



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](#)

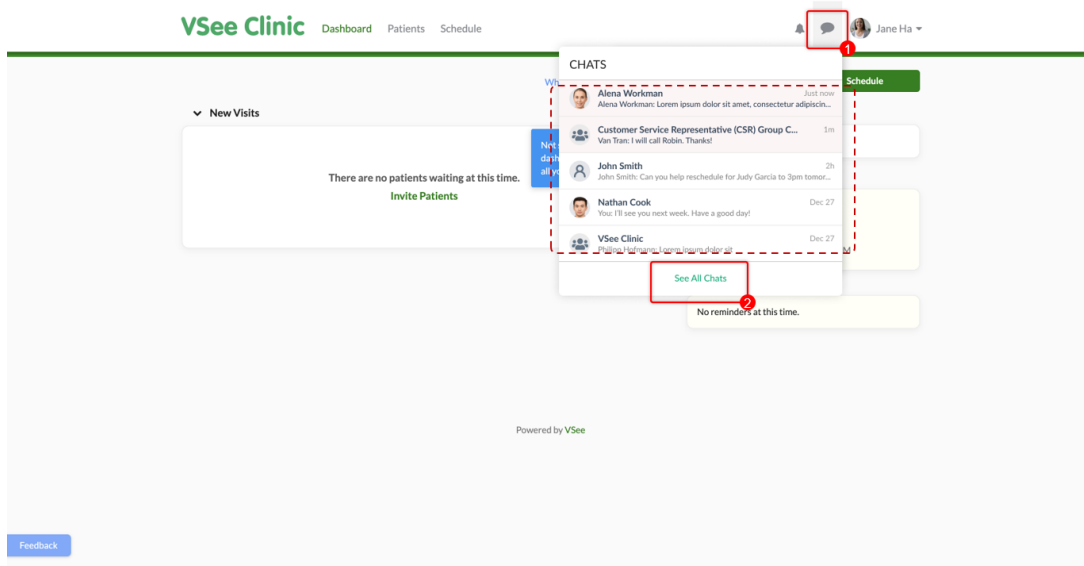
[Leave Group](#)

[Delete Group](#)

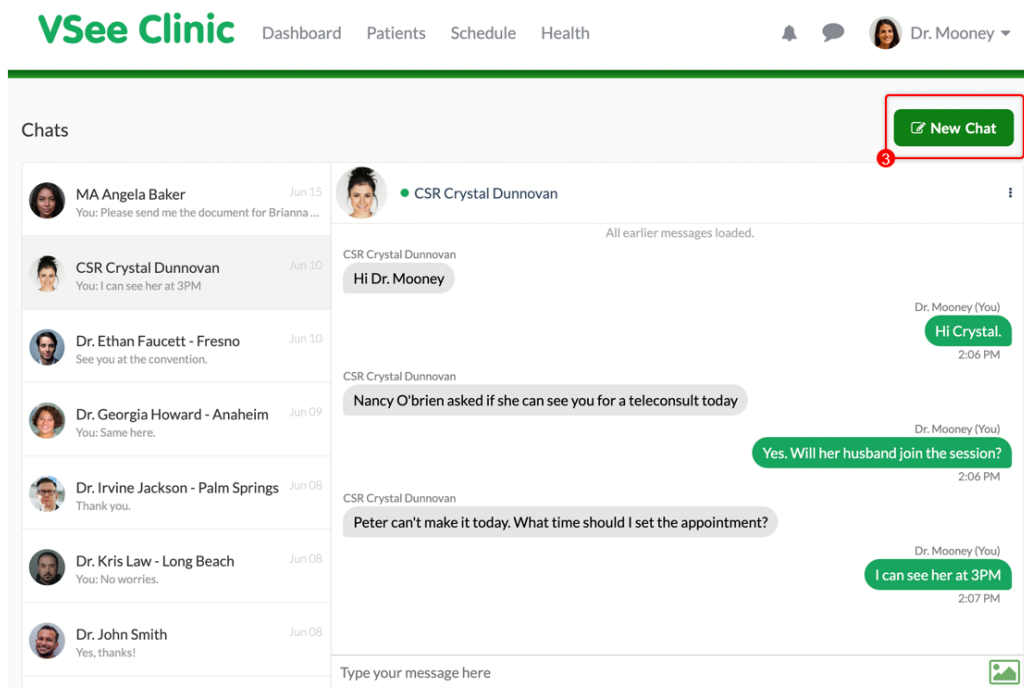
[Scope and Limitations](#)

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.

