



## 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](#)

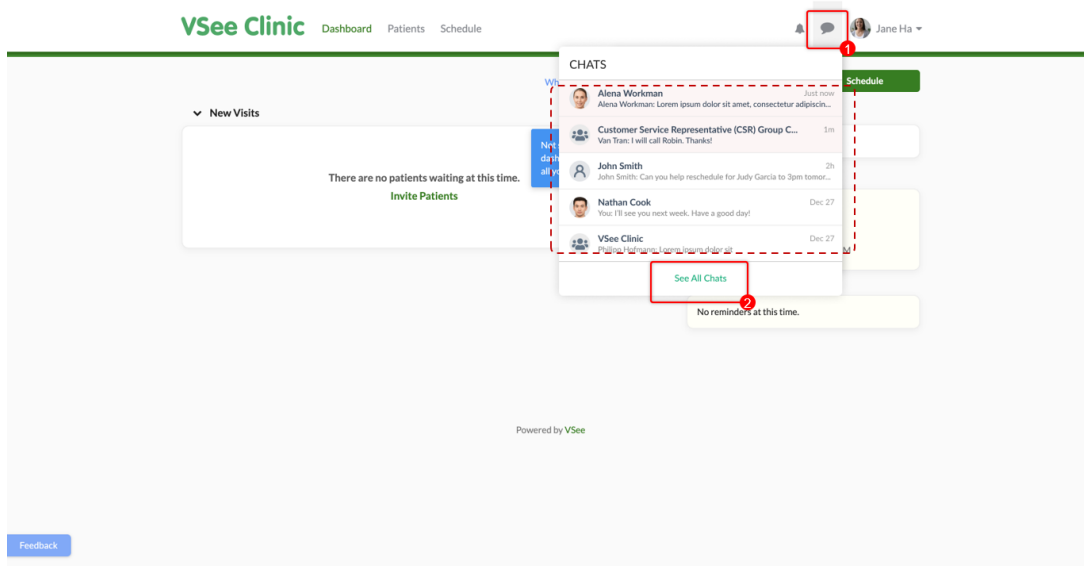
[Leave Group](#)

[Delete Group](#)

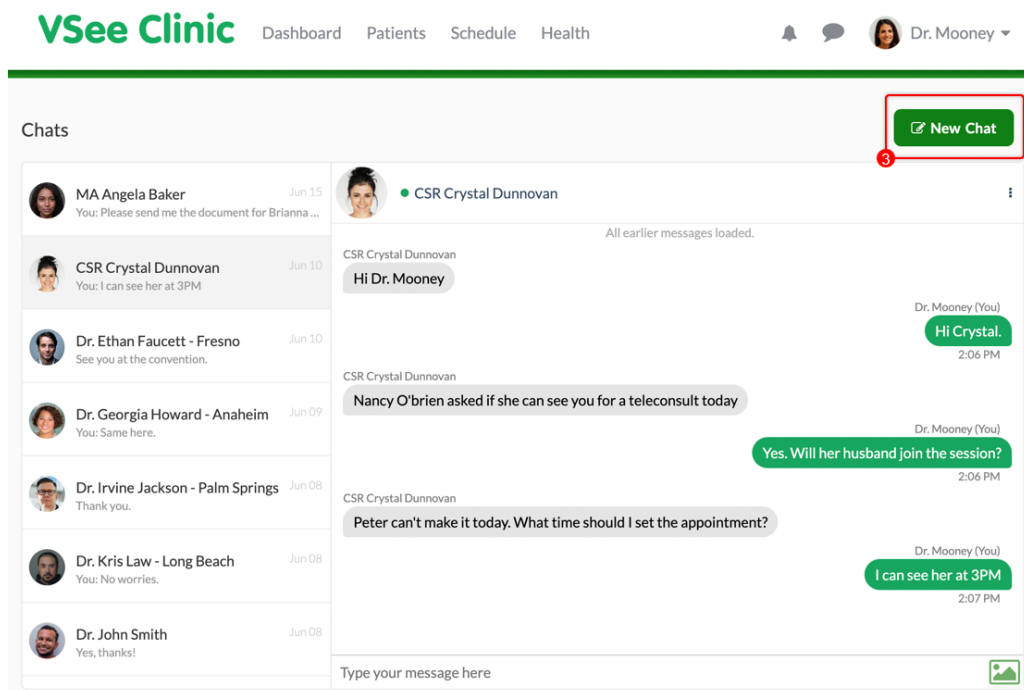
[Scope and Limitations](#)

