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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.

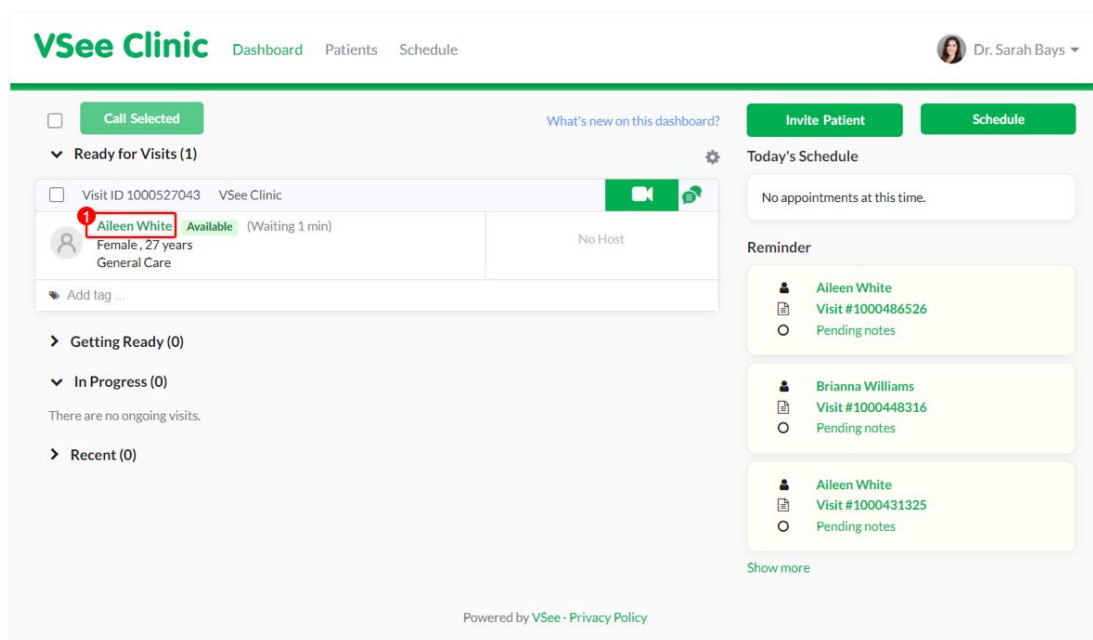
*Note: Direct Message is called **Private Chat** in the VSee Messenger App.*

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

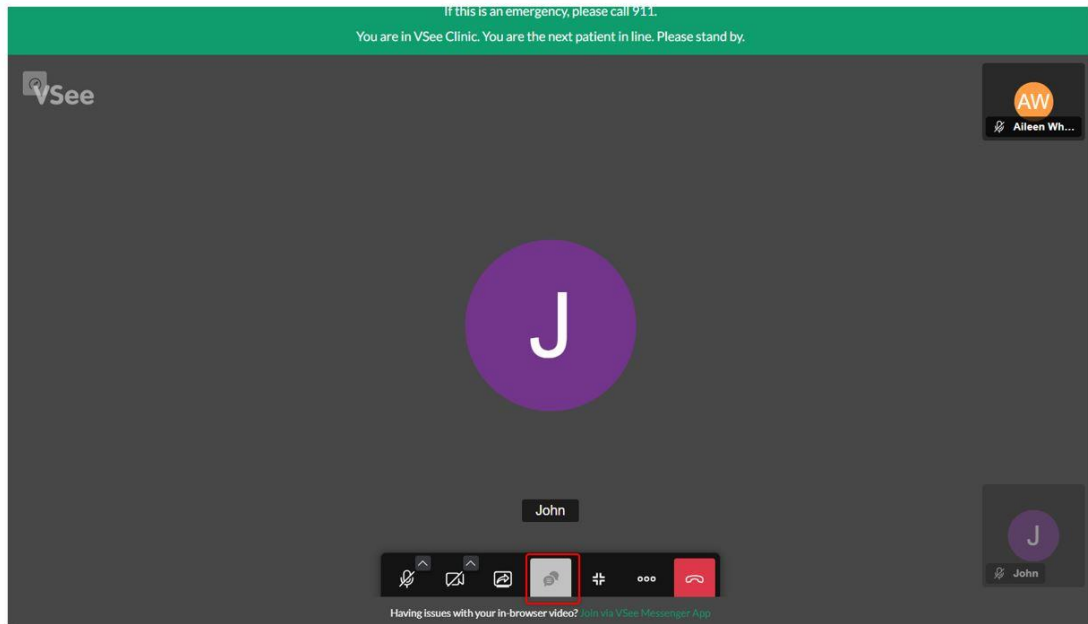
Before the Call

For One-to-One Appointments:

