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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](#)

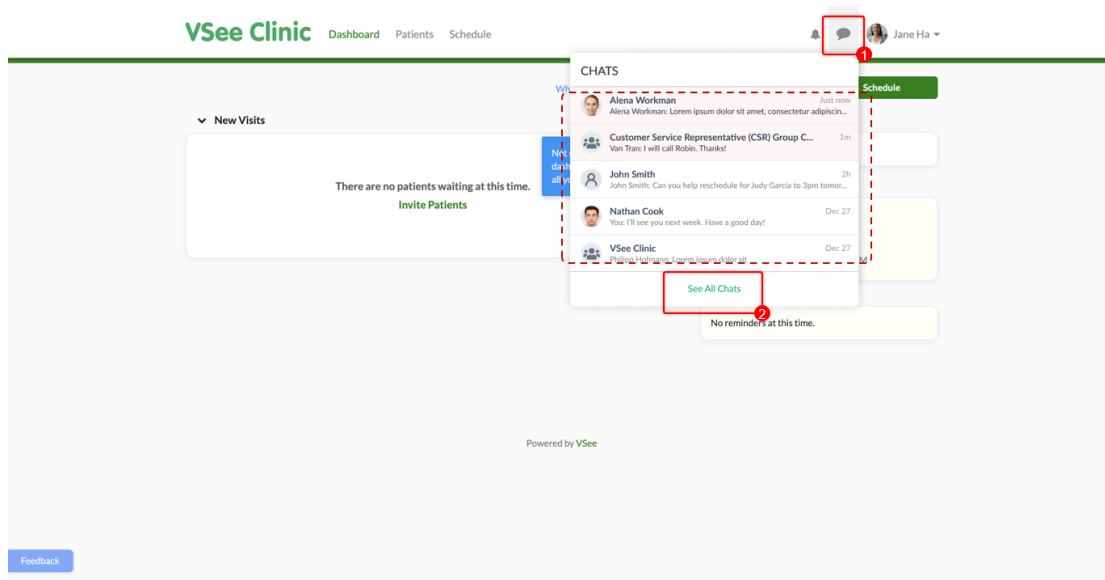
[Leave Group](#)

[Delete Group](#)

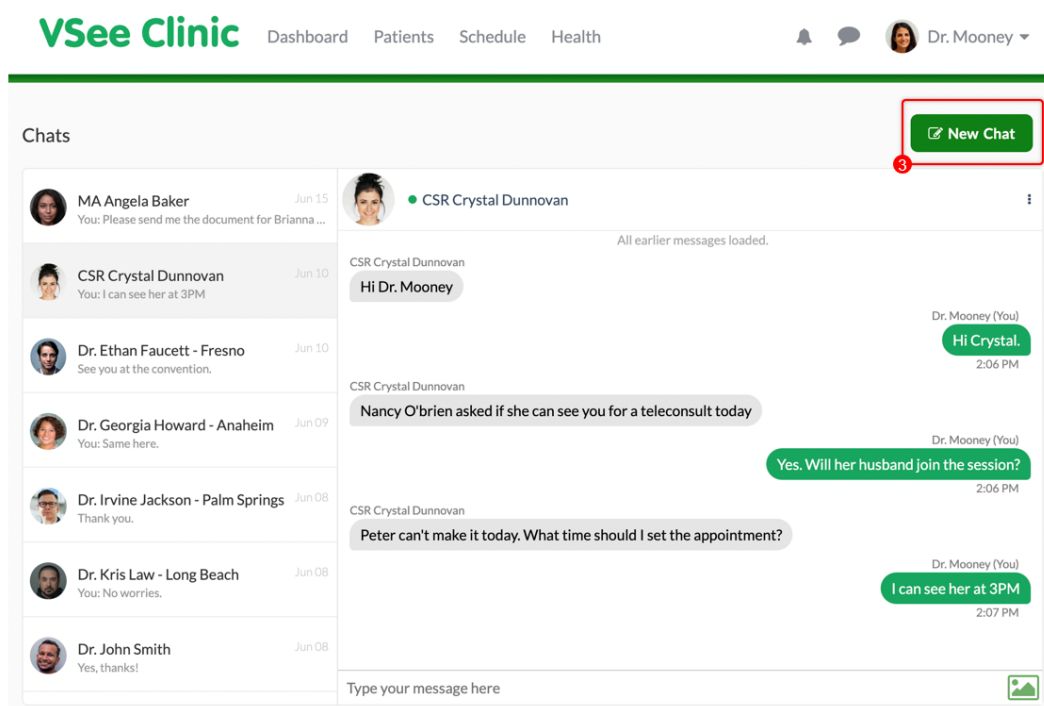
[Scope and Limitations](#)