### **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.

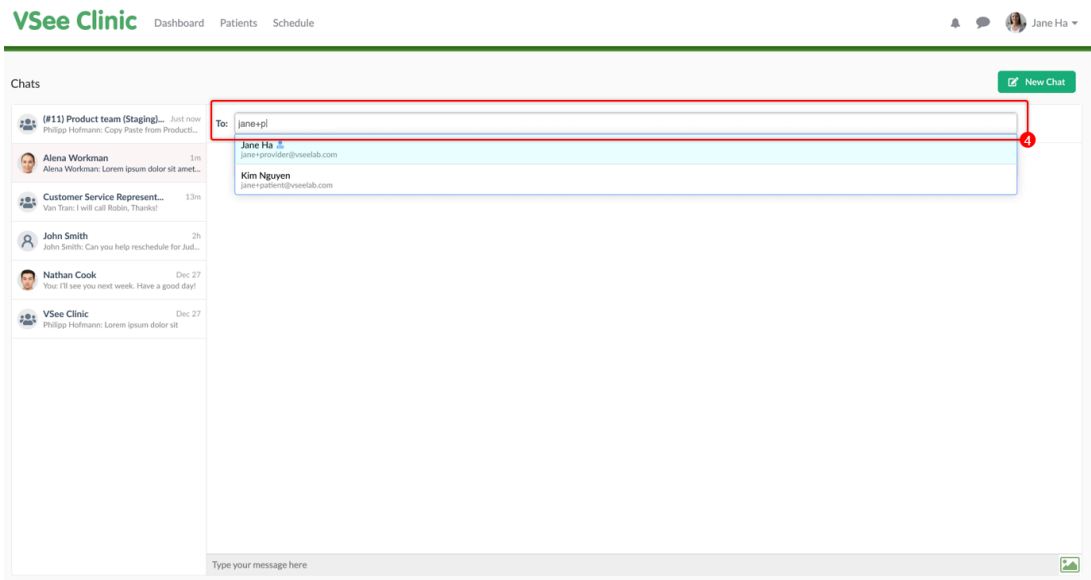


3. To create a new chat/conversation, click on **New Chat**.

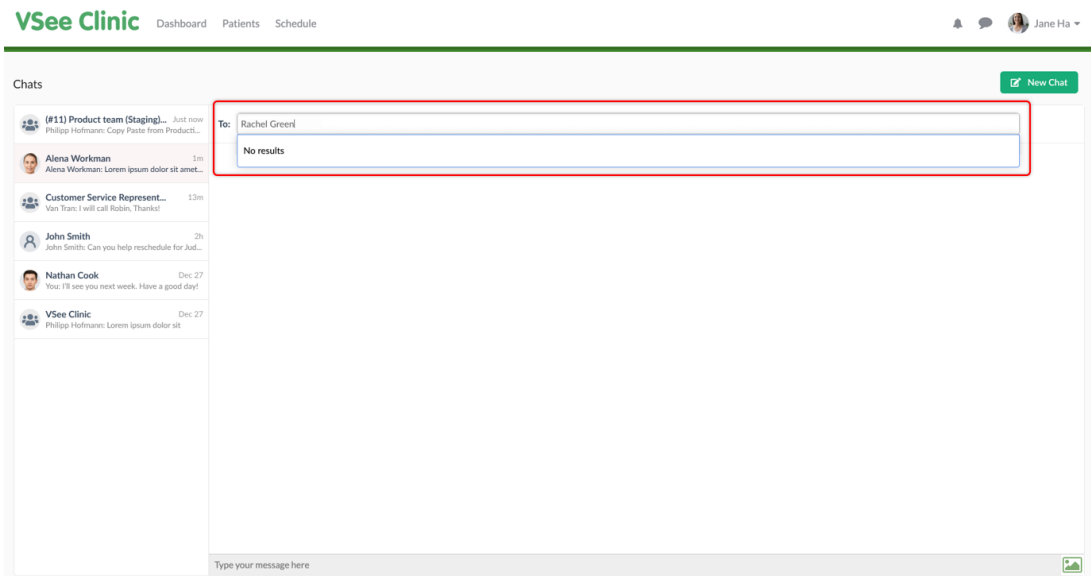


