



Waiting Room Dashboard Phases and Statuses

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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 		<ul style="list-style-type: none"> • 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 'Getting Ready' phase selected. The dashboard includes a navigation bar with 'VSee Clinic', 'Dashboard', 'Patients', 'Schedule', 'Health', and 'e-Rx'. A user profile for Sarah Miller is visible in the top right. The main content area is divided into several sections: 'Call Selected' with a 'What's new on this dashboard?' link; 'Ready for Visits (0)' with a note 'There are no participants waiting at this time.'; 'Getting Ready (1)' (highlighted with a red box) showing a patient card for Aileen White (Female, 27 years, Anxiety attack) who is 'Offline (Waiting 0 mins)'; 'In Progress (0)' with a note 'There are no ongoing visits.'; and 'Recent (0)'. On the right side, there are buttons for 'Invite Patient' and 'Schedule', a 'Today's Schedule' section with 'No appointments at this time.', and an 'E-Consult' section with three entries for Aileen White and Brianna Williams, each with an 'Accept E-Consult' button.

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 'Ready for Visits' phase selected. The dashboard layout is similar to the previous one, but the 'Getting Ready' section is now empty. The 'Ready for Visits (1)' section (highlighted with a red box) shows the patient card for Aileen White, who is now 'Available (Waiting 1 min)'. The 'E-Consult' section remains the same, showing three entries for Aileen White and Brianna Williams.

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. At the top, there are navigation links for Dashboard, Patients, Schedule, Health, and e-Rx. The user is logged in as Sarah Miller. The main content area is divided into several sections:

- Call Selected:** A green button with a checkmark icon.
- Ready for Visits (0):** A dropdown menu showing 0 participants waiting.
- Getting Ready (0):** A dropdown menu showing 0 participants getting ready.
- In Progress (1):** A dropdown menu showing 1 patient in progress, highlighted with a red box. The patient is Aileen White, Female, 27 years, with an anxiety attack. She is currently in a call with Sarah Miller. The status is "In call".
- Recent (0):** A dropdown menu showing 0 recent visits.
- Today's Schedule:** A section showing "No appointments at this time."
- E-Consult:** A section showing two e-consults:
 - Aileen White, Visit #27179562, New - Pending Assignment, Fri, 13 Jan 2023 - 12:53 PM. Status: "Accept E-Consult".
 - Brianna Williams, Visit #23657336, New - Assigned to Dr. Sarah Miller, Fri, 15 Jul 2022 - 01:32 PM.

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, similar to the previous one. The main content area is divided into several sections:

- Call Selected:** A green button with a checkmark icon.
- Ready for Visits (0):** A dropdown menu showing 0 participants waiting.
- Getting Ready (0):** A dropdown menu showing 0 participants getting ready.
- In Progress (1):** A dropdown menu showing 1 patient in progress, highlighted with a red box. The patient is Aileen White, Female, 27 years, with an anxiety attack. She is currently in a call with Sarah Miller. The status is "Available".
- Recent (0):** A dropdown menu showing 0 recent visits.
- Today's Schedule:** A section showing "No appointments at this time."
- E-Consult:** A section showing two e-consults:
 - Aileen White, Visit #27179562, New - Pending Assignment, Fri, 13 Jan 2023 - 12:53 PM. Status: "Accept E-Consult".
 - Brianna Williams, Visit #23657336, New - Assigned to Dr. Sarah Miller, Fri, 15 Jul 2022 - 01:32 PM.

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 displays the VSee Clinic dashboard interface. At the top, there is a navigation bar with the VSee Clinic logo and menu items: Dashboard, Patients, Schedule, Health, and e-Rx. On the right side of the navigation bar, there is a user profile for Sarah Miller. Below the navigation bar, the dashboard is divided into several sections. On the left, there are four expandable/collapsible filters: 'Call Selected', 'Ready for Visits (0)', 'Getting Ready (0)', and 'In Progress (0)'. The 'Recent (1)' filter is currently selected and highlighted with a red box. Below the filters, a visit card is displayed for 'Aileen White', a 27-year-old female with 'Anxiety attack'. The card shows her profile picture, name, age, and condition. It also indicates she is 'Offline' and shows a video call icon. The card is assigned to 'Sarah Miller' and notes 'Last action by Sarah Miller'. On the right side of the dashboard, there are buttons for 'Invite Patient' and 'Schedule'. Below these, there is a 'Today's Schedule' section with a message 'No appointments at this time.' and an 'E-Consult' section. The E-Consult section lists three items: 'Aileen White, Visit #27179562, New - Pending Assignment, Fri, 13 Jan 2023 - 12:53 PM' with an 'Accept E-Consult' button; 'Brianna Williams, Visit #23657336, New - Assigned to Dr. Sarah Miller, Fri, 15 Jul 2022 - 01:32 PM'; and 'Brianna Williams, Visit #23657230'.

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.

Call Selected What's new on this dashboard? Invite patients Schedule

Ready for Visit (4)

- Visit ID 399001 New Patient Consult Room
 - Mike Johnson Available (Waiting 15 mins) No Host
 - headache NC
 - Add tag...
- Visit ID 399001 New Patient Consult Room
 - Micheal Armstrong Available (Waiting 3 mins) No Host
 - 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) No Host
 - 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
 - Philip Taylor Away
 - Group therapy
 - Ready for Physician

Jane Ha In call
Show all (+2)
Last action by Jane Ha

Recents (0)

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Today's Schedule

Reminders

No reminders at this time.

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

- dashboard
- phases
- waiting room