

Knowledgebase > VSee Clinic for Providers > How to Use the Direct Message

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**.

VSee Clinic Dashboard Patients Schedule	🕥 Dr. Sarah Bays 💌
Call Selected What's new on this dashboard? Ready for Visits (1)	Invite Patient Schedule Today's Schedule
Visit ID 1000527043 VSee Clinic	No appointments at this time.
 Add tag Getting Ready (0) 	 Aileen White Visit #1000486526 Pending notes
In Progress (0) There are no ongoing visits.	 Brianna Williams Visit #1000448316 Pending notes
, Kecent (0)	Aileen White Visit #1000431325 Pending notes
Powered by VSee - Privacy Policy	Show more

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**.

See Clinic Dashboard Patients Schedule	Dr. Sarah Bays
Add tag	
Status: New	Call Add Participants 🔗 Visit Chat
Aileen White Available Age 27, Oct 30, 1995, Female 2563 Fair Oaks Blvd., Sacramento, CA, 95825 ileen.test@gmail.com, +1 201-555-0231	
Intake Notes Payment Visits Health Medical History Allergies Medicatio	ons Documents Memo
іптаке П 09/16/2023 © 08:57 АМ	
What is the reason for your visit today? General Care	
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.

See Clinic Dashboard Patients Schedule	👔 Dr. Sarah Bays 🕶	
Add tag		
Status: New Call	Add Participants 🔗 Visit Chat 🦰 End Visit 🚥	
< All participants		
Aileen White Available Age 27, Oct 30, 1995, Female 2563 Fair Oaks Blvd., Sacramento, CA, 95825 ileen.test@gmail.com, +1 201-555-0231		
Intake Notes Payment Visits Health Medical History Aller	rgies Medications Documents Memo	
Intake		
🖰 09/16/2023 🧿 09:00 AM	AILEEN WHITE AILEEN WHITE AILEEN WHITE AILEEN WHITE	
What is the reason for your visit today? General Care	All earlier messages loaded. 2023-9-16	
Where are you located at the time of this visit? Alaska	He 9:01AM V Hi 9:01AM	
	Type your message here	

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

/See Clinic Dashboard Patients Schedule	🕥 Dr. Sarah Bays 👻	
Add tag		
Status: New Call 🛃 Add Part	icipants 🔊 Visit Chat 🗖 End Visit 🚥	
< All participants		
Aileen White Available Age 27, Oct 30, 1995, Female 2563 Fair Oaks Blvd., Sacramento, CA, 95825 ileen.test@gmail.com, +1 201-555-0231	 # Visit ID: 1000527043 ☆ Today 08:57 AM ♥ Video Visit ④ 15-min Consultation ④ 15 mins ♥ VSee Clinic 	11 4-1 4-1
Intake Notes Payment Visits Health Medical History Allergies	Medications Documents Memo	
Intake	● AILEEN WHITE -	×
🛗 09/16/2023 🧿 09:00 AM	Messages can only be seen by you and Aileen White.	
What is the reason for your visit today? General Care	9:01 AM 🖋 Sr Alleen White Hi	een
Where are you located at the time of this visit? Alaska	M = @ PSYCOM Your Results: Depression Test Verter Exercise	e
	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.

VSee Clinic Dashboard Patients	Schedule	🚺 Dr. Sarah Bays 👻
 Call Selected Ready for Visits (1) 	What's new on this dashboard?	Invite Patient Schedule Today's Schedule
Visit ID 1000527072, VSee Clinic Brianna Williams Available (Waiting 2 mins) Oyear General Care John Available (Waiting 0 mins) Guest	Dr. Sarah Bays	 Brianna Williams Sat, 16 Sep 2023 - 09:15 AM Dr. Sarah Bays, M.D. Video View Details
Aileen Offline (Waiting 2 mins) Guest		Aileen White Visit #1000486526 Pending notes
 Getting Ready (0) In Progress (0) 		 Brianna Williams Visit #1000448316 Pending notes
There are no ongoing visits. Recent (0)		 Aileen White Visit #1000431325 Pending notes
Pow	vered by VSee - Privacy Policy	Show more

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**.

Add tag			
Status: New	• • •	all 🔒 Add Participants	Solution Visit Chat
< All participants			
Brianna Williams Age 0, Mar 01, 2023 7650 AVALON, LOS brianna.williams.for	Available ANGELES, AR, 90003 ever@gmail.com, +1 209-333-645	1	 Visit ID: 1000527076 Today 09:12 AM Video Visit 15-min Consultation 15 mins VSee Clinic
Intake Notes Payment	Visits Health Medical Hist	tory Allergies Medicat	tions Documents Memo
🛱 09/16/2023 🧿 09:14 AN	И		
What is the reason for your visit to General Care	oday?		

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.

VSee Clinic Dashboard Pati	ents Schedule	Dr. Sarah Bays 🕶
S Add tag		
Status: New	Call 🛃 Add Participants	Visit Chat Rnd Visit
Brianna Williams Available (Waiting 3 mi	ns)	@ I
A John Available (Waiting 1 min) Guest		Q I .
Dr. Sarah Bays 🏠 Offline		
4		
	All earlier messages loaded.	All earlier messages loaded.
	2023-9-16	2023-9-16
	Me Hello	Hi
	9:15 AM V Seen	9:15 AM Seen
	Yes, hello	Hello
	9:15 AM	9:15 AM
	Type your message here	Type your message here

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.

VSee Clinic Dashboard Patients Schedule		🚺 Dr. Sarah Bays 👻
RC. 0 1	💊 🛛 Add tag	
	Status: In Progress	Add Participants 🔗 Visit Chat 🔐
	Aileen White Incall	% Q :
	A John Incall Guest	× •
	Dr. Sarah Bays 🕸 Incall	
🖗 Dr. Sarah Bays (me) 🖗 Alleen White		•
_		
	VISIT #1000529638 - ×	AILEEN WHITE - ×
	Messages can be seen by all participants in this visit. Hence Loc Dr. Sarah Bays (You)	Messages can only be seen by you and Alleen White.
		- Tak
		LLL BIRT
Having issues with your in-browser video? Join Va VSee Messenger App	7:12 AM V Seen Type your message here	7:12 AM ✓ Seen Type your message here

Related Articles:

• The Visit Chat feature

Need more assistance? Send us an email at <u>help@vsee.com</u> or check out the <u>Help</u> section under the Profile Menu of your VSee Clinic.

Tags		
chat		
Direct message		
messaging		
Private message		