4. Type in the name or email address of the Provider/Staff you would like to chat with.

**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 --

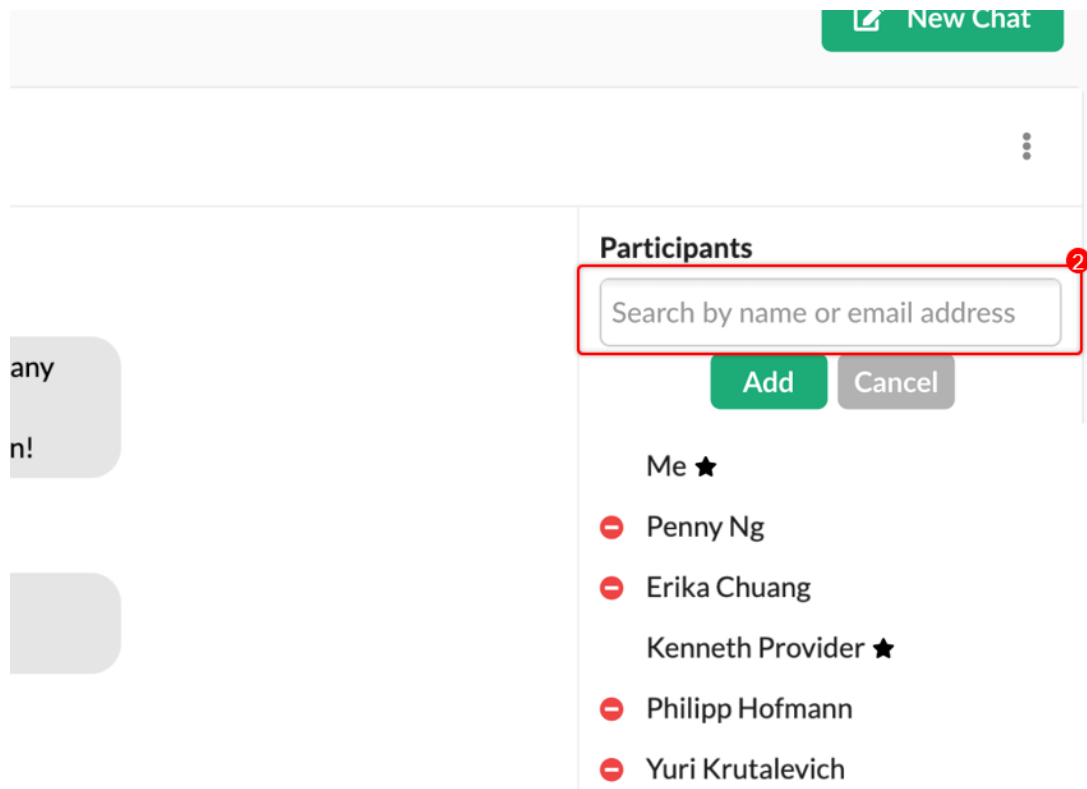
