



Knowledgebase > VSee Clinic for Providers > Provider-to-Provider Web Chats

Provider-to-Provider Web Chats

Chi - 2022-06-20 - VSee Clinic for Providers

Available on June 21, 2022

VSee Clinic now allows Provider-to-Provider web chats. There is no more need for you to use the VSee Messenger app just to contact other staff of the clinic. All providers/staff (e.g. CSR, MA) that belong in the same waiting room are automatically added to each other's contact list.

[How to Start or Continue Chat with Provider/Staff](#)

[How to Add or Remove a Participant in the Chat Group](#)

How to Manage Chat Options

[Mute/Unmute Notifications](#)

[Archive Chat](#)

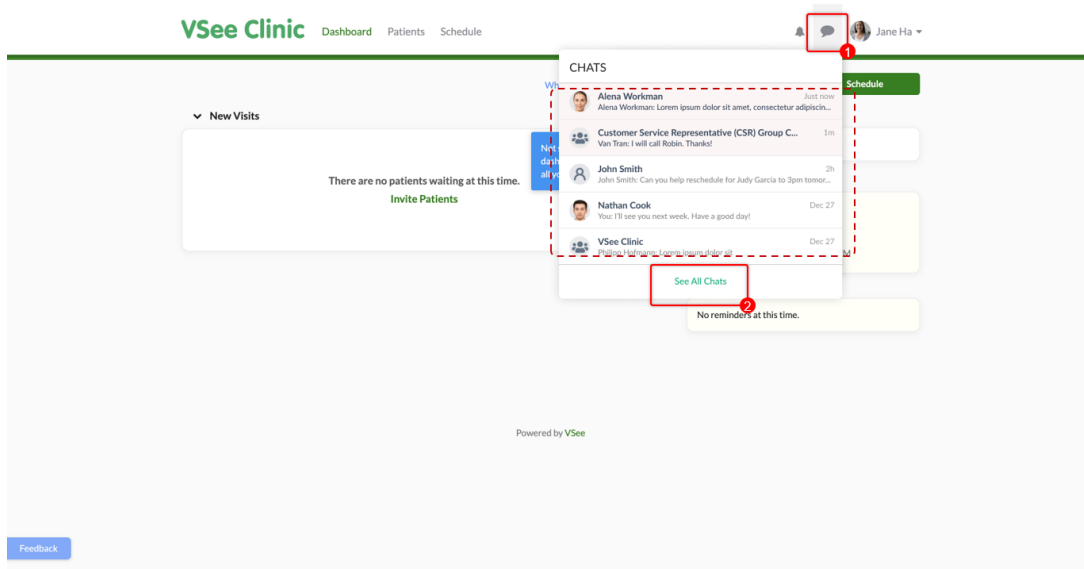
[Leave Group](#)

[Delete Group](#)

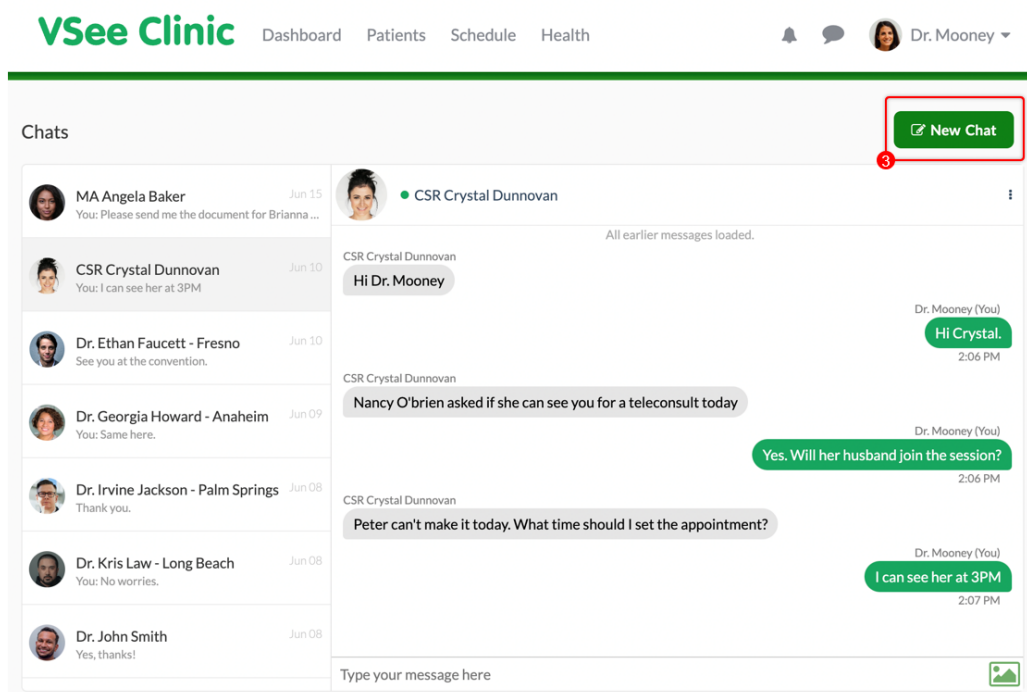
[Scope and Limitations](#)