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.

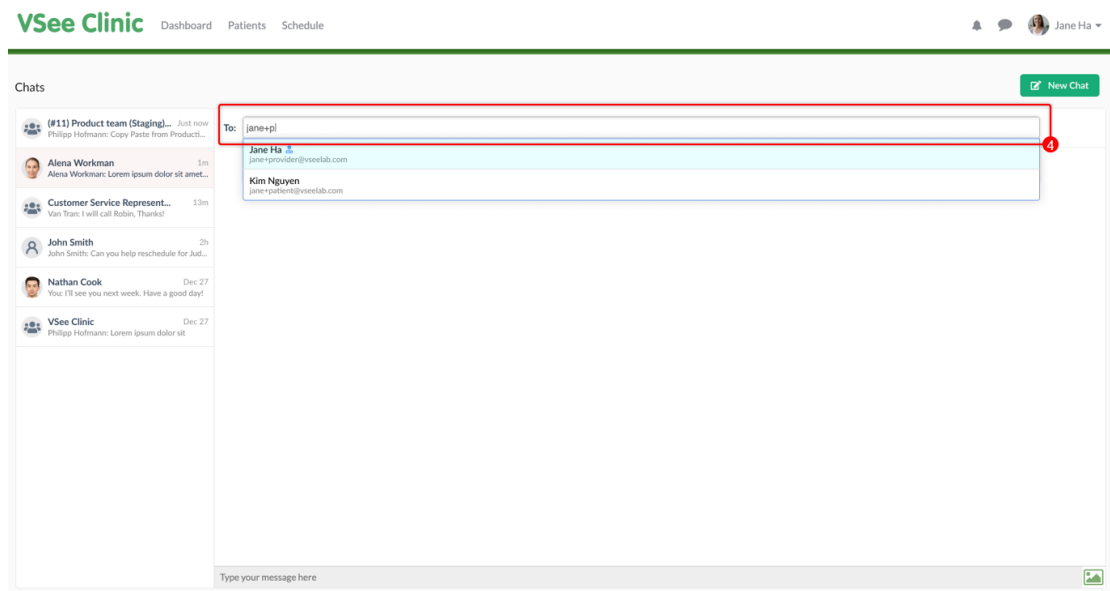


3. To create a new chat/conversation, click on **New Chat**.

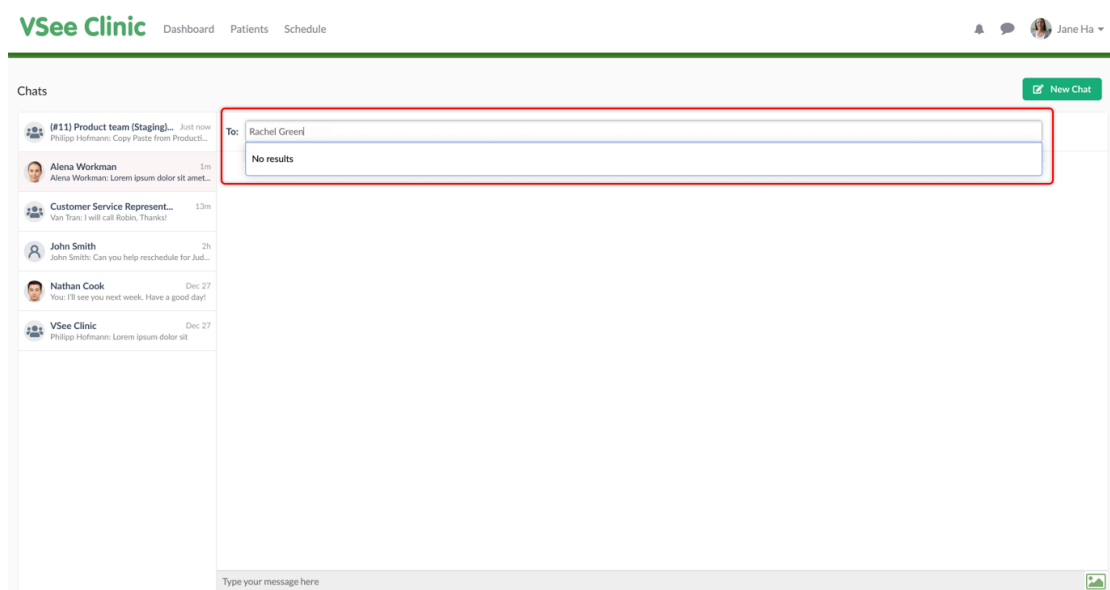


4. Type in the name or email address of the Provider/Staff you would like to chat with.

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.

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!

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

5

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.

Chats

Staff Group Chat