Participants

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

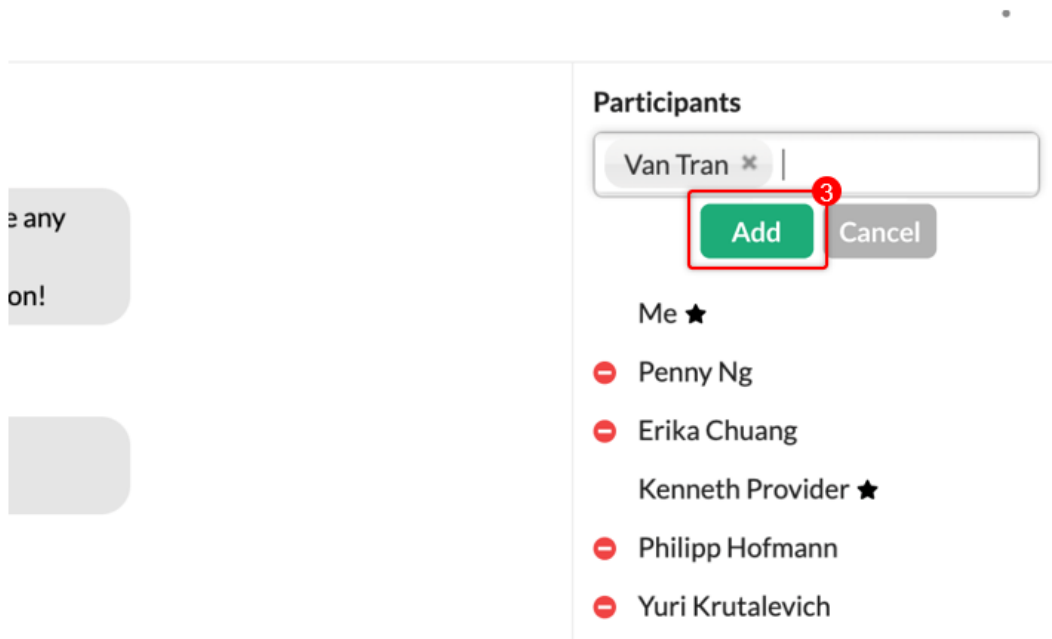
Type your message here

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.