Start or Continue Chat with Provider/Staff

1. Click on the **chat bubble button** next to your name to view the chats dropdown.
2. Select from your recent chat conversations OR click **See All Chats** to view all of your messages.

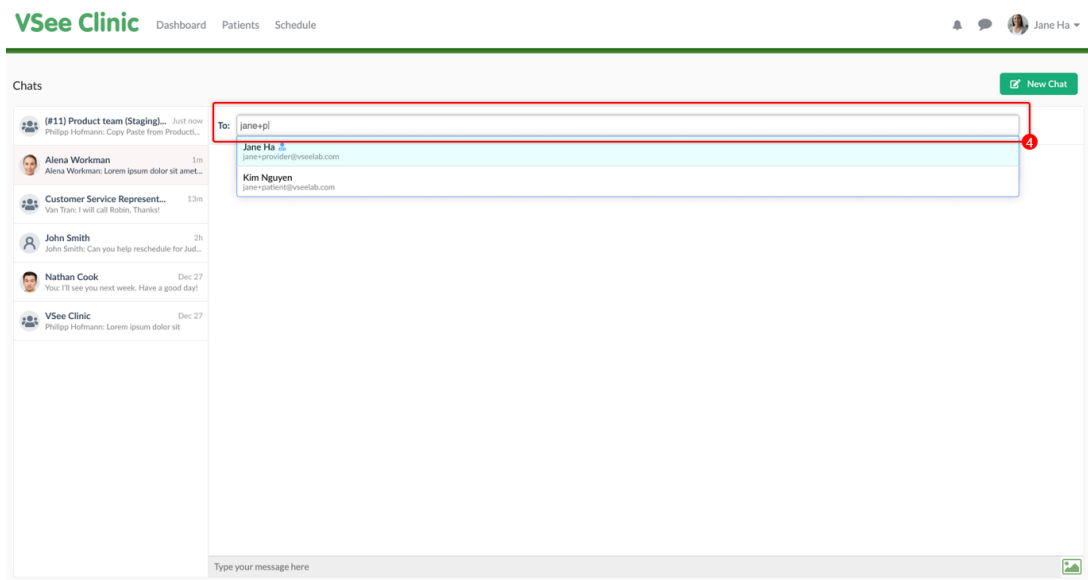


3. To create a new chat/conversation, click on **New Chat**.

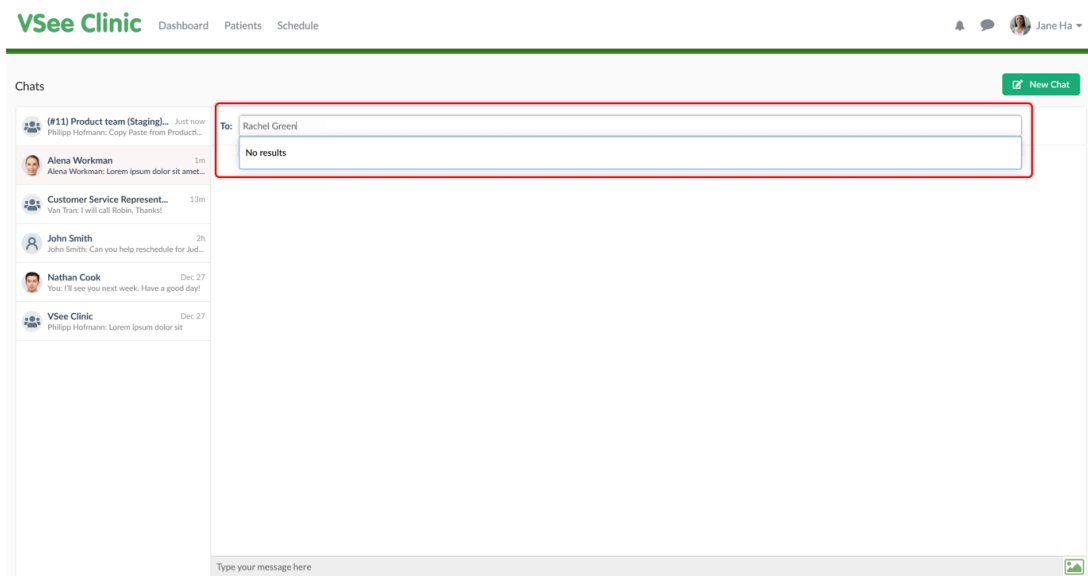


4. Type in the name or email address of the Provider/Staff you would like to chat with.

Note: This person should already be in your address book to show a result in the dropdown.



If it shows as “no result”, this means the entered name or email can’t be found in your contact list.



5. Start a chat or continue the conversation with the person/group. Or you may send a file.

VSee Clinic

DashboardPatientsScheduleHealth

Dr. Mooney

Chats

New Chat

MA Angela BakerJun 15

You: Please send me the document for Brianna ...

Staff Group ChatJun 10

You: I can see her at 3PM

Dr. Ethan Faucett - FresnoJun 10

See you at the convention.

Dr. Georgia Howard - AnaheimJun 09

You: Same here.

Dr. Irvine Jackson - Palm SpringsJun 08

Thank you.

Dr. Kris Law - Long BeachJun 08