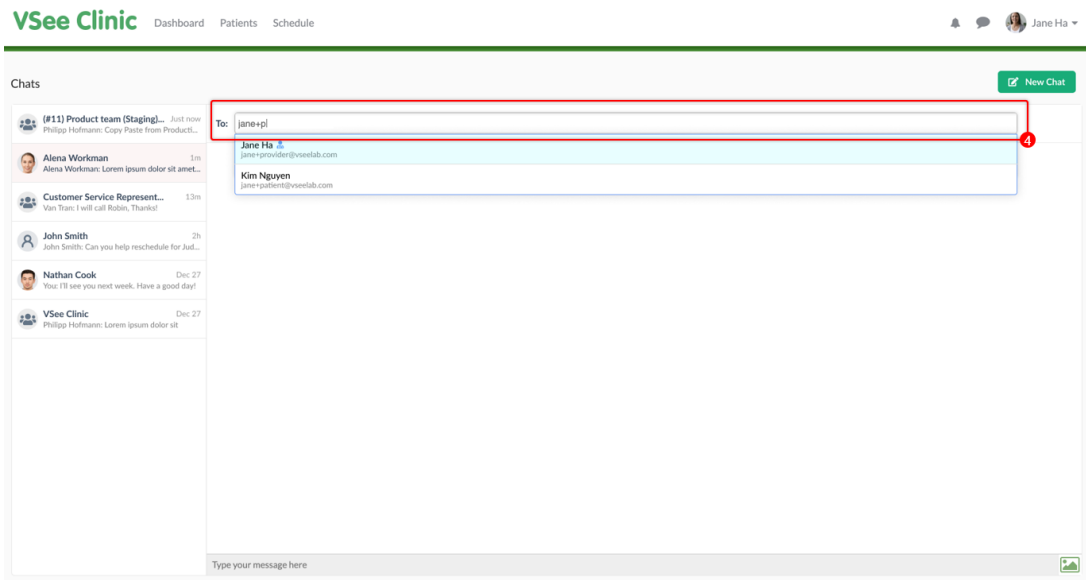


3. To create a new chat/conversation, click on **New Chat**.

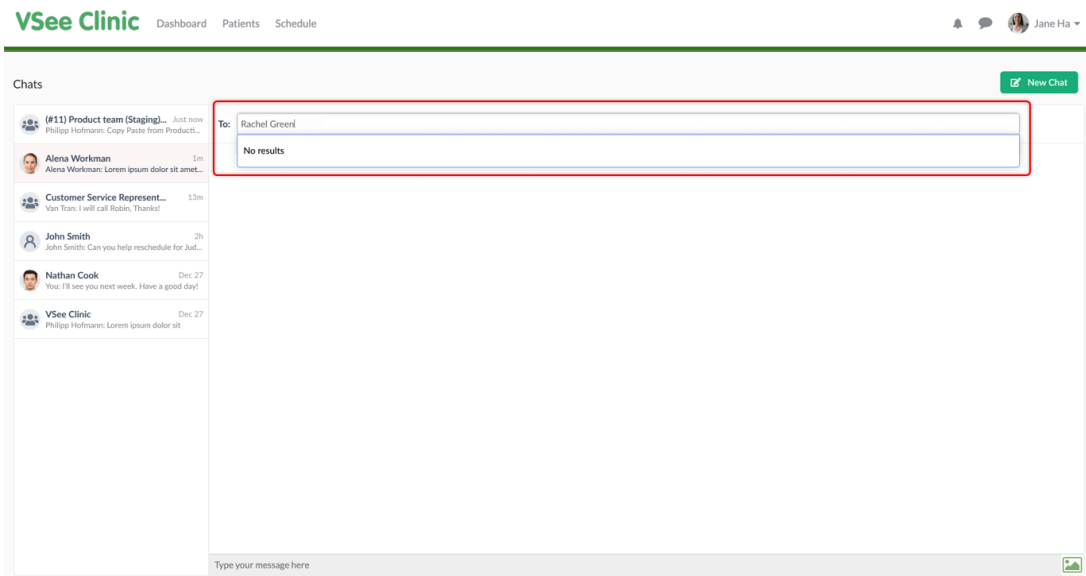


4. Type in the name or email address of the Provider/Staff you would like to chat with.

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

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 Dashboard Patients Schedule Jane Ha