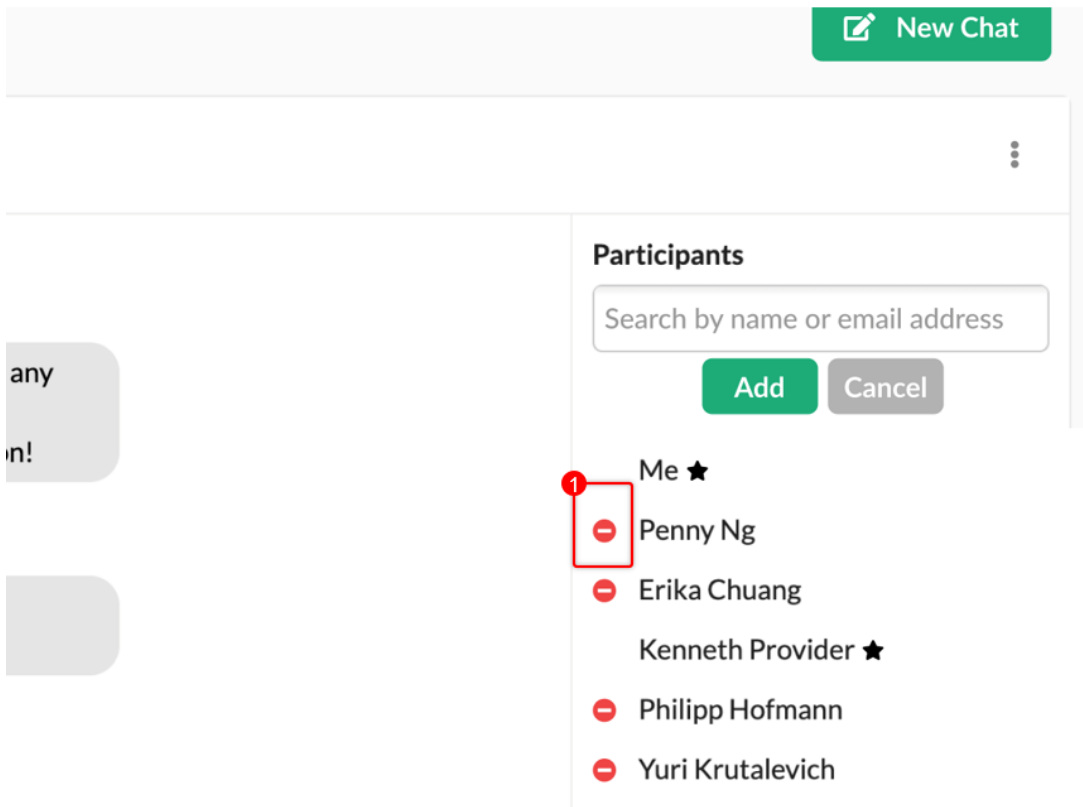


3. Click on the **Add** button.

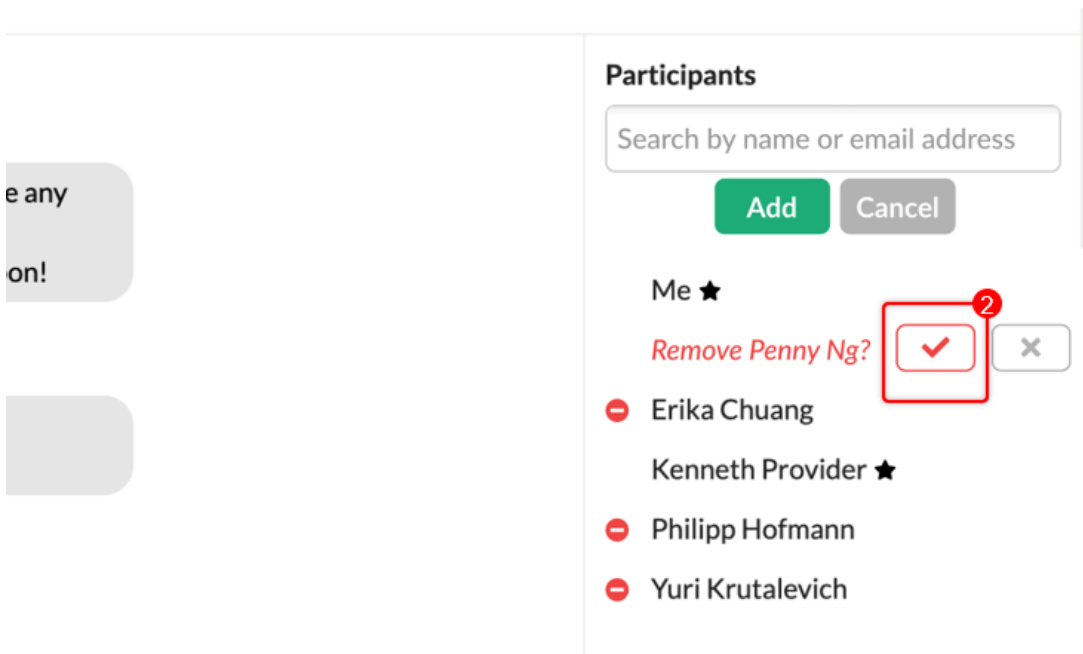


## Remove a Participant

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.