You: No worries.

Dr. John SmithJun 08

Yes, thanks!

Staff Group Chat

All earlier messages loaded.

CSR Crystal Dunnovan

Hi Dr. Mooney

Dr. Mooney (You)

Hi Crystal.

2:06 PM

CSR Crystal Dunnovan

Nancy O'brien asked if she can see you for a teleconsult today

Dr. Mooney (You)

Yes. Will her husband join the session?

2:06 PM

CSR Crystal Dunnovan

Peter can't make it today. What time should I set the appointment?

Dr. Mooney (You)

I can see her at 3PM

2:07 PM

Type your message here

Add and Remove Participants from Group Chat

You can now add or remove participants from your existing group chats.

Add a Participant

1. Click the **pen icon** next to Participants.

VSee Clinic

DashboardPatientsSchedule

Jane Ha

Chats

New Chat

Staff Group Chat

You: I can see her at 3PM

Alena Workman1m

Alena Workman: Lorem ipsum dolor sit amet...

Customer Service Represent...13m

Van Tran: I will call Robin. Thanko

John Smith2h

John Smith: Can you help reschedule for Jud...

Nathan CookDec 27

You: I'll see you next week. Have a good day!

VSee ClinicDec 27

Philipp Hofmann: Lorem ipsum dolor sit

Staff Group Chat

All earlier messages loaded.

