

The On-Call Schedule Feature

Jay-Ileen (Ai) - 2024-04-17 - Scheduling

The On-Call Schedule gives you a simple way to manage and automate your on-call telehealth coverage. You can now:

- Set your clinic to automatically close if there are no on-call clinicians available
- Schedule a clinician or a clinician group to cover on-call time slots
- Automate alerts that only send to the assigned clinician(s) during their scheduled on-call time slots.
- Create custom clinician alert groups that will be notified in your preferred order of escalation

Note: Please contact [Sales](#) or your Account Manager to enable this feature in your Clinic.

Setting Up Your On-call Schedule

Define Your Clinic Walk-in/ On-call Hours

We have added settings to give you finer control over your clinic's Walk-in Hours. You now have the option to auto-open and close your waiting room to walk-ins based on your On-call Schedule. When you choose this option, your Clinic will automatically close during the hours when you have no clinicians scheduled for any On-call Schedule slots.



Walk-in Hours

Timezone
(UTC-07:00) Pacific Time (US & Canada)

Open - All the time
 Open - According to standard open hours
 Open - Only when there is Open Slot in Calendar for Walk-ins
 Close for walk-in visits

Room Closed Message
Patients and guests will not be able to walk-in to your waiting room when it's closed. Enter closure message below:

There are no Providers who are available for walk-in patients as of this time.

Visibility
 Public - anyone can search for the room in VSee Clinic mobile app.
 Unlisted - patient can only access the room using a link or a room code.

Visit Options

Description	Duration	Fee	Consultation Type	Visible to patients
15-min Consultation	15 minutes	Free Charge	Default	<input checked="" type="checkbox"/>
Group Consultation	15 minutes	Free Charge	Default	<input checked="" type="checkbox"/> ✕
Free Consultation	15 minutes	Free Charge	Default	<input checked="" type="checkbox"/> ✕