Chats New Chat

- 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. Thank!
- 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

Staff Group Chat

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

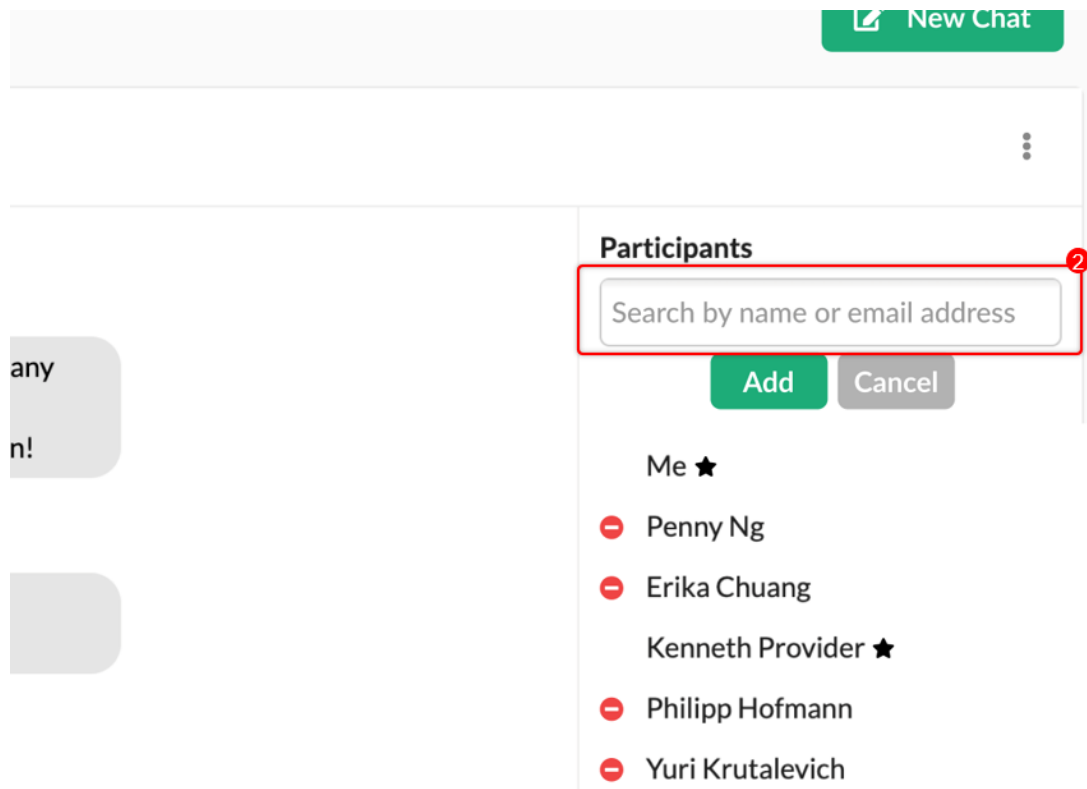
Participants

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

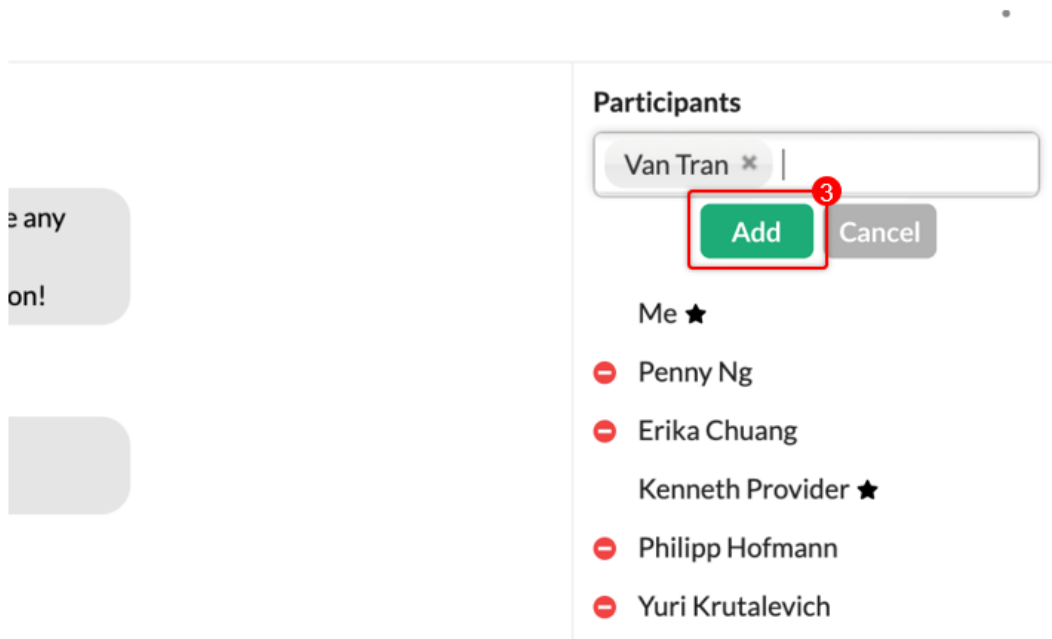
Type your message here

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.

