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VSee Clinic 5.2 - New Unified Visit Chat Experience and Upcoming Phase-Out of the Old Visit PageS

2023-09-22 - Jay-Ileen (Ai) - [VSee Clinic](#)

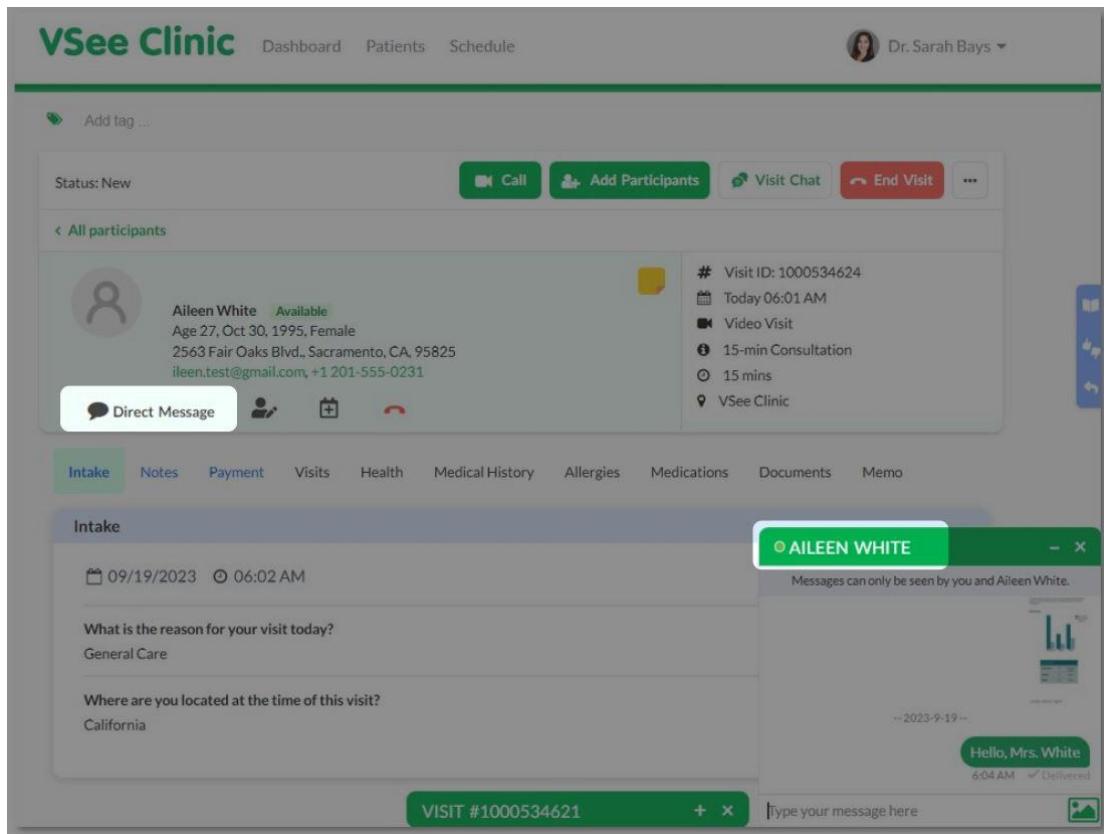
On Sept. 25, we will be improving your secure chat experience with our new unified Visit Chats. This is also a heads-up that we will soon be phasing out the old Visit Page UI.

New Unified Visit Chat

Get a more unified chat experience with our new **Visit Chat** feature. We are now bringing together all the chat conversations that happen within a Visit for easier chat records organization and retrieval.

Note: Direct Message is a separate thread that providers have per patient.

The screenshot shows the VSee Clinic 5.2 interface. At the top, there is a navigation bar with 'VSee Clinic', 'Dashboard', 'Patients', 'Schedule', and a user profile for 'Dr. Sarah Bays'. Below the navigation bar, there is a toolbar with buttons for 'Call', 'Add Participants', 'Visit Chat' (which is highlighted in white), 'End Visit', and more. The main area shows a patient profile for 'Aileen White' with details: Available, Age 27, Oct 30, 1995, Female, 2563 Fair Oaks Blvd., Sacramento, CA, 95825, and email 'ileen.test@gmail.com, +1 201-555-0231'. To the right of the patient profile, there is a summary of the visit: Visit ID: 1000534624, Today 06:01 AM, Video Visit, 15-min Consultation, 15 mins, and VSee Clinic. Below the patient profile, there is a 'Direct Message' button and a 'Notes' tab. The 'Notes' tab is currently selected, showing an intake form. The intake form includes fields for 'What is the reason for your visit today?' (General Care) and 'Where are you located at the time of this visit?' (California). To the right of the intake form, there is a message box with a green header 'VISIT #1000534621'. The message box contains a message from 'Me' at 6:02 AM: 'Hello'. Below the message box, there is a text input field with the placeholder 'Type your message here' and a small image icon.