-- 2021-12-1 --

Participants

Me

Penny Ng

Erika Chuang

Kenneth Provider

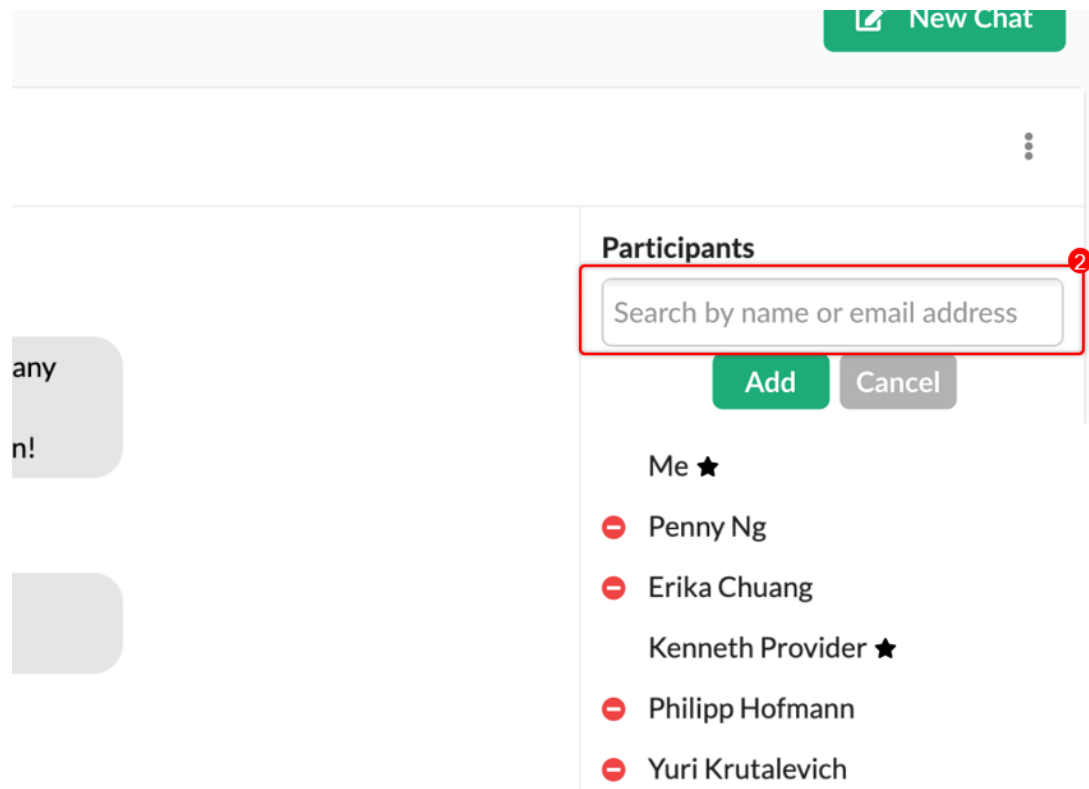
Philipp Hofmann

Yuri Krutalevich

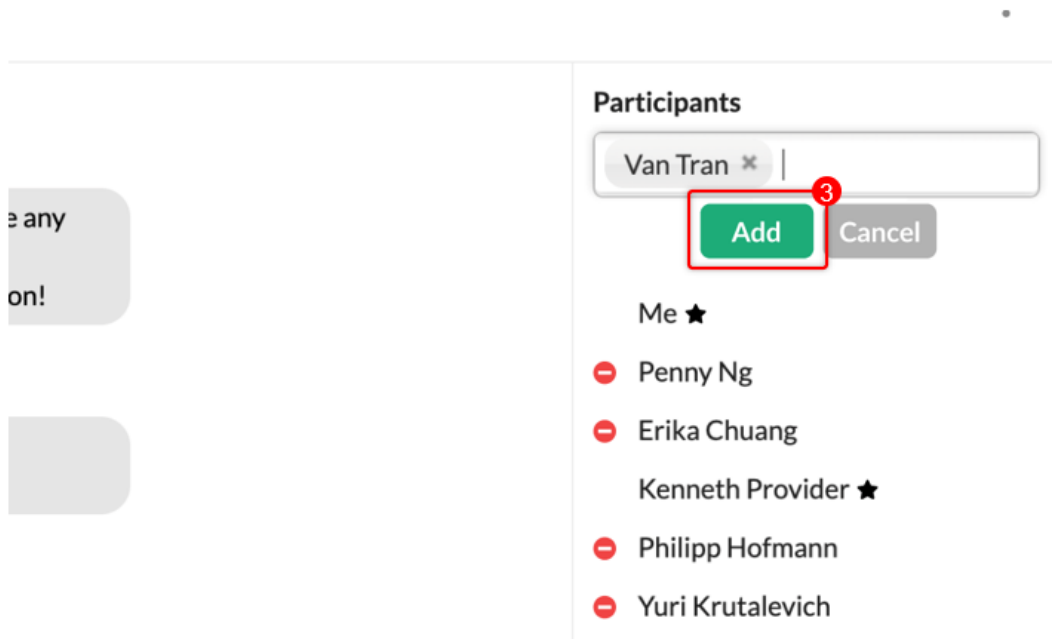
Type your message here

2. Search the name or email address of the person you would like to add as a participant.

Note: This person should already be in your address book to show a result in the dropdown.