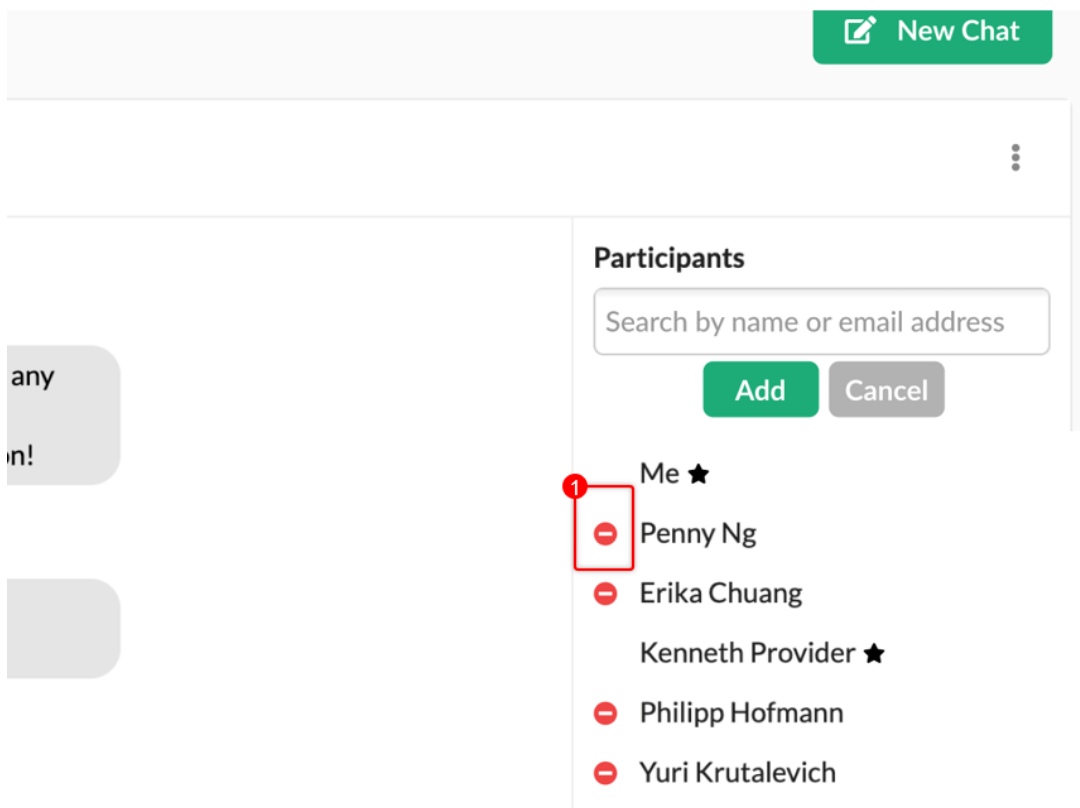


3. Click on the **Add** button.

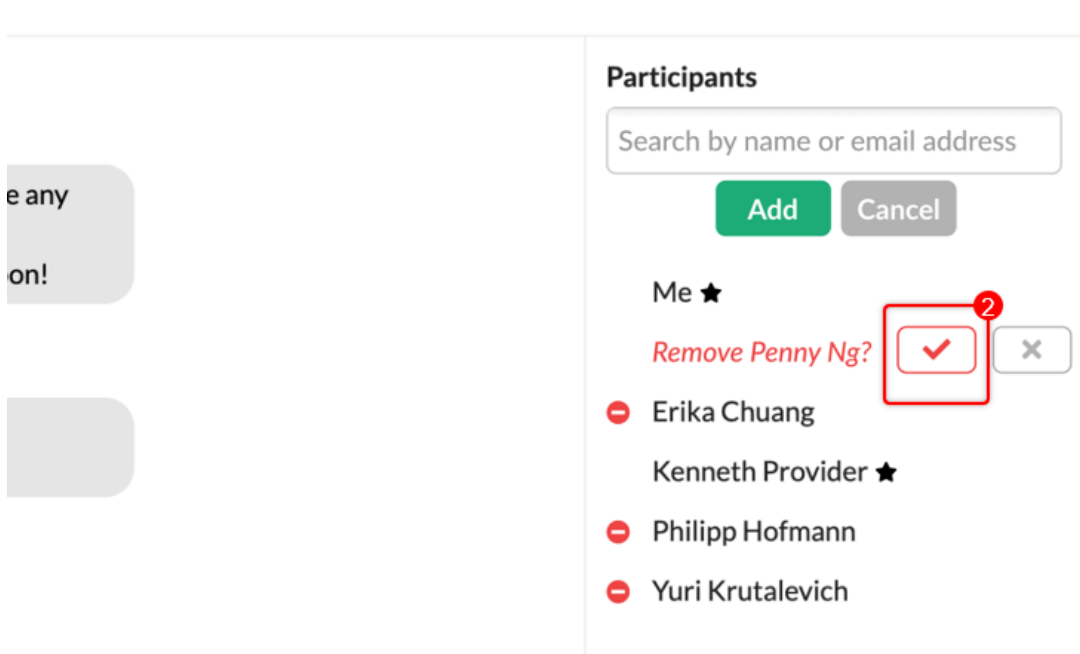


Remove a Participant

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.