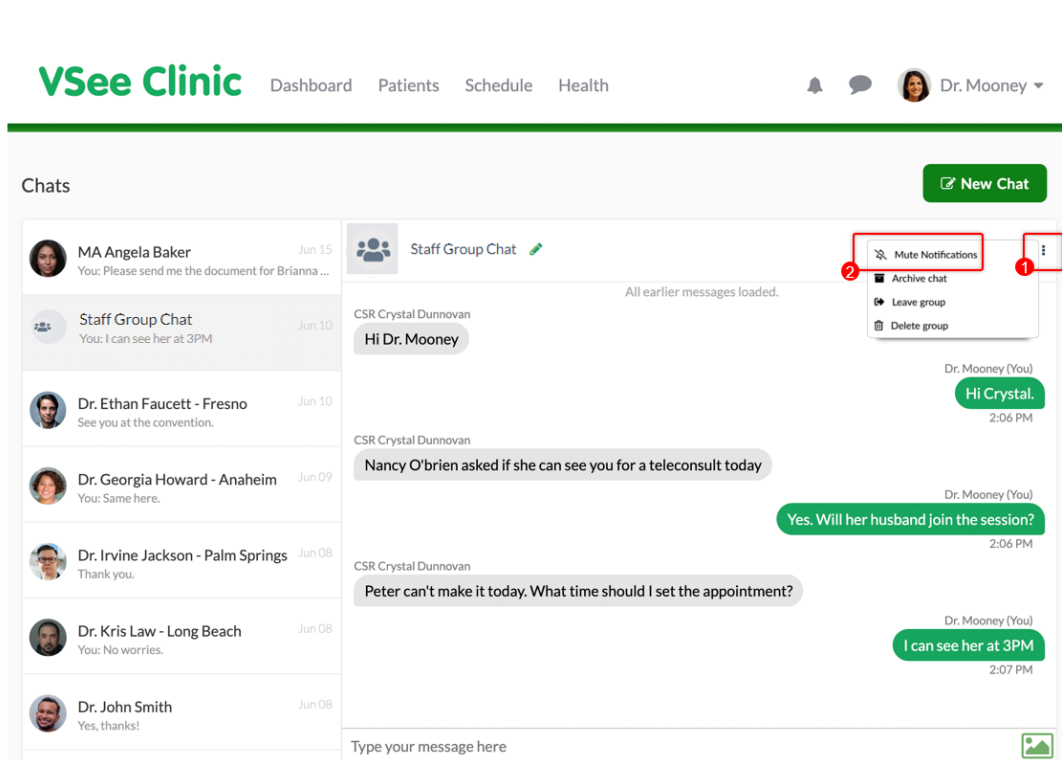


# Manage Chat Options

## 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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Type your message here

## 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

Chats New Chat

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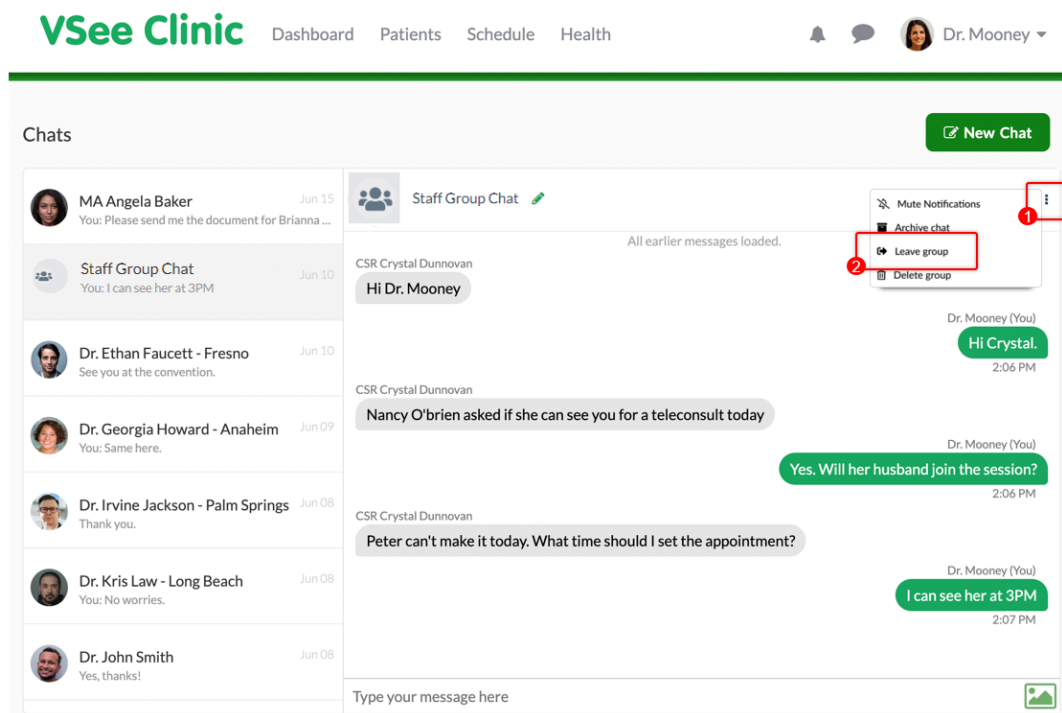
Type your message here