You: I can see her at 3PM!

Alena Workman 1m
Alena Workman: Lorem ipsum dolor sit amet...

Customer Service Represent... 13m
Van Tran: I will call Robin, Thanks!

John Smith 2h
John Smith: Can you help reschedule for Jud...

Nathan Cook Dec 27
You: I'll see you next week. Have a good day!

VSee Clinic Dec 27
Philipp Hofmann: Lorem ipsum dolor sit

Participants

- Me ★
- Penny Ng
- Erika Chuang
- Kenneth Provider ★
- Philipp Hofmann
- Yuri Krutalevich

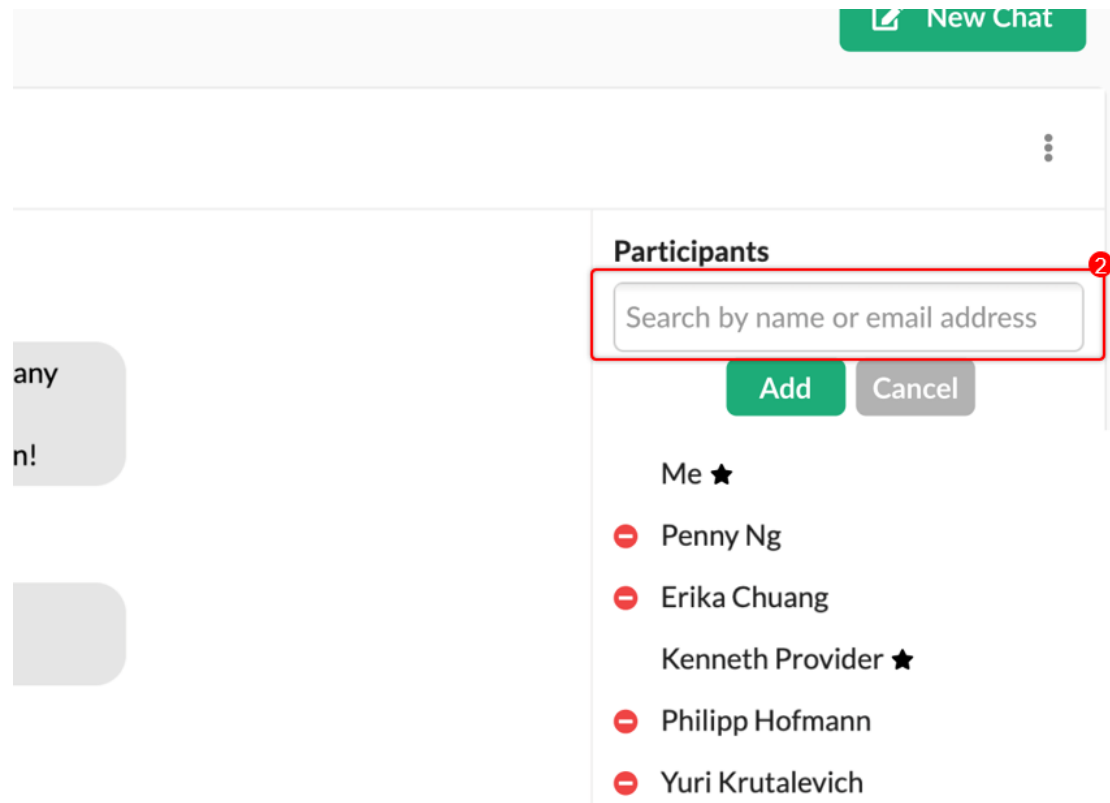
All earlier messages loaded.
-- 2021-12-1 --