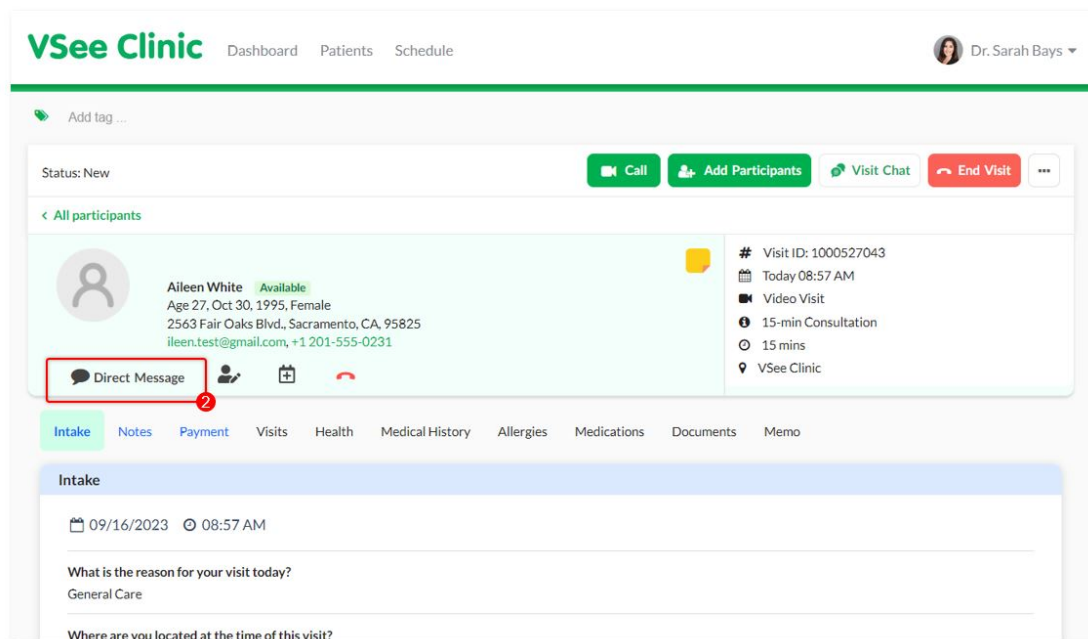
1. From the Waiting Room Dashboard, click on the **Patient's name**.



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.

VSee 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

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 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 ✓ Seen

Aileen White
Hi
9:01 AM

3

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

VSee 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
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Intake

09/16/2023 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 ✓ Seen

Aileen White
Hi

Me
PSYCOM
Your Results: Depression Test
Your Score: Moderate Depression

4

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:

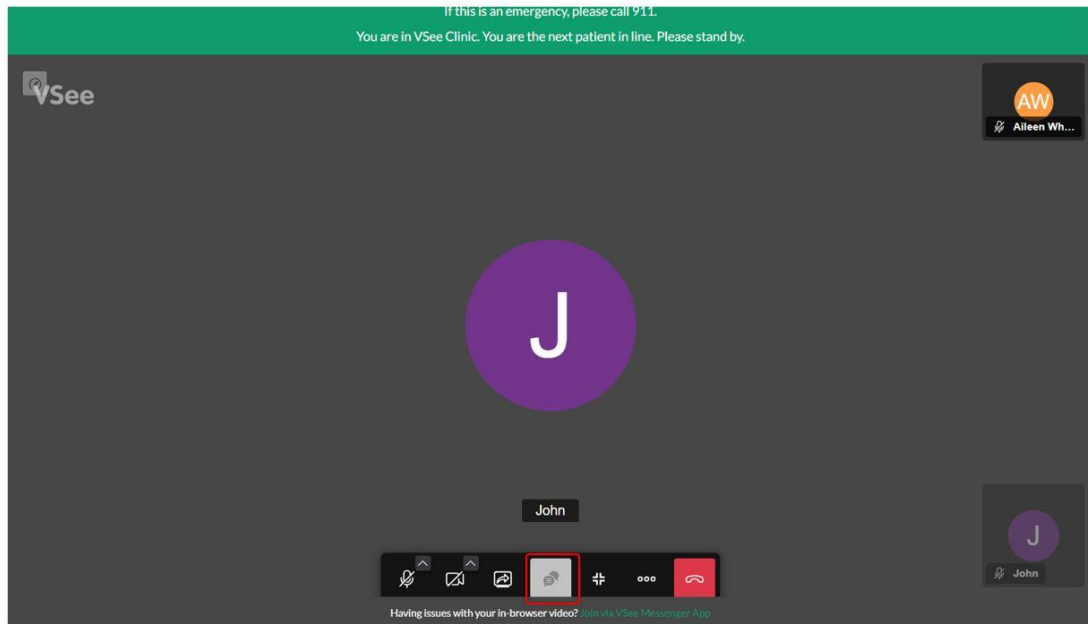
1. Click on the **Visit ID number** or you can directly click on the patient/participant you want to message.