+ Add New Visit Option

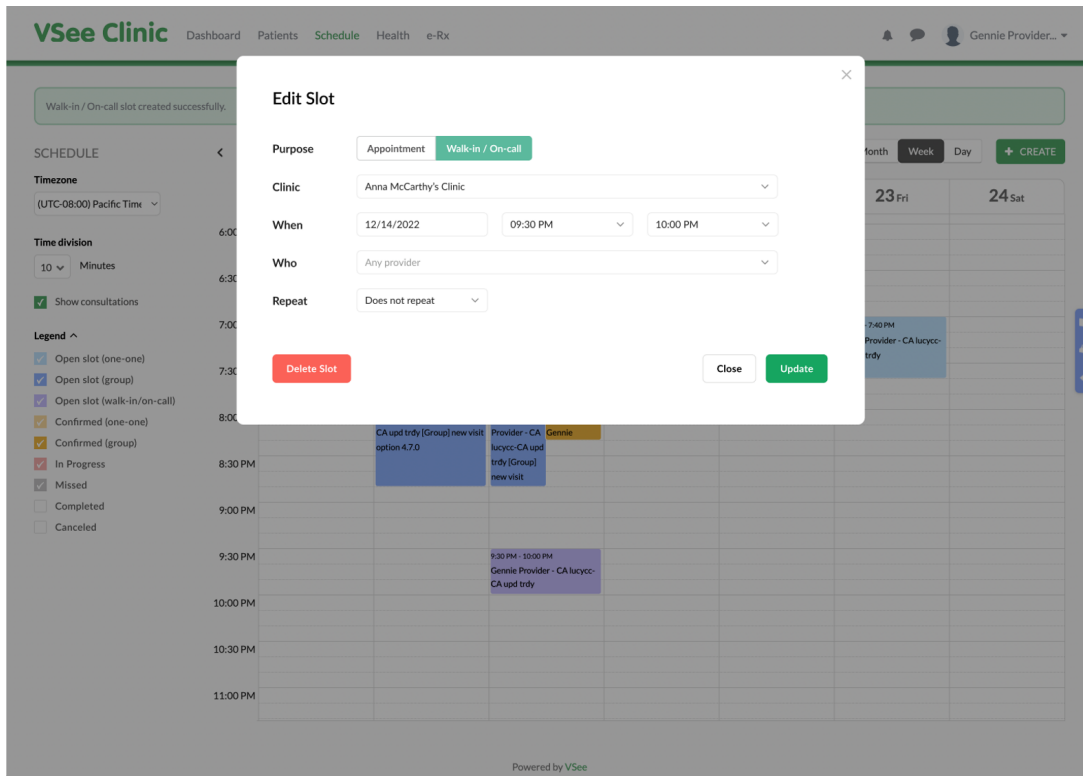
Update

For step-by-step instructions on how to set up walk-in/on-call hours, click [here](#).

Create On-call slots

On-call slots let you assign clinicians to cover specified walk-in hours. They can be easily distinguished from the appointment slots on your calendar. To create an on-call slot, simply create a new visit or edit an existing visit as usual. The first line now gives you the option to select either an Appointment slot or a Walk-in/On-call slot. Select Walk-in/On-call slot, and continue scheduling as you normally would.





For step-by-step instructions on how to create on-call slots, click [here](#).

Setting Up Your Clinician Alert Groups

Configure Your Patient Walk-in Alert Settings

With the Admin panel access, you can select your preferred Alert Settings. You can now set designated on-call clinicians and clinician groups to receive priority alerts as soon as a walk-in patient enters the waiting room.

Create Custom Alert Groups & Assign Escalation Order

Create a custom alert group and assign to which group to send the priority alert when no one has taken the visit based on escalation conditions.



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Gennie Provider...

ROOM DETAILS

Room Details Operating Hours Visit Options Advanced Educational Material Enable/Disable Features **Alert**

Alert Settings

When Patients with Appointments enter the waiting room

Alert all the providers in the waiting room
 Alert only the providers for the appointment

When Patients with Walk-in Visits enter the waiting room

Alert all the providers in the waiting room
 Custom alert

Alert group(s) have been successfully created.

Custom Alert Group

Alert will play according to this order.

Group Name	Max Time	Termination Condition	Members
Group 1	5 mins	Escalate to the next group	Gennie Provider - CA (gennie+ca@vseelab.com) Antoni Prod (antoni+lucycc+prd01@vseelab.com) Cindy IO (linh.lai+provider+io1@vseelab.com) 3 More
Group 2	10 mins	Stop the alert	Chau Provider (chau+provider@vseelab.com) van scc1 provider01 (van+scc1+provider01@vseelab.com) lucy po (lucy+po@vseelab.com) 11 More

Based on the current setting, the patient's walk-ins alert will stop after 15 mins.

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For step-by-step instructions on how to configure your alert settings, click [here](#).

Notes

- Once a walk-in patient enters the waiting room, all Providers who have set up on-call slots at that time will hear the sound alert notification
- There is no scheduled appointment for a walk-in/on-call slot. The walk-in visit is only created when a patient walks into the waiting room.
- Walk-in/on-call slots will be indicated in purple color
- Walk-in/on-call visits are not appointments. Therefore there is no appointment-related info - e.g. scheduled time, confirmed visit details.
- Providers can create slots for appointments (One to One and Group) and on-call schedule at the same time, hence slots overlapping is possible.
- Walk-in/On-call slots overlapping is possible too if this setting is being enabled at the clinic level (only selective clinics have this feature).

Related Articles

[How to Set up Walk-in Hours for On Call Schedule](#)

[How to Create On-Call Slots](#)

[How to Configure Alert Settings \(Admin\)](#)

Need more assistance? Send us an email at help@vsee.com or check out the [Help](#) section under the Profile Menu of your VSee Clinic.

Tags

Hunt Group Waiting Room Alert
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- [How to Configure Alert Settings \(Admin\)](#)
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