Type your message here

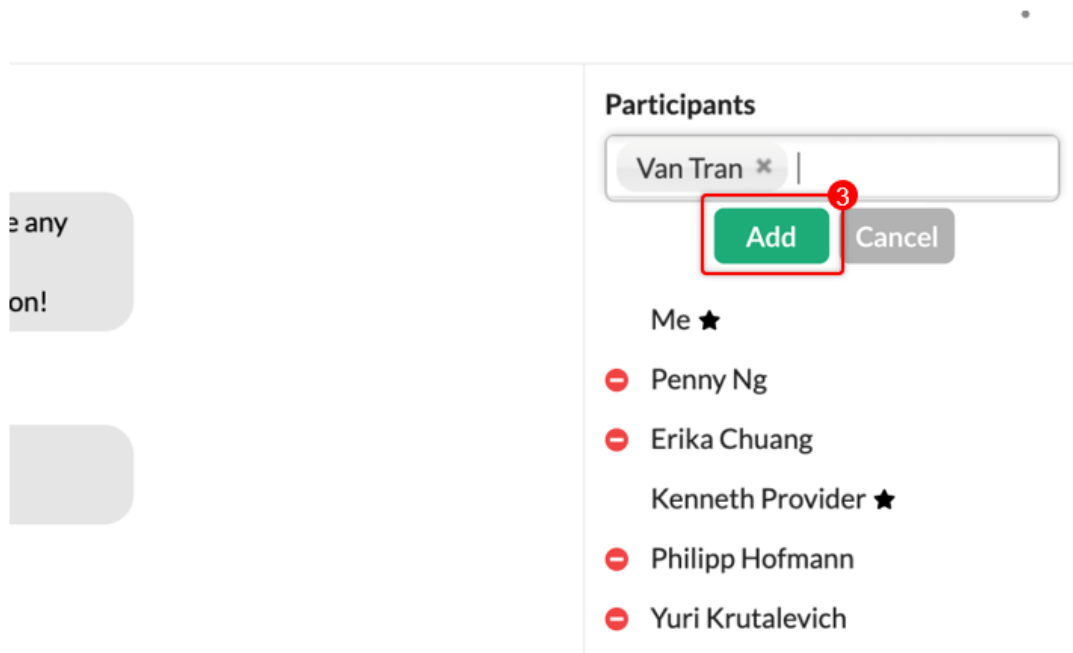
Cancel
Send

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.

