



[Knowledgebase](#) > [VSee Clinic for Providers](#) > [The Visit Chat feature](#)

## The Visit Chat feature

Jay-Ileen (Ai) - 2023-10-26 - [VSee Clinic for Providers](#)

The Visit chat stores all the chat conversations per visit. This is separate from the Direct Message/Private Message chat which is per patient.

After a call is over, the chat can continue until the Provider closes it off when the visit is over.

Also, when the visit is completed, all the participants and hosts will be kicked out of the call and it will capture the chat log, and add it back into the visit

- [How effective is this new chat feature?](#)
- How to Use the Visit Chat?
  - [Before the Call](#)
  - [During the Call](#)

### How effective is this new chat feature?

- We unified the multiple versions of chat in the VSee Clinic e.g. In-call chat, 1-1 chat, Group chat, etc.
- Provider or patient can communicate even before the call is happening as long as the Provider already initiated the chat
- The chat ends as soon as the visit has been marked completed

### How to Use the Visit Chat?

Once you can see the patient/s and participants of the visit in the Waiting room Dashboard, you can initiate the Visit chat.

#### Before the Call

1. Click on the **Visit Chat** button.

**VSee Clinic** Dashboard Patients Schedule Dr. Sarah Bays

Call Selected

What's new on this dashboard?

Ready for Visits (1)

Visit ID 1000529638, ... VSee Clinic

Aileen White Available (Waiting 2 mins)  
Female, 27 years  
General Care

John Available (Waiting 1 min)  
Guest

Brianna Offline (Waiting 2 mins)  
Guest

Add tag ...

Start a chat thread in this visit using the new in-visit chat.

Today's Schedule

Aileen White Sun, 17 Sep 2023 - 07:10 AM Dr. Sarah Bays, M.D. Video details

Reminder

Brianna Williams Visit #1000527076 Pending notes

Aileen White Visit #1000486526 Pending notes

Brianna Williams Visit #1000448316 Pending notes

Show more

Powered by VSee · Privacy Policy

*Note: On the patients' and guests' side, the Visit chat is currently greyed out. They are unable to initiate the chat, not unless they are already in the call with the Provider or the Provider already initiated the chat.*

If this is an emergency, please call 911.

You are in VSee Clinic. You are the next patient in line. Please stand by.

VSee

AW Aileen Wh...

J

John

Having issues with your in-browser video? [Join via VSee Messenger App](#)

2. The chat window will appear at the bottom right of the screen. Type your message in the field provided or send a photo.

**VSee Clinic** Dashboard Patients Schedule Dr. Sarah Bays

Call Selected

What's new on this dashboard?

Ready for Visits (1)

Visit ID 1000529638, ... VSee Clinic

Aileen White Available (Waiting 4 mins)  
Female, 27 years  
General Care

Dr. Sarah Bays

Last action by Dr. Sarah Bays

John Available (Waiting 3 mins)  
Guest

Brianna Offline (Waiting 4 mins)  
Guest

Add tag ...

Getting Ready (0)

In Progress (0)

There are no ongoing visits.

Recent (0)

What's new on this dashboard?

Invite Patient

Schedule

Today's Schedule

Aileen White  
Sun, 17 Sep 2023 - 07:10 AM  
Dr. Sarah Bays, M.D.  
Video  
[View Details](#)

Reminder

Brianna Williams  
Visit #1000527076  
Pending notes

Aileen White  
Visit #1000486526  
Pending notes

Brianna Williams  
Visit #1000448316  
Pending notes

**VISIT #1000529638**

Messages can be seen by all participants in this visit.

John  
Hi

Aileen White  
Hello Doc  
Seen ✓ 7:09 AM

Me  
Hello  
7:08 AM

2 Type your message here

Powered by VSee · [Privacy Policy](#)

The Visit ID number will appear as the chat window's name.

**VSee Clinic** Dashboard Patients Schedule Dr. Sarah Bays

Call Selected

What's new on this dashboard?

Ready for Visits (1)

Visit ID 1000529638, ... VSee Clinic

Aileen White Available (Waiting 4 mins)  
Female, 27 years  
General Care

Dr. Sarah Bays

Last action by Dr. Sarah Bays

John Available (Waiting 3 mins)  
Guest

Brianna Offline (Waiting 4 mins)  
Guest

Add tag ...

Getting Ready (0)

In Progress (0)

There are no ongoing visits.

Recent (0)

What's new on this dashboard?

Invite Patient

Schedule

Today's Schedule

Aileen White  
Sun, 17 Sep 2023 - 07:10 AM  
Dr. Sarah Bays, M.D.  
Video  
[View Details](#)

Reminder

Brianna Williams  
Visit #1000527076  
Pending notes

Aileen White  
Visit #1000486526  
Pending notes

Brianna Williams  
Visit #1000448316  
Pending notes

**VISIT #1000529638**

Messages can be seen by all participants in this visit.

John  
Hi

Aileen White  
Hello Doc  
Seen ✓ 7:09 AM

Me  
Hello  
7:08 AM

2 Type your message here

Powered by VSee · [Privacy Policy](#)

*Note: Do not confuse the Visit chat with the [Direct message/Private chat](#) with each patient.*

## During the Call

When you are on the call with the patient/s and the other participants of the visit. The Visit chat is clickable for all participants.

1. Click on the Visit Chat button on the menu tray. (Previously, this was the In-call chat)
2. Send your message or photos on the chat window that has the Visit ID number.

## Related Articles:

- [How to Use the Direct Message](#)

Need more assistance? Send us an email at [help@vsee.com](mailto:help@vsee.com) or check out the [Help](#) section under the Profile

Menu of your VSee Clinic.

- Tags
- [chat](#)
- [messaging](#)
- [visit chat](#)