The screenshot 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:

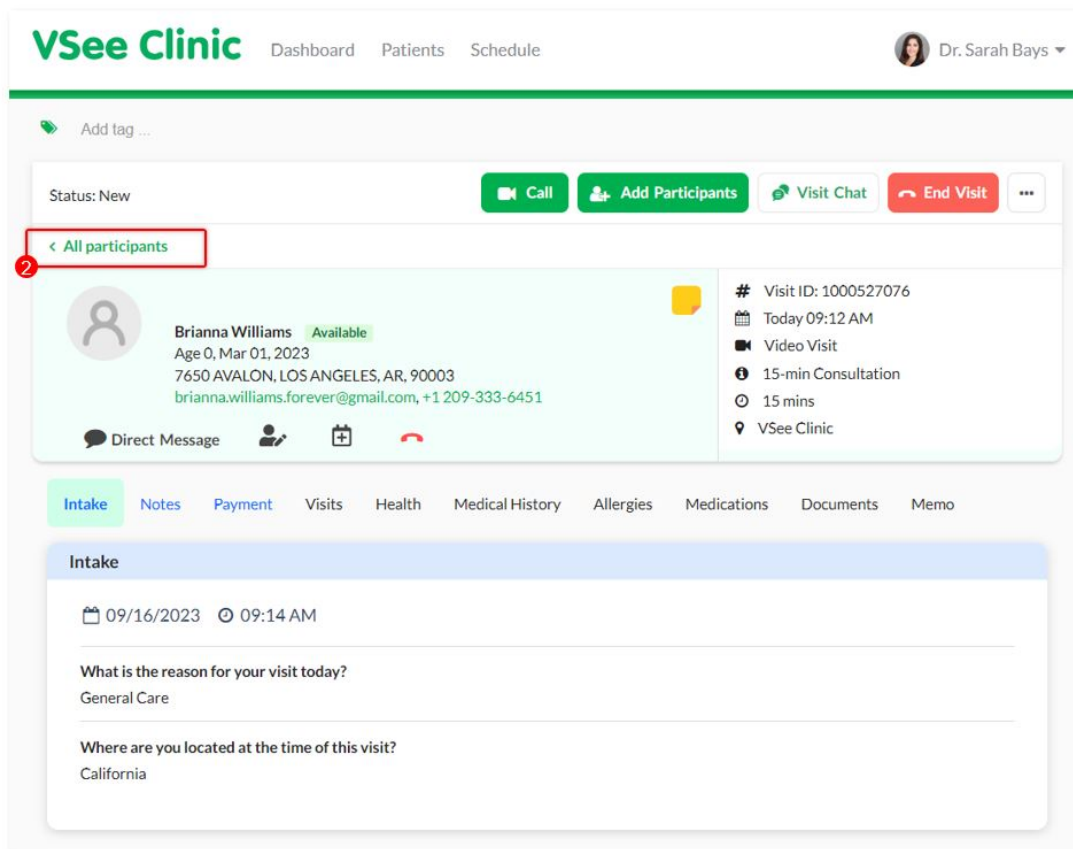
- Call Selected:** A button to initiate a call.
- Ready for Visits (1):** A list of patients ready for visits. The first patient, Brianna Williams, is highlighted with a red dashed box around her 'Visit ID 1000527072...'. Other patients listed include John (Guest) and Aileen (Guest).
- Today's Schedule:** A section showing the current schedule for Dr. Sarah Bays, including a visit for Brianna Williams on Saturday, September 16, 2023, at 09:15 AM.
- Reminder:** A section showing reminders for patients, including Aileen White and Brianna Williams.

At the bottom of the dashboard, it states '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.