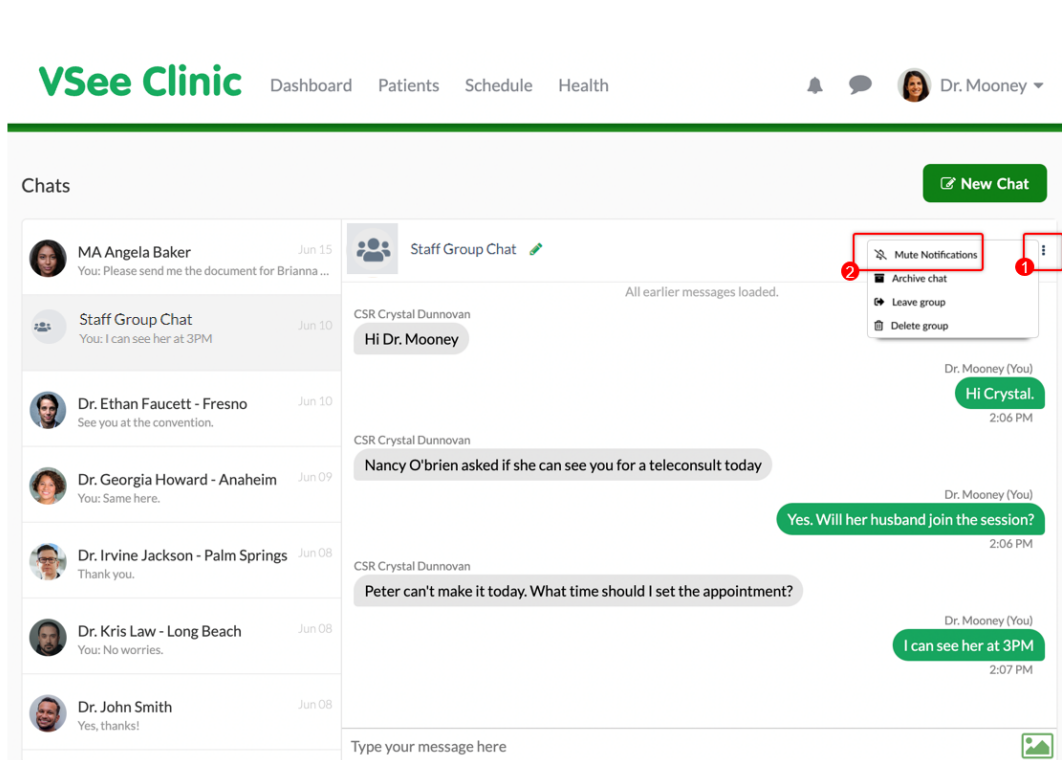


Manage Chat Options

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.

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Archive Chat