What You Should Know About Visit Chats

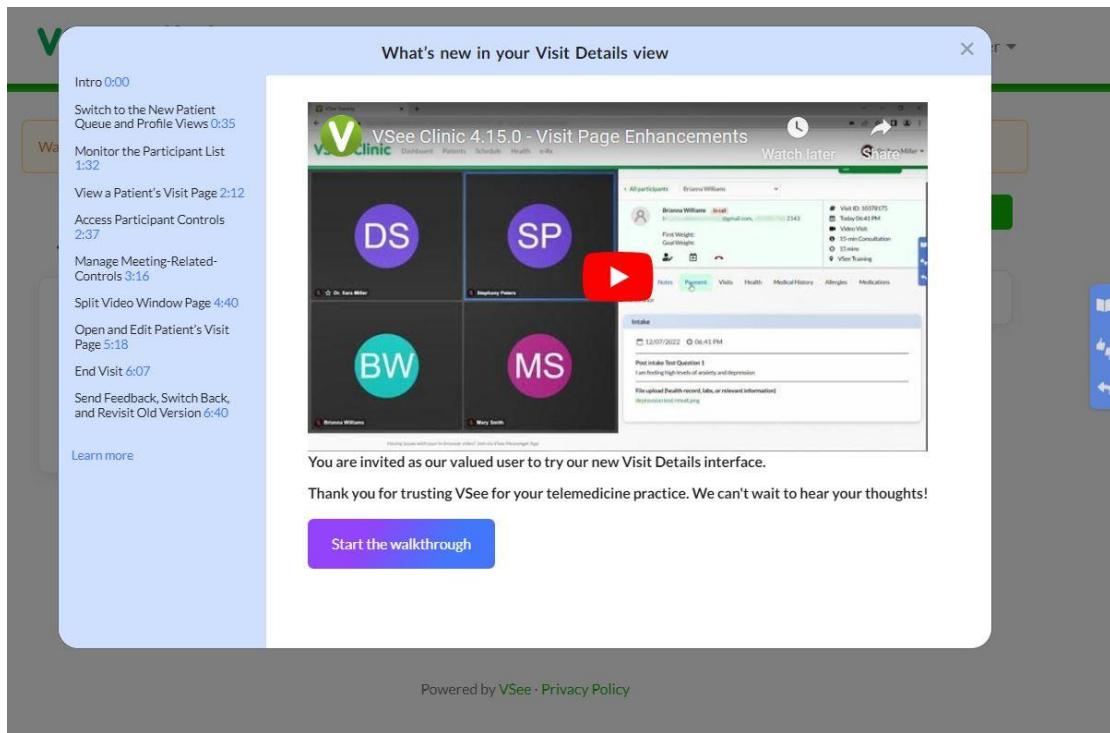
- **Session-Based Engagement** - Each chat session is separate, creating a clean slate for each new visit. This means more focused, personalized, and effective conversations and improved chat message tracking. No more dealing with confusing chat histories or mixed conversations.
- **Effortless Navigation** - Our intuitive interface makes it easier than ever to switch between conversations, ensuring that you're always on top of your interactions.

To learn more about the Visit Chat feature, click [click here](#).

Upcoming: Discontinuation of the Old Visit Page

Due to all the positive feedback we've received on our new Visit Page, we will soon be permanently sunsetting the Old Visit Page. Many of you are already using the new Visit Page, and there will be no need to do anything. However, for those who are still using the Old Visit Page, we encourage you to make the switch so you can make use of the streamlined views and controls.





What You Can Do:

- 1. Prepare for the transition:** Please take some time to review the changes on the new [streamlined Visit Page](#). You still have a few months before this transition if you choose not to switch on your own.
- 2. Reach out for Support:** If you have any questions, or concerns, or require assistance during this transition, our dedicated support team is here to help. Feel free to contact us.

If you have any questions related to this release, please contact us at help@vsee.com.

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