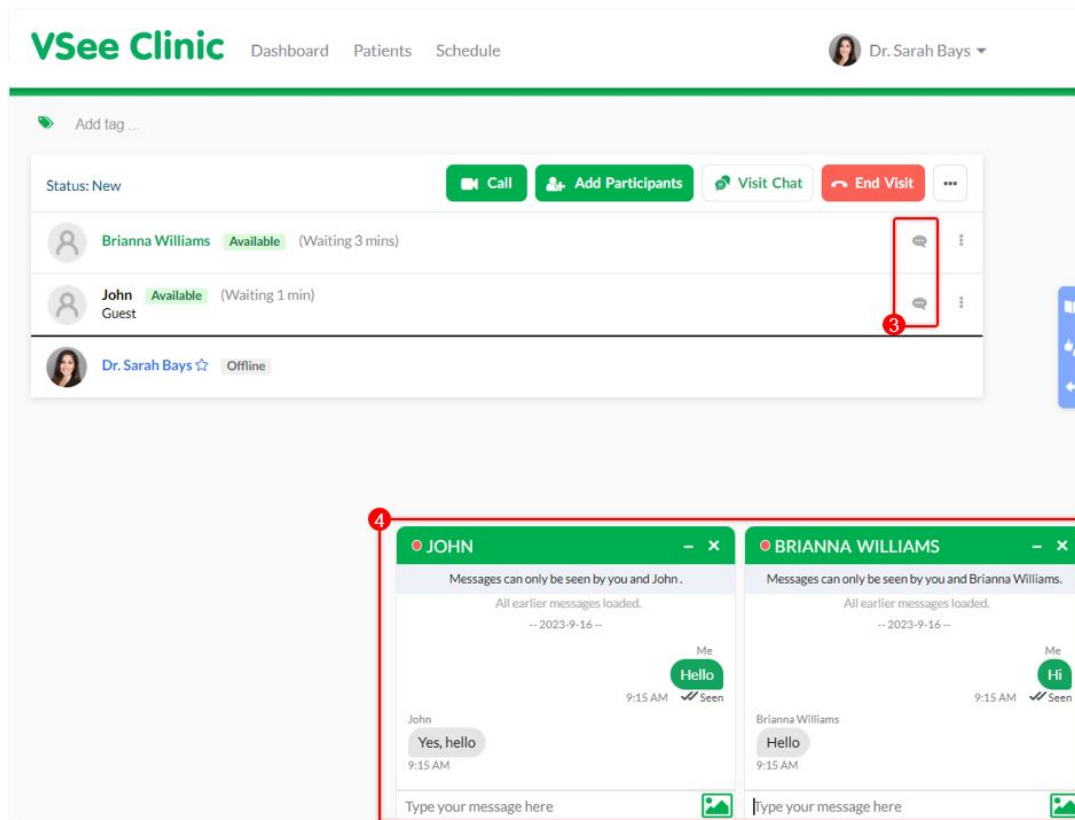


2. Click on **Direct Message**.



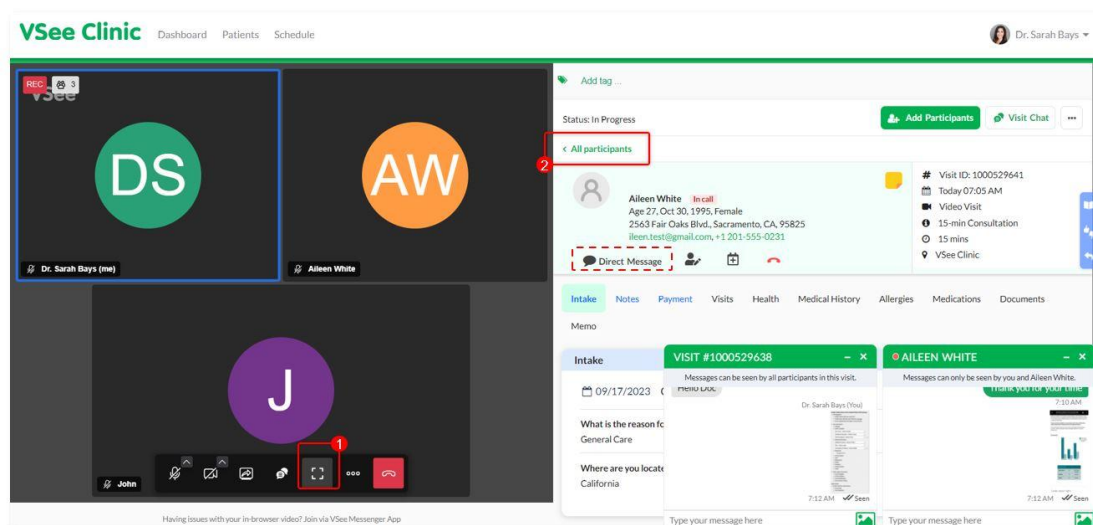
3. A pop-up window will appear at the bottom right of the screen. Type your message in the field provided.