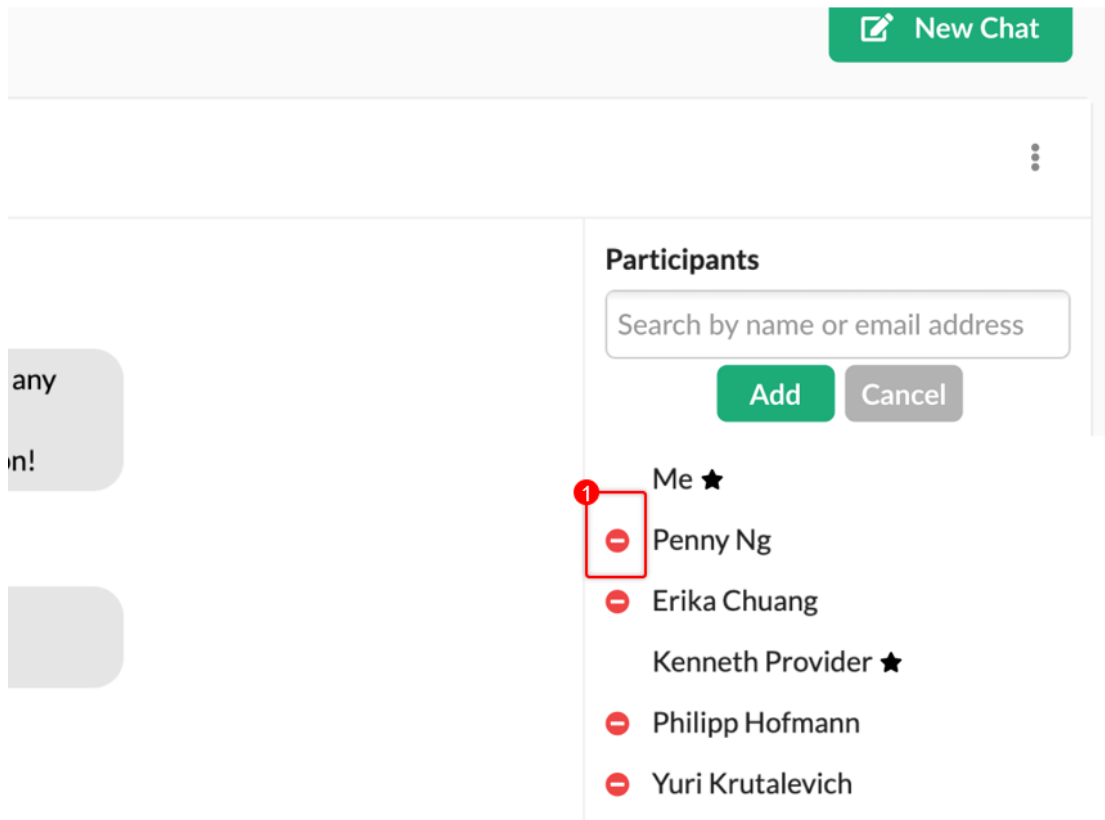


3. Click on the **Add** button.

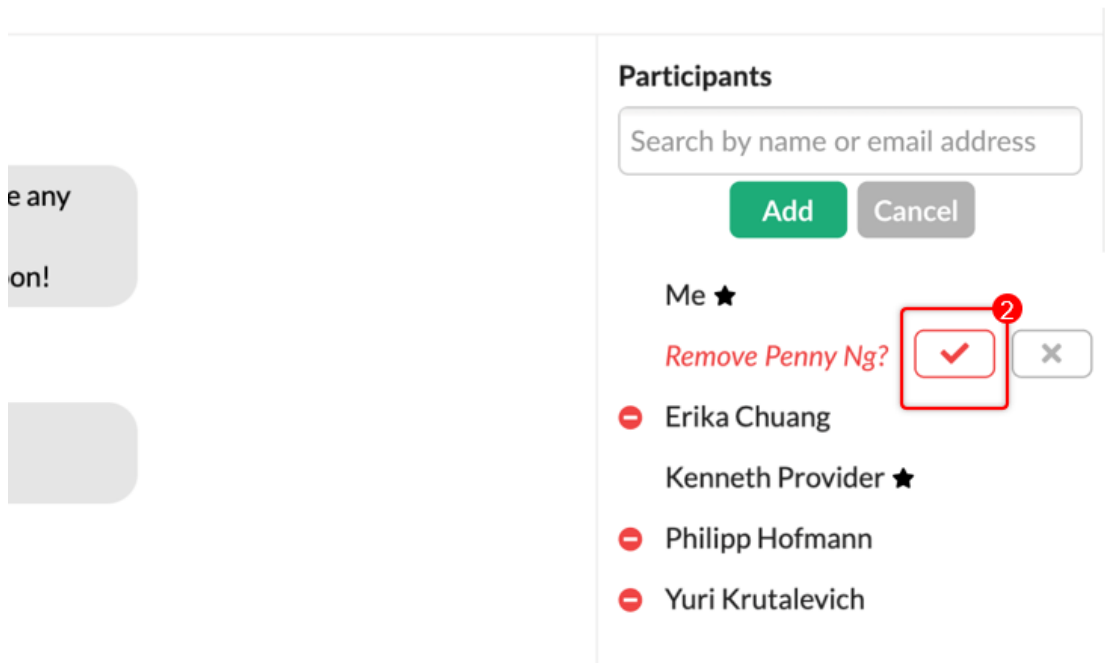


Remove a Participant

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.