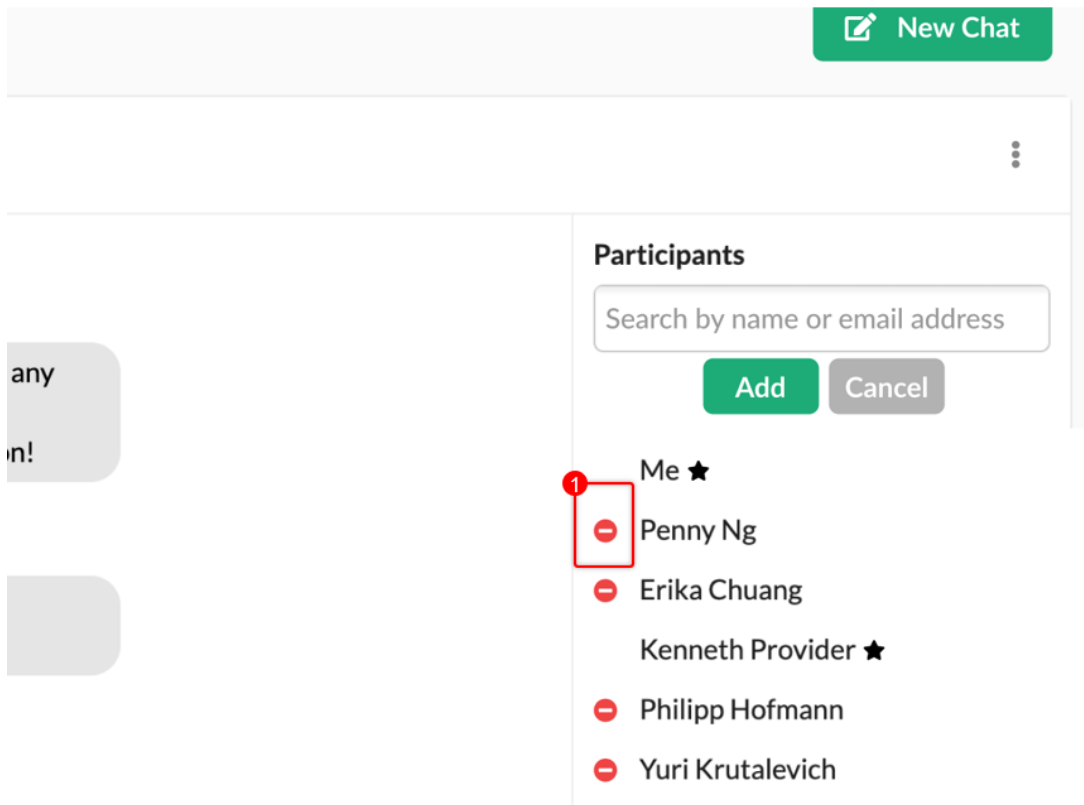


3. Click on the **Add** button.

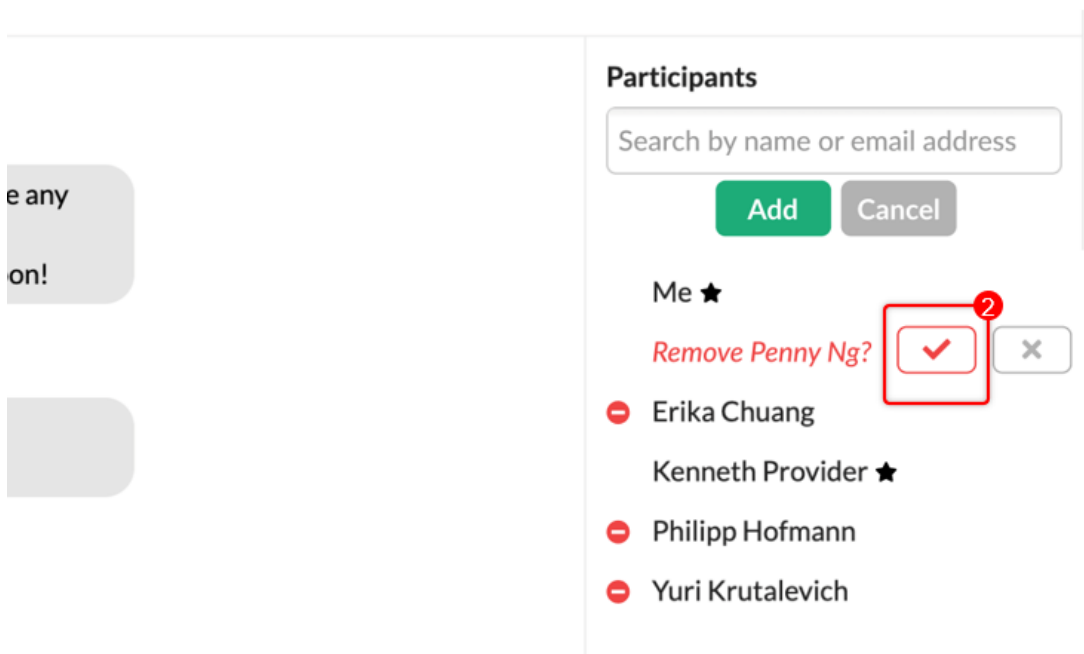


Remove a Participant

1. Click the **minus/delete** icon next to the participant's name that you would like to remove from the group chat.



2. Click on the **checkmark** to confirm.

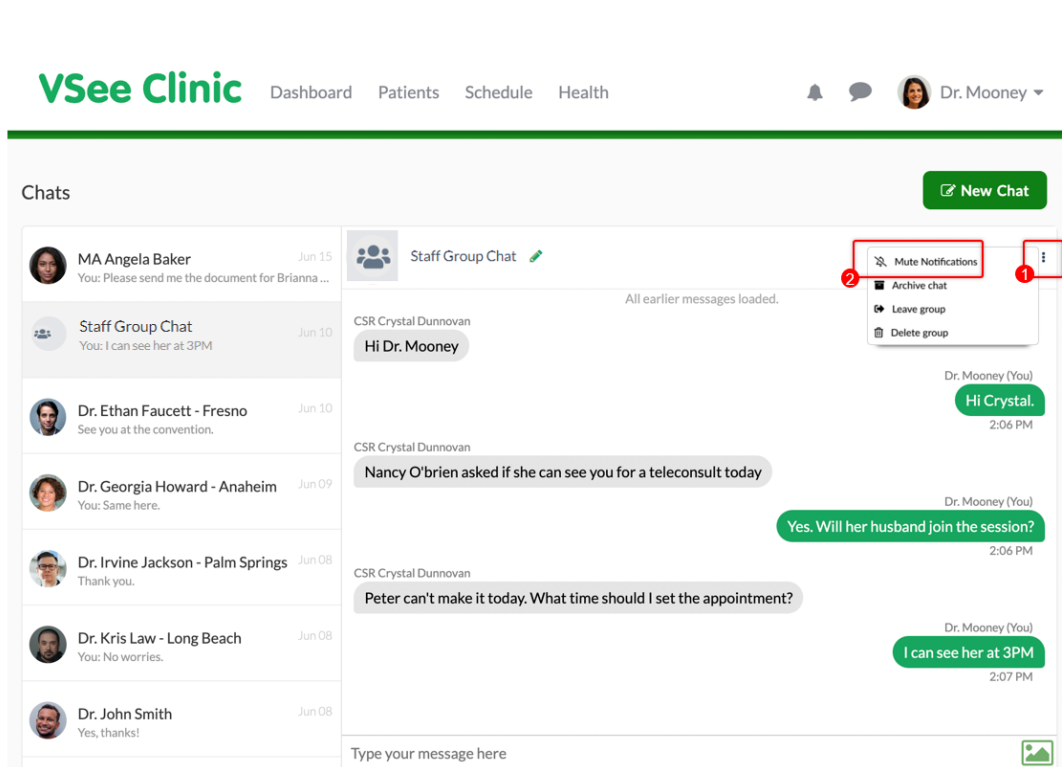


Manage Chat Options

Mute/Unmute Notifications

This **mutes the chat sound & stops the webchat box from popping up** (if not already opened).


1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Mute Notifications**.




A muted bell icon will show at the bottom of the user/group name once muted.

Chats


 New Chat




MA Angela Baker
Jun 15
You: Please send me the document for Brianna...




Staff Group Chat
Jun 10
You: I can see her at 3PM




Dr. Ethan Faucett - Fresno
Jun 10
See you at the convention.




Dr. Georgia Howard - Anaheim
Jun 09
You: Same here.





Dr. Irvine Jackson - Palm Springs
Jun 08
Thank you.



Dr. Kris Law - Long Beach
Jun 08
You: No worries.



Dr. John Smith
Jun 08
Yes, thanks!

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I can see her at 3PM
2:07 PM


Type your message here 

Archive Chat


1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Archive chat**.

Chats


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You: No worries.