Mute Notifications  
Archive chat  
Leave group  
Delete group

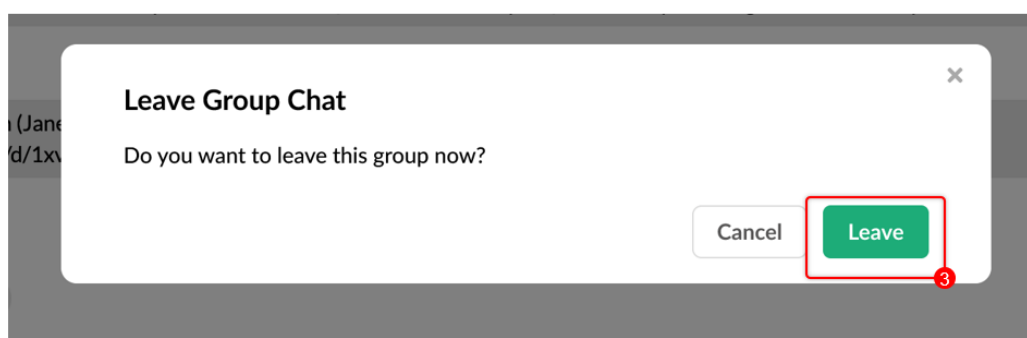
**Note:** You can bring the archived chat back to the list by clicking “New chat” and searching for that user/group name.

## Leave Group Chat

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



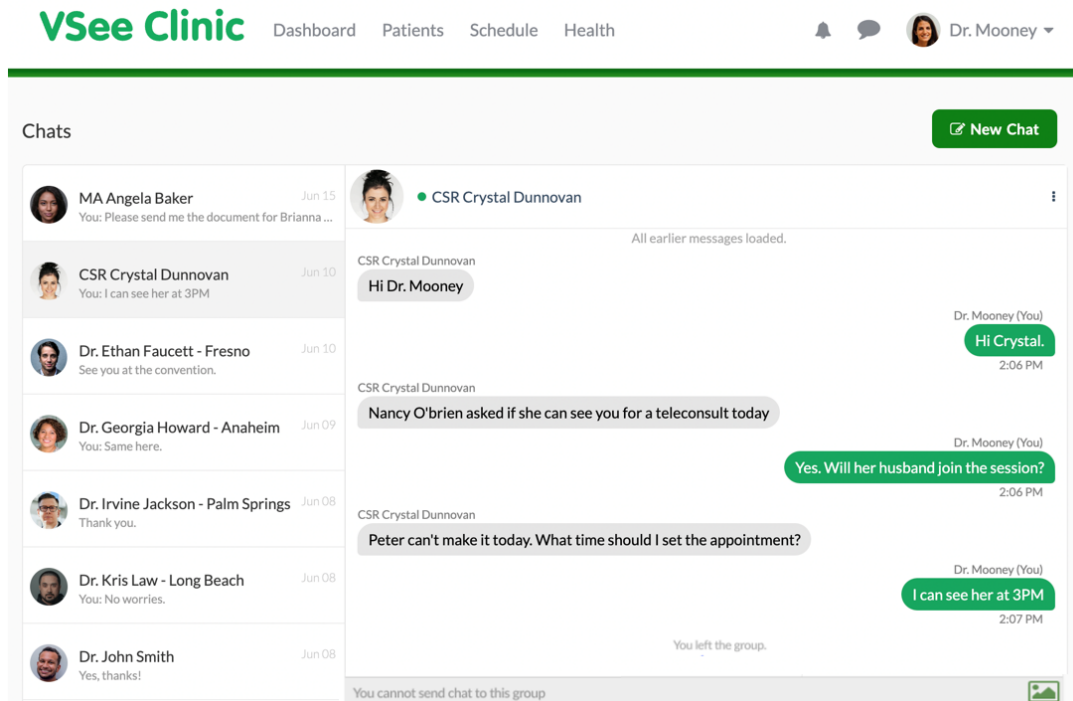
3. A pop-up notification will appear. Click on **Leave** to confirm.