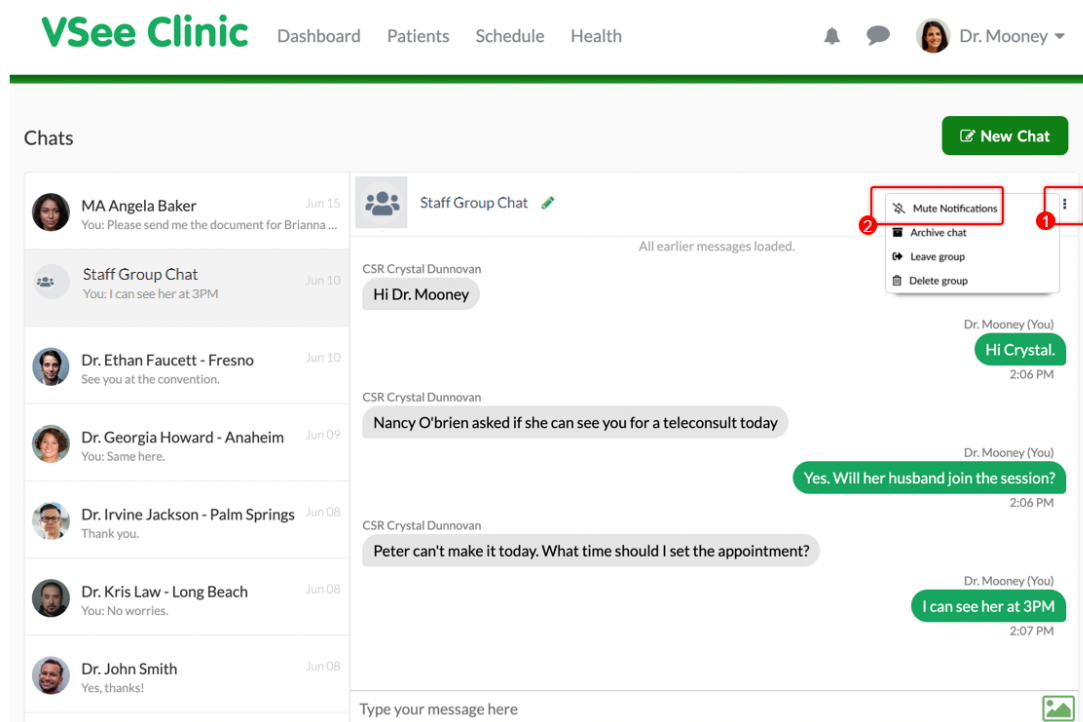


Manage Chat Options

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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All earlier messages loaded.

