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VSee Clinic 4.9.0 – New After Hours Appointments & Clinic Hours Auto Display

2021-11-03 - Patty - [VSee Clinic](#)

We've improved how you manage your Clinic's storefront hours so you can save time and improve patient satisfaction.

- New! Auto display your Clinic Walk-in Hours (and availability status)
- New! Easily start appointments outside your Clinic Walk-in Hours
- New! Notify providers when the waiting room status is unavailable

1. New! Auto Display Your Walk-in Hours

No more manual typing-in of your Clinic hours! Simply set or update your Clinic Walk-in Hours to auto display your updated hours on your Clinic landing page. We also auto display a Clinic status message that tells patients exactly when the Clinic is open.



2. New! Start Appointments Outside Clinic Walk-in Hours

We've made it easier for you to offer after hour appointments without having to change your Walk-in Hours settings. Now patients can start their scheduled visit regardless of the set Clinic Walk-in Hours, even if the Clinic's Waiting Room is closed.

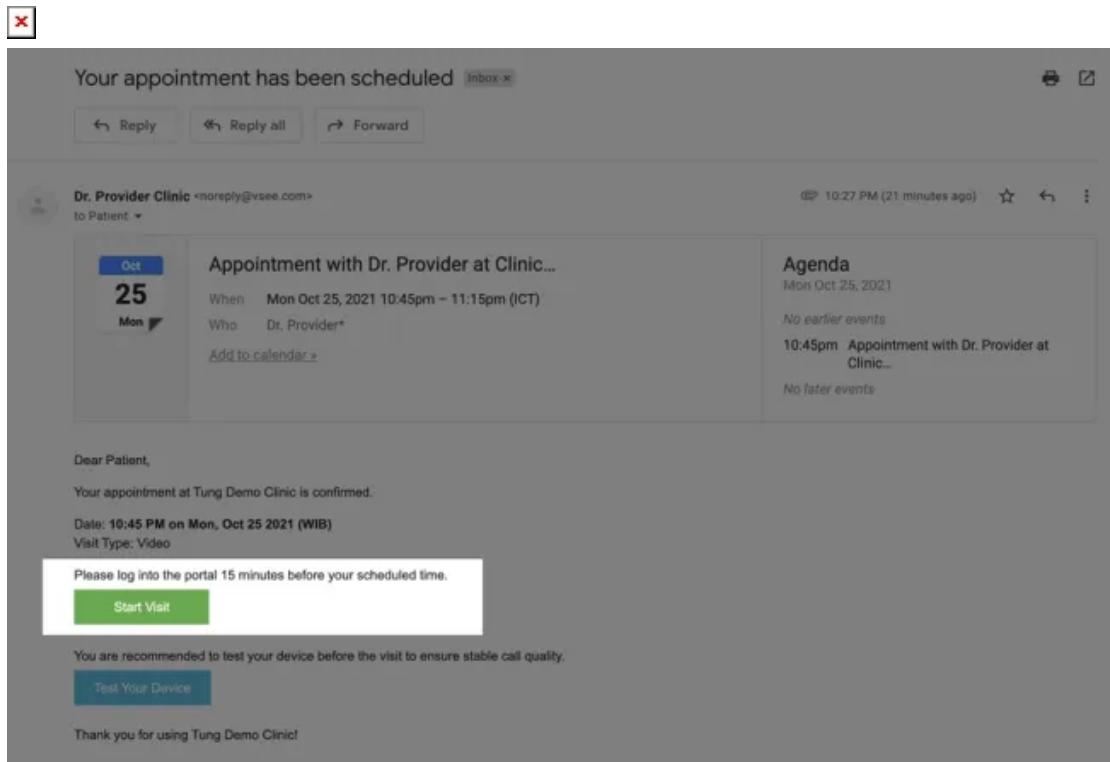
How patients will start a scheduled appointment when the Waiting Room is closed

When the Waiting Room is closed, patients will not be able to enter through the regular "Enter Waiting Room" button (because the button will be disabled). Instead, patients will enter in one of two ways:

- Email link
- Patient portal

For email link

1. Open the email for the scheduled appointment.
2. Click **Start Visit** in the body of the email. This will take you to the Visit Details page.
3. Click **Start Visit** on the Visit Details page.
4. Fill out the pop-up intake form.
5. Proceed to the visit.



