Priority Message Alert

- 2025-06-16 - [Basic Workflow](#)

We get that it's important for doctors to make sure they receive notifications for their calls and appointments. Users may also send priority messages so that the recipient can be informed that the message they received is urgent.

When a priority message is sent, it will show up on all your devices that are logged into the VSee Messenger. The priority message shows up as a highlighted orange text bubble along with a flashing banner and a special ring tone. The ring tone will continue to play **every 15 seconds for 20 minutes** or until the receiving user acknowledges the alert.

If you are using VSee Clinic as a provider, you can receive priority messages when a patient enters your clinic.

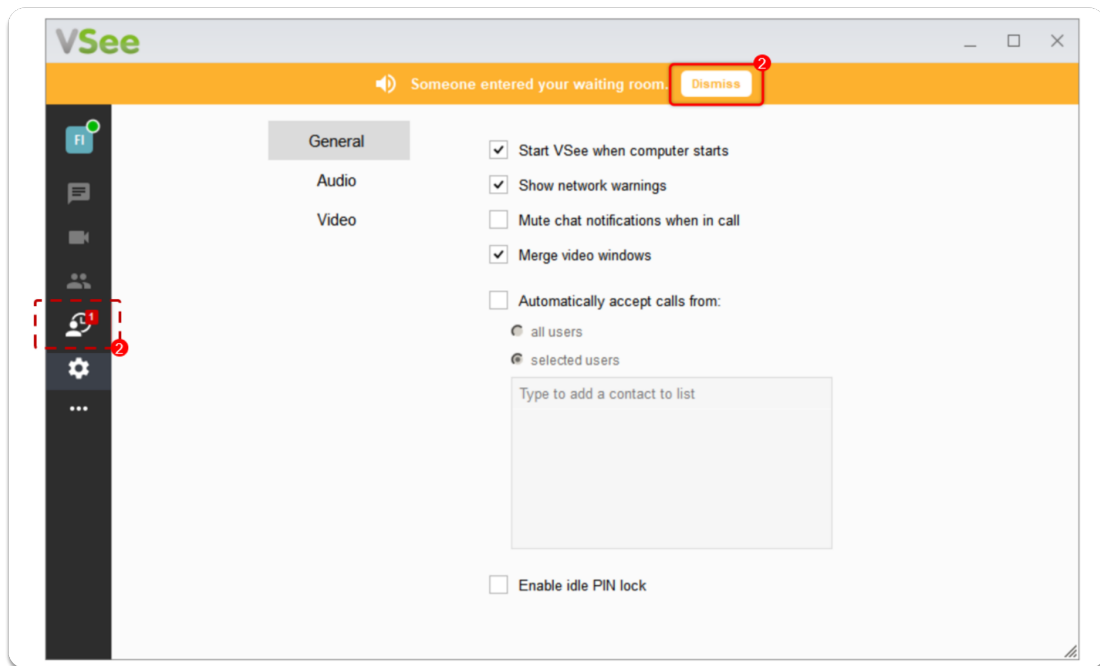[How to Acknowledge an Alert for a New Patient in the Waiting Room](#)

[How to Send a Priority Message](#)

[How to Acknowledge an Alert for a Priority Message](#)

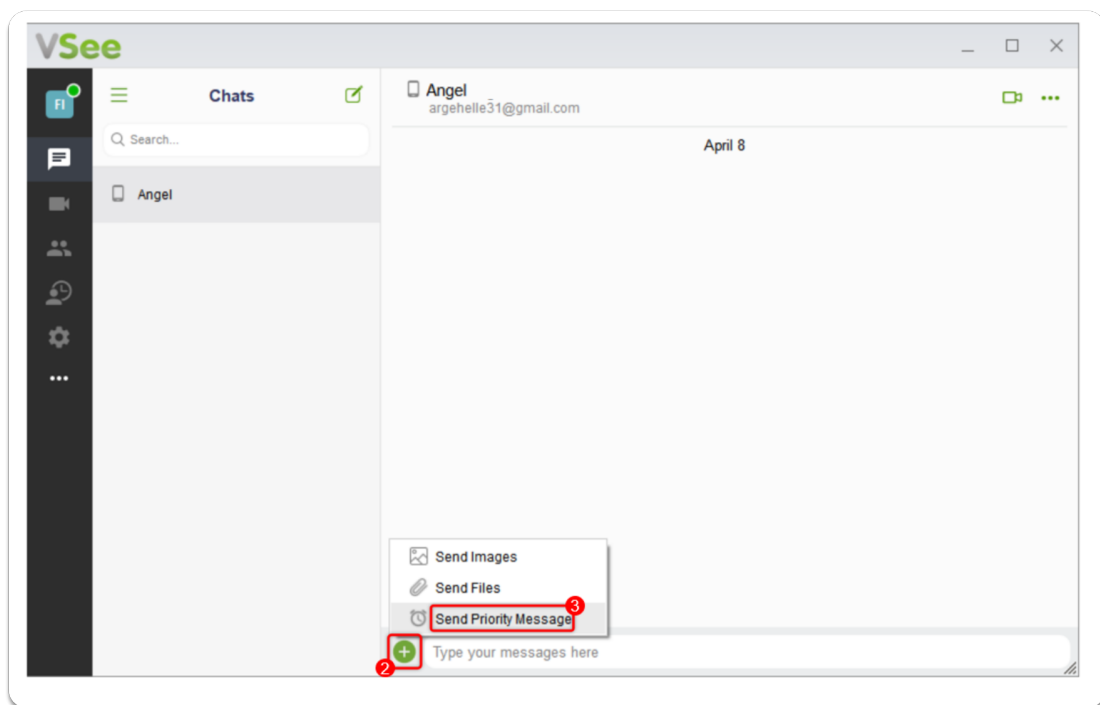**How to Acknowledge and Stop a Priority Alert**