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.”

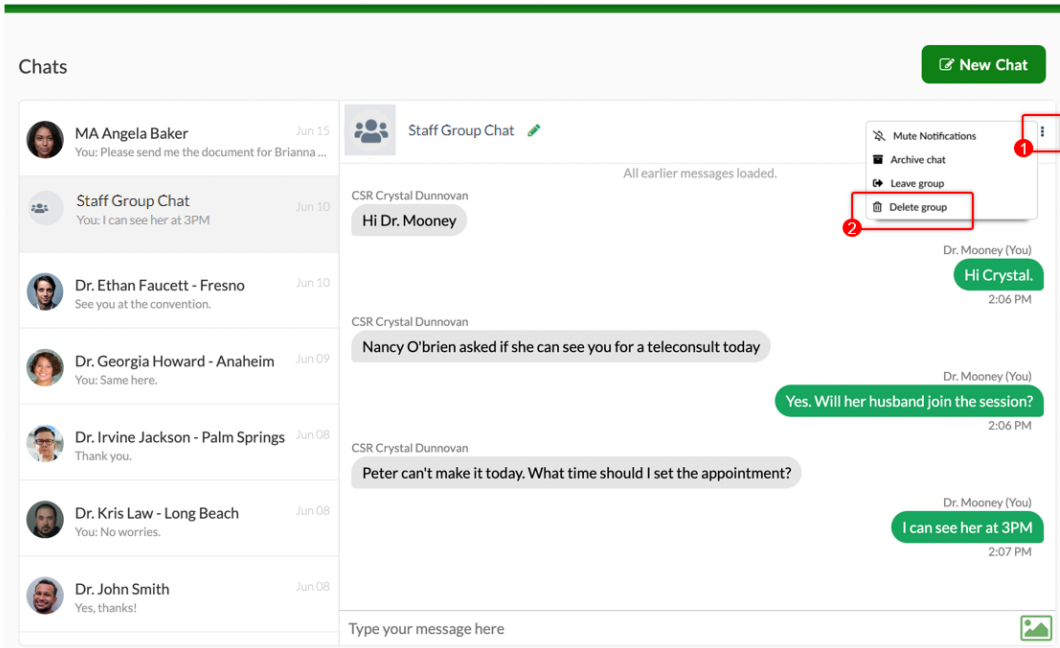
**Note:** You will not receive any new messages or updates from this group until someone adds you back in.



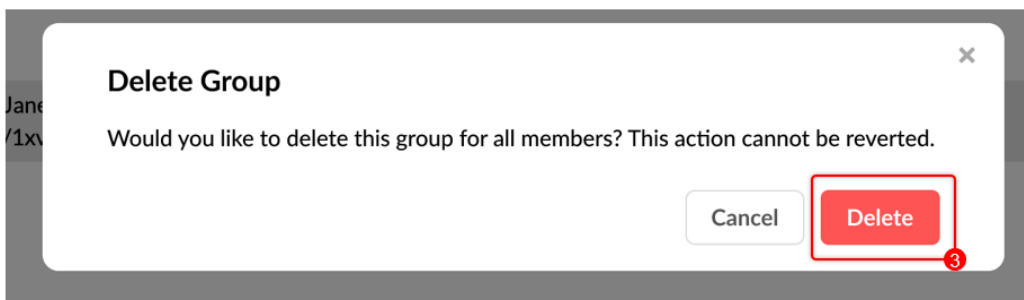
## Delete Group

**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**.



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](mailto:help@vsee.com).

## Tags

chat

clinic chat

internal chat

staff chat

vc chat

webchat