Visits > Visit #124424

VSee Clinic [Home](#) [Visits](#) [Health](#) Help [Patient](#) ▾

VISIT DETAILS

[Start Visit](#)

Information

Date: Mon, 10/25/2021 10:45 PM
Provider: Dr. Provider
Visit Type: Video
Dial-in: +1209.370.2123 (PIN 456935)
Intake: [View](#)

Payment

Amount: USD 0
Payment Status: Invoice created.

By patient portal

1. Log in to your patient portal account.
2. Click the **Start Appointment** button under Upcoming Appointments.

Welcome to Dr. Provider's Room

Room code: dr-provider

Service currently not available. Please check back later.

Provider room

Closed for walk-in visits. Opens tomorrow at 08:30 AM - 06:00 PM

Current number of patients waiting: 0

If this is an emergency, please call 911

Enter Waiting Room

Book Appointment

Send Message

Upcoming Appointments

Dr. Provider

Today - 10:45 PM

Video visit

View Details

Start Appointment

CANCEL APPOINTMENT

Our Providers

Dr. Provider

Available

Message

Recent Visits

There is no recent visit.

3. New! provider Notification When Clinic Unavailable

Providers who are assigned to at least one waiting room will now see a notification message in their Waiting Room Dashboard if the Walk-in Hours of any of their waiting rooms is set to closed - whether the setting was changed by their Clinic Admin or by the providers themselves. If this was unintended, providers can quickly "open" the Waiting Room as necessary.

Walk-in visit hours are set to closed for some of your rooms. To change this, go to your [waiting room settings](#).

What's new on this dashboard?

New Visits

There are no patients waiting at this time.

Invite Patients

Today's Schedule

No appointments at this time.

Reminder

No reminders at this time.

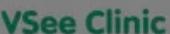
Powered by VSee

Notification for Providers with a single waiting room

- Provider can click on the link to **waiting room settings** to make necessary adjustments to accommodate walk-in visits.

Notification for Providers with multiple waiting rooms

- The Provider can click on the link to **waiting room settings** to make necessary adjustments to accommodate walk-in visits.

 VSee Clinic

Dashboard Patients Schedule

Dr. Provider

MY CLINIC

Waiting Room Settings

This is your waiting room settings page. You may customize the settings of each waiting room by choosing one from the list below.

Waiting room settings for

Dr. Provider's Waiting Room 1

Room code: **room1** Walk-in visit hours: **Closed for walk-in visits** Visibility: **Public**

Room Description

Here's a short description about the waiting room.

Room Code

Patients may enter this code in the mobile app to access the waiting room.

WXYZ123 **COPY**

Payment

Payment Currency

USD - US Dollar

- By clicking the dropdown menu on the “Waiting room settings for,” the provider would see key information on the other rooms he is connected with to get an overview of the settings that need to be changed.

 Waiting room settings for

Dr. Provider's Waiting Room 1

Room code: **room1** Walk-in visit hours: **Closed for walk-in visits** Visibility: **Public**

Dr. Provider's Waiting Room 1

Room code: **room1** Walk-in visit hours: **Closed for walk-in visits** Visibility: **Public**

Dr. Provider's Waiting Room 2

Room code: **room2** Walk-in visit hours: **Open all the time** Visibility: **Unlisted**

Dr. Provider's Waiting Room 3

Room code: **room3** Walk-in visit hours: **Open according to walk-in hours** Visibility: **Public**

Dr. Provider's Waiting Room 4

Room code: **room4** Walk-in visit hours: **Closed according to walk-in hours** Visibility: **Unlisted**

Other changes:

- **Clinic Admin setting** – the label for “Operating hours” has been changed to “Clinic Walk-in Hours”

CLINIC DETAILS

Clinic [Directory](#) [Payments](#) [Notifications](#) [Reminders](#) [CRM](#) [Educational Material](#) [Waiting Room](#) [Customization](#) [Tags](#) [Enable/Disable Features](#)

Clinic Name *
Provider Clinic

Domain *
vsee.com

Master Language (optional)
Please select a language option

Meeting Options

[One-to-One Appointment](#)

[Walk-In Visit](#)

Payment Options

[Accept Payment](#)

Clinic Walk-In Hours

[If turned OFF, patients will not be able to enter the waiting room.](#)

Closure statement (optional)
Enter closure statement

Logo (Max height: 60px, max width: 300px) (optional)

Drag and Drop files here
Or [Click Here](#) to browse files

If you have any questions, please contact us at help@vsee.com.