1. Open the VSee Messenger app and [log in](#).

2. Click or tap on the **Dismiss** button or anywhere on the flashing orange banner as well as on the **Clinic Icon**.

If you are logged in on multiple devices, you only need to acknowledge one of your devices.
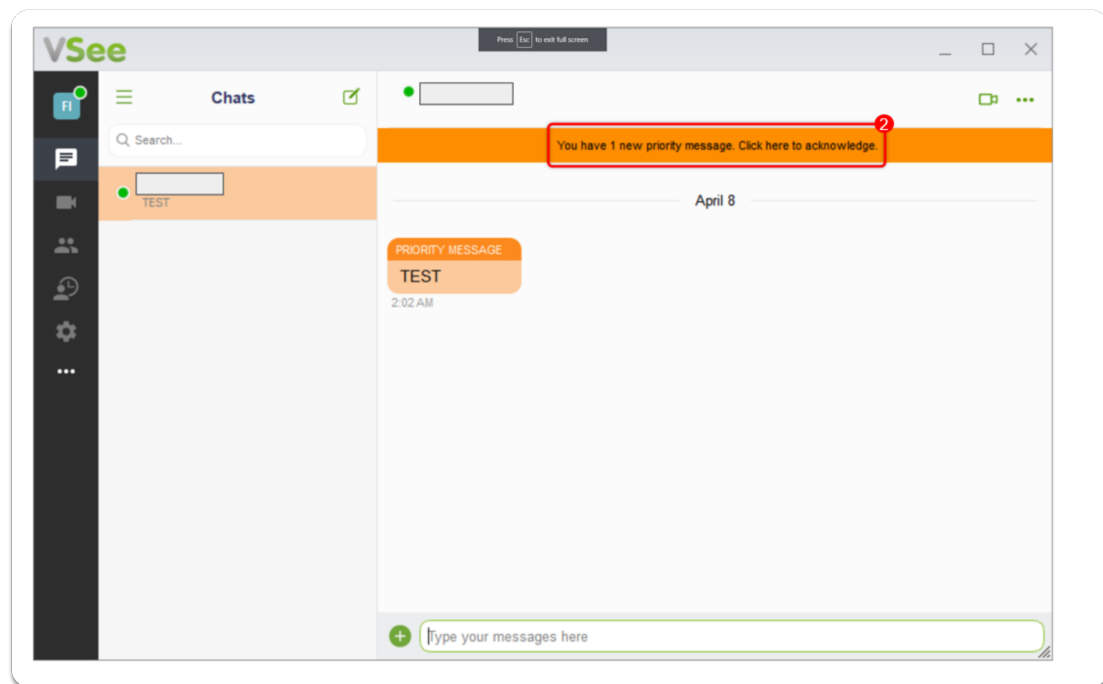
Send a Priority Message

1. Open the VSee Messenger app and log in.

2. Click or tap on the **plus sign (+)** icon.

3. Select **Send Priority Message.**

Acknowledge Priority Message Alert

1. Open the VSee Messenger app and log in.

2. Click or tap on the **flashing orange banner**.

If you are logged in on multiple devices, you only need to acknowledge one of your devices.

Scope and Limitations:

- Sending a priority message is currently not available for Free VSee Messenger accounts. The user must be under a paid subscription to have this option.

- Waiting Room alerts are only available for Providers that have an online clinic set up.

If you have any questions, please contact us at help@vsee.com

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