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Type your message here 


Archive Chat


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


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 Mute Notifications

 Archive chat

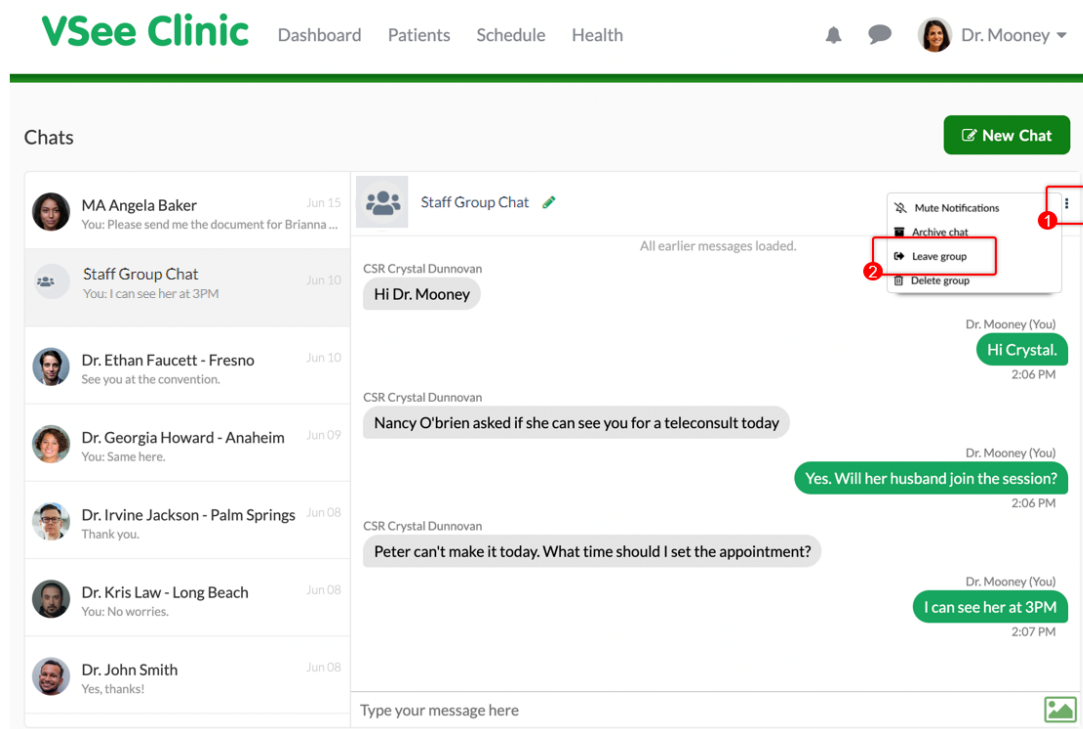
 Leave group

 Delete group

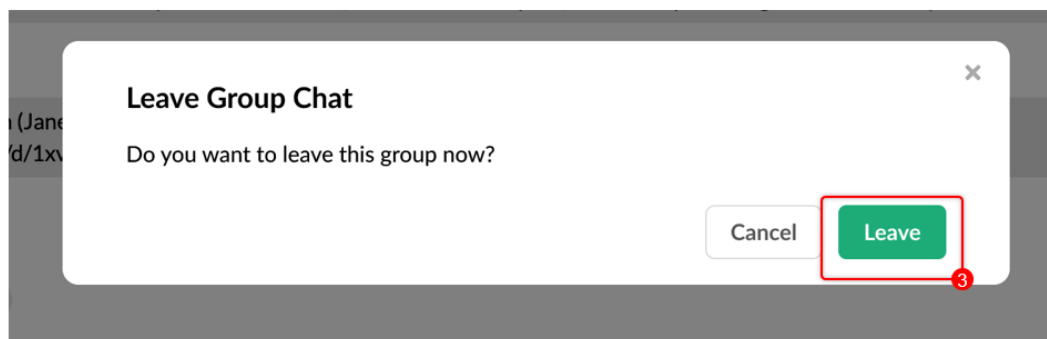
Note: You can bring the archived chat back to the list by clicking “New chat” and searching for that user/group name.

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. At the top, there is a navigation bar with the VSee Clinic logo and links for Dashboard, Patients, Schedule, and Health. On the right of the navigation bar, there are icons for notifications, a chat bubble, and a user profile for Dr. Mooney. Below the navigation bar, the main content area is titled 'Chats'. On the left side of this area is a list of chat conversations, each with a profile picture, name, and a timestamp. The conversations 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). On the right side is a detailed view of the chat with CSR Crystal Dunnovan. The chat history shows messages from CSR Crystal Dunnovan and Dr. Mooney (You). The messages include: 'Hi Dr. Mooney', 'Hi Crystal.', 'Nancy O'brien asked if she can see you for a teleconsult today', 'Yes. Will her husband join the session?', 'Peter can't make it today. What time should I set the appointment?', and 'I can see her at 3PM'. At the bottom of the chat view, there is a status message: 'You cannot send chat to this group'.

