



Waiting Room Dashboard Phases and Statuses

Jay-Ileen (Ai) - 2023-08-12 - Getting to Know Your Dashboard

The Waiting Room Dashboard has 4 phases and 4 statuses that will help you identify and track the current progress of the visits of your patients within the VSee Clinic.

The table below shows the different phases and the equivalent status depending on where the patient is currently at or how the call went:

PHASES

Phase	Remarks
Getting Ready	Patient just entered the waiting room but is not yet finished giving microphone and camera permission; no one can call the patient yet
Ready for Visits	Patient is now available for call after giving microphone and camera permission
In Progress	Call already initiated by Provider and/or CSR
Recents	Patient intentionally hangs up or unintentionally got disconnected while in the call with Provider and/or CSR

WAITING ROOM STATUSES

Patient Status	PHASE			
	Ready for Visit	Getting Ready	In Progress	Recents
Offline		<ul style="list-style-type: none">• Patient just entered the waiting room but is not yet finished giving microphone and camera permission• No one can call the patient yet		<ul style="list-style-type: none">• Patient intentionally hangs up or unintentionally got disconnected while in the call with Provider and/or CSR• Provider/CSR may not be able to call/chat with Patient
Available		Patient is online and available for call		
In call			Patient is in the call with Provider and/or CSR	
Away	<ul style="list-style-type: none">• Patient became idle while waiting in queue, patient just needs to move mouse cursor or refresh browser to show as Available again, or tap the screen for Mobile users• Provider/CSR may not be able to call/chat with Patient		Patient became idle during call session, patient just needs to move mouse cursor or refresh browser to show as Available again, or tap the screen for Mobile users	

I. The **Getting Ready** phase immediately shows the patients who are trying to enter the waiting room but are still **offline**. During this phase, the patient is not yet done giving the microphone and camera permission. It is best not to chat or call the patient yet as they are not yet ready for the visit.

The screenshot shows the VSee Clinic dashboard with the user Sarah Miller. The 'Getting Ready (1)' section is highlighted with a red box. It displays a patient card for Aileen White, a 27-year-old female with an anxiety attack, who is currently offline and waiting for 0 minutes. The card includes a video call icon and a chat icon. The 'Ready for Visits (0)' section is also visible, showing no participants waiting. The 'E-Consult' section on the right lists two pending assignments for Brianna Williams, both assigned to Dr. Sarah Miller.

II. The **Ready for Visits** phase shows the patients who are **available** and are waiting for the call.

Note: You can already initiate a chat with this patient if needed.

The screenshot shows the VSee Clinic dashboard with the user Sarah Miller. The 'Ready for Visits (1)' section is highlighted with a red box. It displays a patient card for Aileen White, a 27-year-old female with an anxiety attack, who is now available and waiting for 1 minute. The card includes a video call icon and a chat icon. The 'Getting Ready (0)' and 'In Progress (0)' sections are also visible, showing no participants. The 'E-Consult' section on the right lists two pending assignments for Brianna Williams, both assigned to Dr. Sarah Miller.

III. The **In Progress** phase shows the patients who are already on the call with the

Provider. This confirms that the visit has started and is currently ongoing.

In this phase, the status will show as **In Call** and will show the Provider who is on the call with the patient/s.

The screenshot shows the VSee Clinic dashboard for Sarah Miller. The 'In Progress' section is highlighted with a red box, showing a patient named Aileen White (Female, 27 years, Anxiety attack) who is 'In call' with Sarah Miller. The patient's status is 'In call' and the provider's status is 'In call'. The last action by Sarah Miller is shown. The dashboard also includes sections for 'Ready for Visits (0)', 'Getting Ready (0)', 'Recent (0)', 'Today's Schedule', and 'E-Consult'.

When the Provider leaves the call but did not end the visit, the patient will remain under the "In Progress" phase but will show up with an **Available** status. This indicates that the patient is available for another call by another Provider or by a CSR.

The screenshot shows the VSee Clinic dashboard for Sarah Miller. The 'In Progress' section is highlighted with a red box, showing a patient named Aileen White (Female, 27 years, Anxiety attack) who is 'Available' with Sarah Miller. The patient's status is 'Available' and the provider's status is 'In call'. The last action by Sarah Miller is shown. The dashboard also includes sections for 'Ready for Visits (0)', 'Getting Ready (0)', 'Recent (0)', 'Today's Schedule', and 'E-Consult'.

Also, when the patient became idle while still in the call with the Provider, the status will show as **Away**.

Note: As soon as the Provider completes or ends the visit, the patient will no longer show up in the Waiting Room.

IV. The **Recent** phase shows those patients who became **offline** during the call session. There are cases wherein the patient can resume the call, not unless they had a power outage or lost their internet connection for a long time until the visit expired.

The screenshot shows the VSee Clinic dashboard interface. At the top, there's a navigation bar with 'VSee Clinic' logo and links for 'Dashboard', 'Patients', 'Schedule', 'Health', and 'e-Rx'. A user profile for 'Sarah Miller' is visible on the right. The main dashboard area is divided into several sections. On the left, there's a sidebar with expandable sections: 'Call Selected', 'Ready for Visits (0)', 'Getting Ready (0)', 'In Progress (0)', and 'Recent (1)'. The 'Recent (1)' section is highlighted with a red box. Below this, a patient card for 'Aileen White' is shown, indicating she is 'Offline'. The card includes her name, gender, age, and condition ('Anxiety attack'). It also shows the provider 'Sarah Miller' and the last action taken. On the right side of the dashboard, there are buttons for 'Invite Patient' and 'Schedule'. Below these, there's a 'Today's Schedule' section showing 'No appointments at this time.' and an 'E-Consult' section with two entries for 'Aileen White' and 'Brianna Williams', each with a visit ID and status.

*Note: The **Ready for Visits** and **In Progress** phases are expanded by default since these are phases that are more important to monitor.*

Make sure to utilize the **expand** and **collapse** arrows to adjust the view in the Waiting room dashboard and see only what you need to monitor.

VSee Clinic

DashboardPatientsSchedule

Jane Ha

☐ Call Selected

What's new on this dashboard?

☒ Ready for Visit (4)

☐ Visit ID 399001 New Patient Consult Room

Mike Johnson Available (Waiting 15 mins)

headache

NC

Add tag...

☐ Visit ID 399001 New Patient Consult Room

Micheal Armstrong Available (Waiting 3 mins)

migraine

insomnia

files-upload-1234567.jpg, dashboard-v2.jpg

Ready for Physician

☐ Visit ID 399001 New Patient Consult Room

Philip Taylor Available (Waiting 0 mins)

group consult

Urgent Care

☒ Getting Ready (1)

☒ In Progress (1)

☒ Visit ID 399001 New Patient Consult Room

Micheal Armstrong In call

Male, 35 years

Group therapy

files-upload-1234567.jpg, dashboard-v2.jpg

Jane Ha In call

Show all (+2)

Last action by Jane Ha

Philip Taylor Away

Group therapy

Ready for Physician

☐ Recents (0)

Today's Schedule

Reminders

No reminders at this time.

Powered by VSee

You now also can request to customize the intake information that is showing on the visit card. (e.g. visit option and State). *Please contact [Sales](#) or your Account Manager to enable this feature in your Clinic.*

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.

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Tags

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phases

waiting room