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

VSee Clinic Dashboard Patients Schedule Health Dr. Mooney

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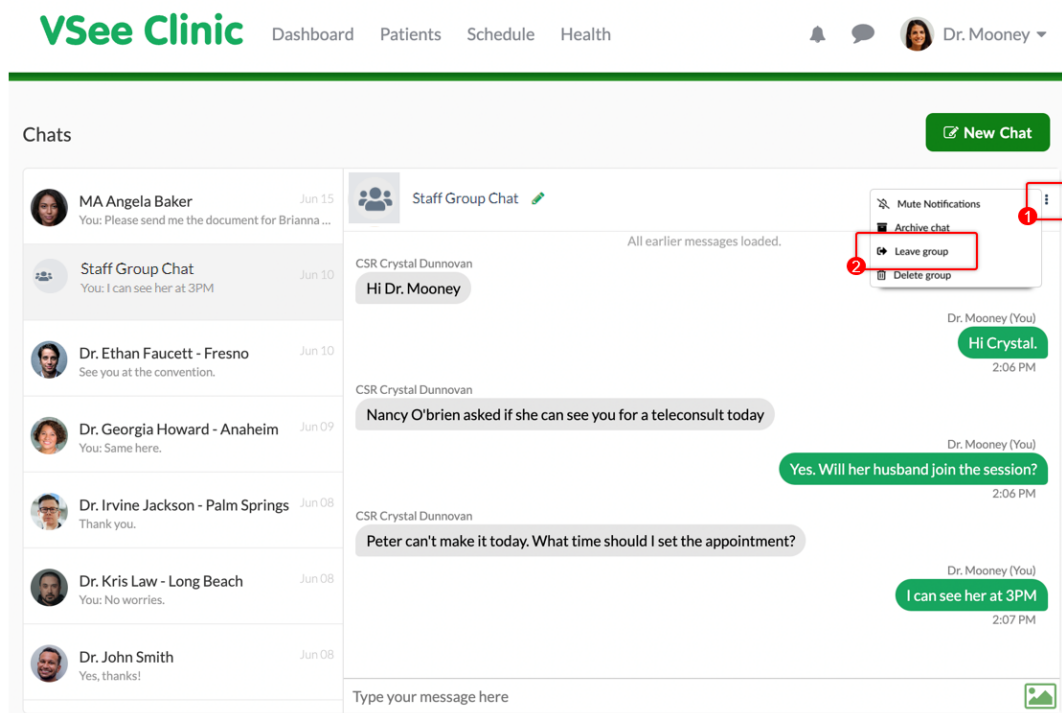
Type your message here