VSee Clinic Dashboard Patients Schedule Health

Dr. Mooney

Chats

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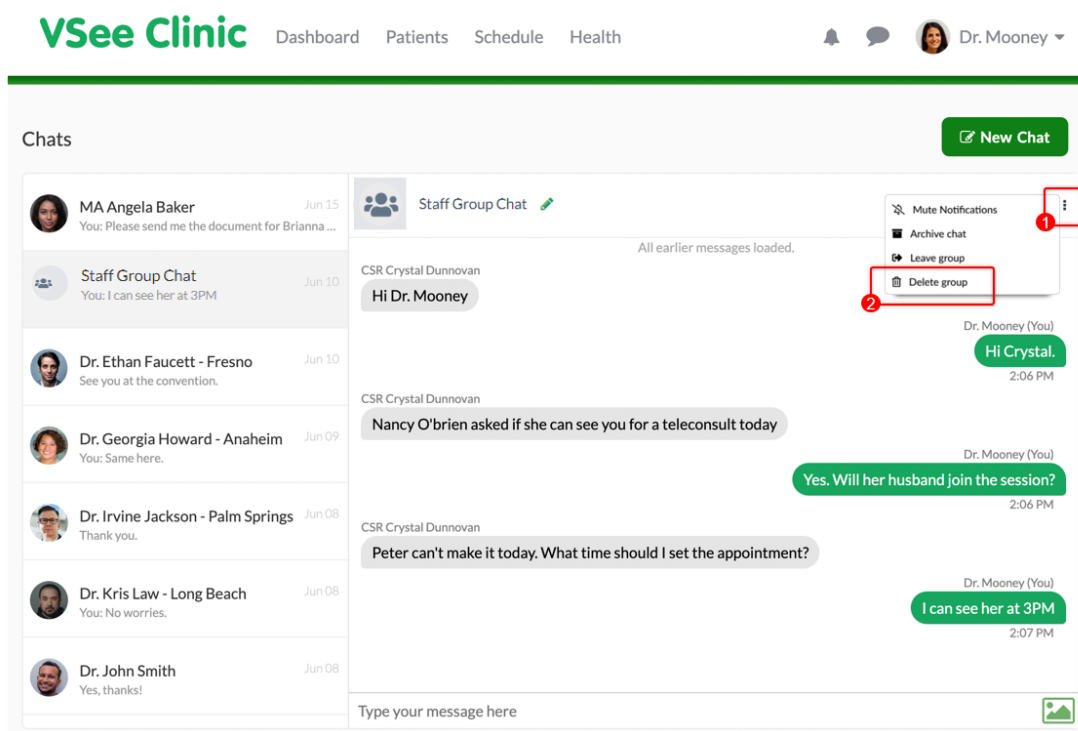
You left the group.

You cannot send chat to this group

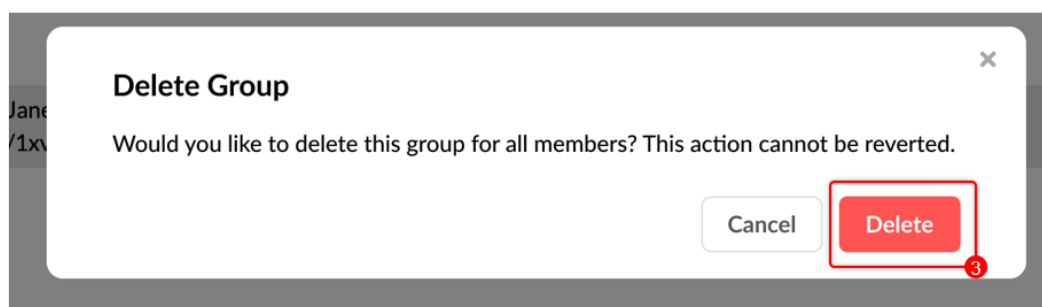
Delete Group

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

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