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Mute Notifications

Archive chat

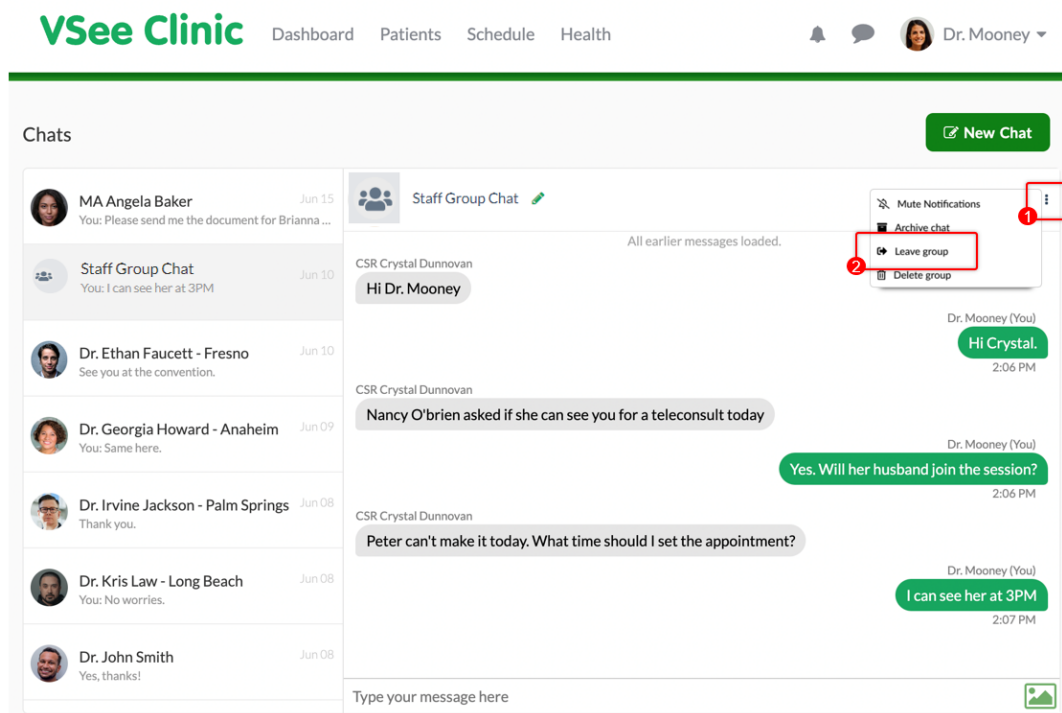
Leave group

Delete group

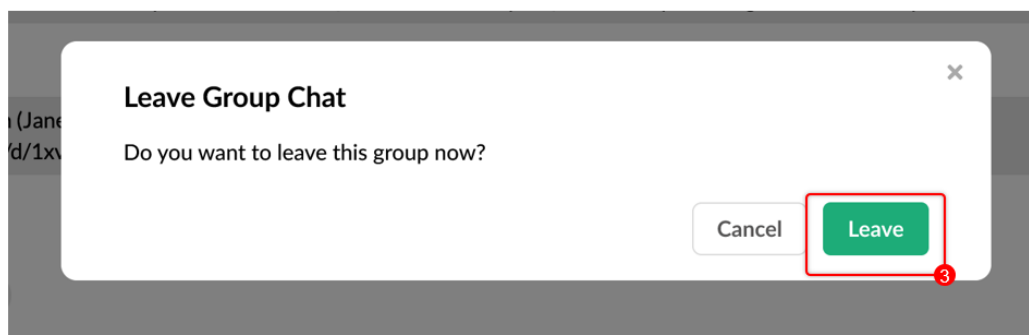
Note: You can bring the archived chat back to the list by clicking “New chat” and searching for that user/group name.

Leave Group Chat

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Leave group**.



3. A pop-up notification will appear. Click on **Leave** to confirm.



At the bottom of the group chat, it will show as “You left the group.” And the chat

input field will show as “You cannot send chat to this group.”

