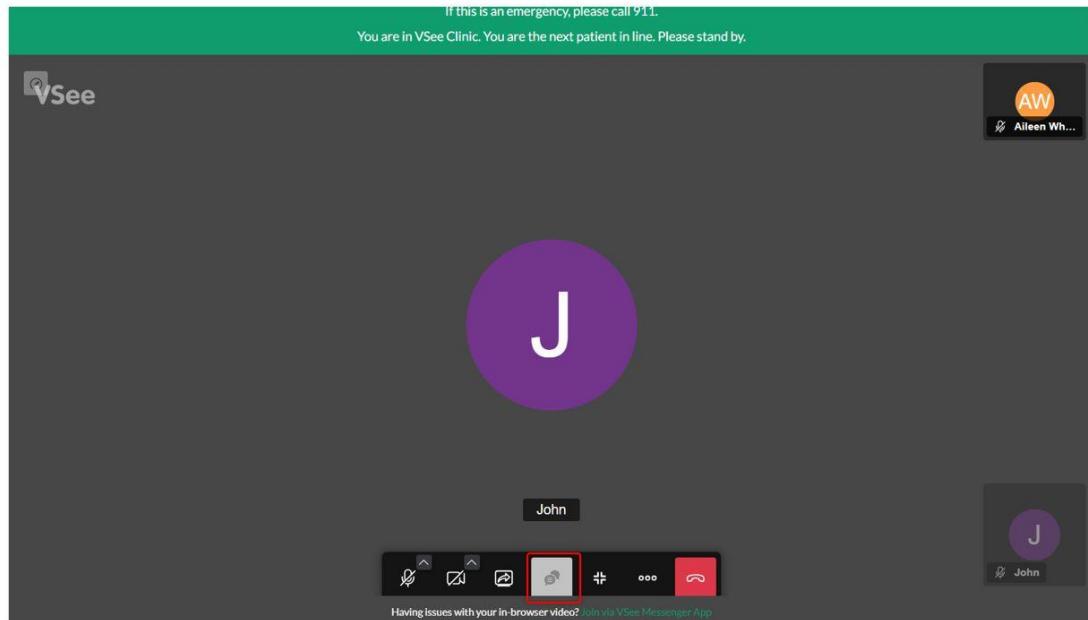
During the Call

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.

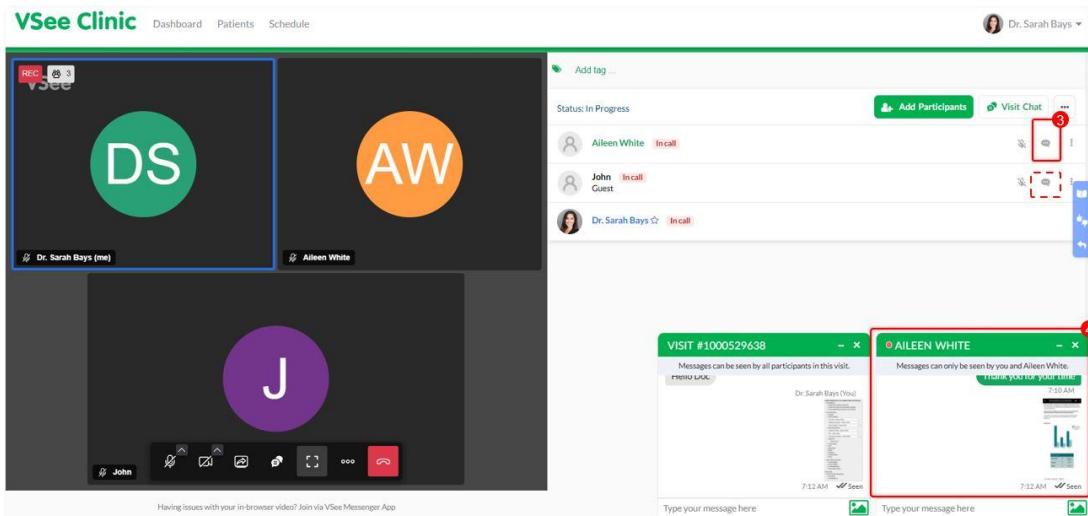


Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the

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](#)