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



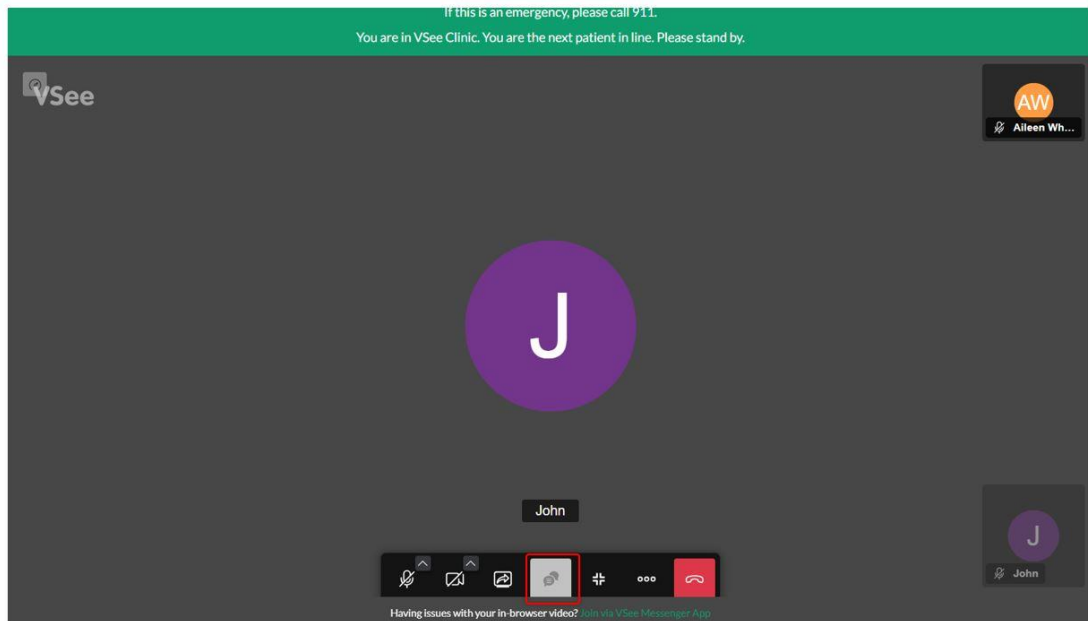
During the Call

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.

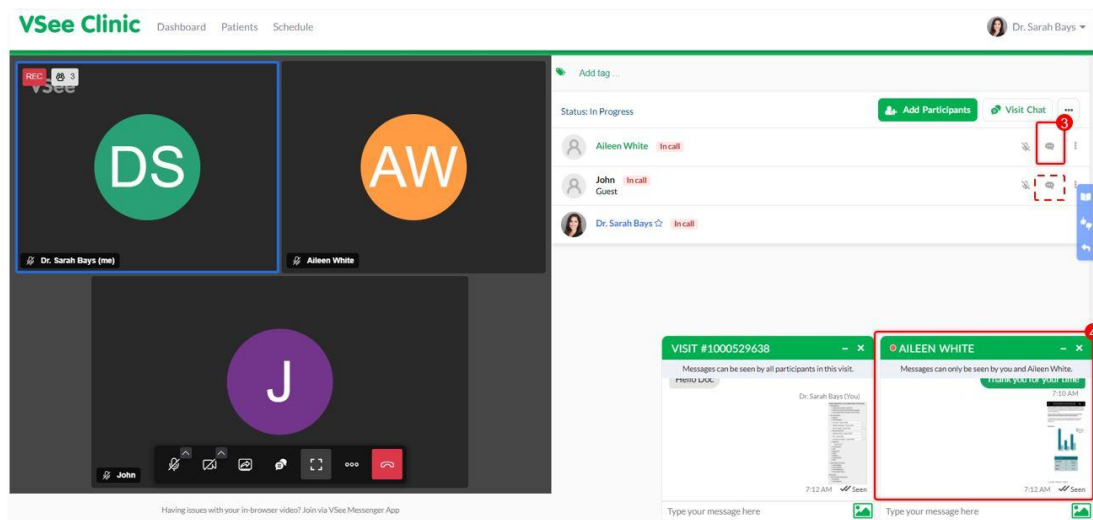


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chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.



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.

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- [Direct message](#)
- [messaging](#)
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