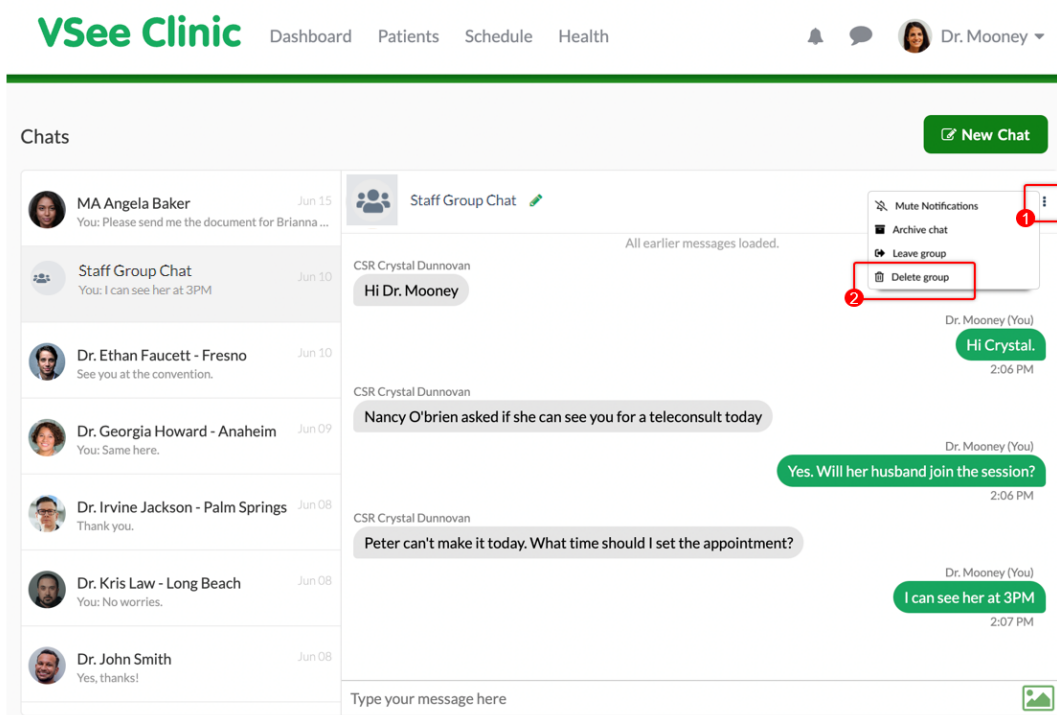
Note: You will not receive any new messages or updates from this group until someone adds you back in.

The screenshot shows the VSee Clinic web application interface. At the top, there is a navigation bar with the VSee Clinic logo and links for Dashboard, Patients, Schedule, and Health. On the right side of the navigation bar, there are notification and chat icons, and a user profile for Dr. Mooney. Below the navigation bar, the main content area is divided into two sections. The left section, titled 'Chats', displays a list of chat groups. Each group entry includes a profile picture, the group name, a date, and a preview of the latest message. The groups listed are: MA Angela Baker (Jun 15), CSR Crystal Dunnovan (Jun 10), Dr. Ethan Faucett - Fresno (Jun 10), Dr. Georgia Howard - Anaheim (Jun 09), Dr. Irvine Jackson - Palm Springs (Jun 08), Dr. Kris Law - Long Beach (Jun 08), and Dr. John Smith (Jun 08). The right section shows the details of the selected group chat, 'CSR Crystal Dunnovan'. It displays a list of messages from both participants, CSR Crystal Dunnovan and Dr. Mooney (You). The messages include greetings, a discussion about a teleconsult, and a confirmation of an appointment. At the bottom of the chat window, there is a status message: 'You cannot send chat to this group'.

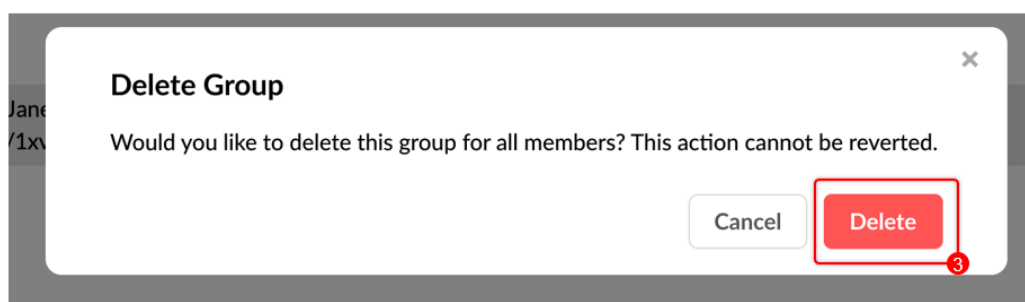
Delete Group

Note: Only the group owner can see this option. Once the group chat has been deleted, the chat will disappear from all members of the chat list.

1. Click the **ellipsis** or the **3 vertical dots** to view the dropdown menu.
2. Select **Delete group**.



3. A pop-up notification will appear. Click on **Delete** to confirm.



Scope and Limitations

- Only the group owner can delete a group chat.
- Once the group chat has been deleted, the chat will disappear from all members of the chat list.

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

This article was last updated on: 20 June 2022

Tags

chat

clinic chat

internal chat

staff chat

vc chat

webchat