Mute Notifications
Archive chat
Leave group
Delete group

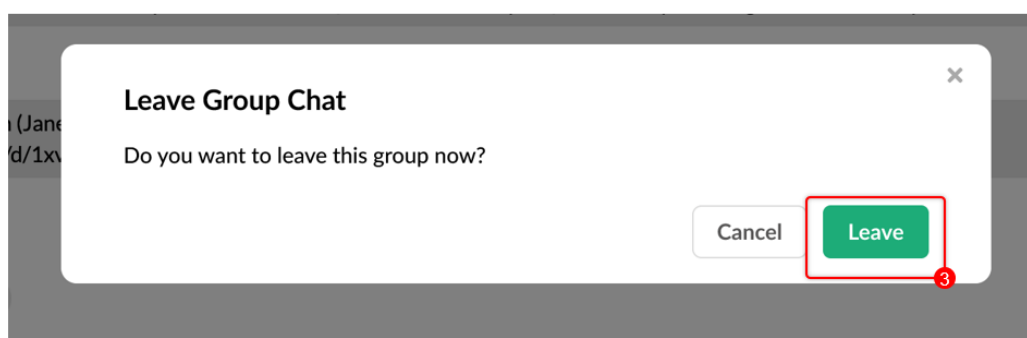
Note: You can bring the archived chat back to the list by clicking “New chat” and searching for that user/group name.

Leave Group Chat

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



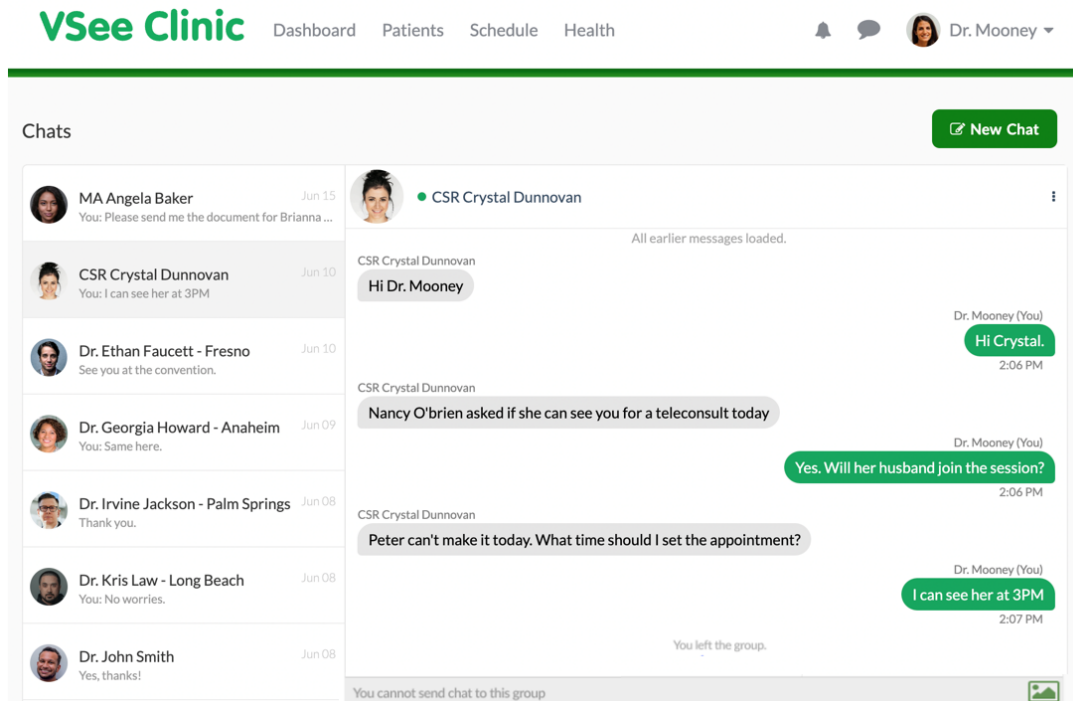
3. A pop-up notification will appear. Click on **Leave** to confirm.



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.



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**.

Chats

New Chat

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Type your message here

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

Delete Group

Would you like to delete this group for all members? This action cannot be reverted.

Cancel Delete

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.

Tags

chat

clinic chat

internal chat

staff chat

vc chat

webchat