

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.

The screenshot displays the VSee Clinic interface for a provider's room. At the top, the navigation bar includes 'VSee Clinic', 'Home', 'Visits', 'Health', 'Help', and a user profile for 'Dr. Provider'. The main content area is titled 'Welcome to Dr. Provider's Room' with a room code of 'dr-provider'. A prominent message states 'Service currently not available. Please check back later.' Below this, a 'Provider room' card shows the status 'Closed for walk-in visits', the next opening time 'Opens tomorrow at 08:30 AM - 06:00 PM', and 'Current number of patients waiting: 0'. A red warning icon indicates 'If this is an emergency, please call 911'. To the right of the card are buttons for 'Enter Waiting Room', 'Book Appointment', and 'Send Message'. Further right, the 'Upcoming Appointments' section shows 'There are no upcoming events.' and the 'Recent Visits' section shows a visit by 'Dr. Provider' on 'Tue, 12 Oct 2021 - 10:30 AM' with a 'View Notes' link. At the bottom left, a provider profile for 'Dr. Provider' is shown as 'Offline'. The footer indicates 'Powered by VSee'.

Clinic Status Messages

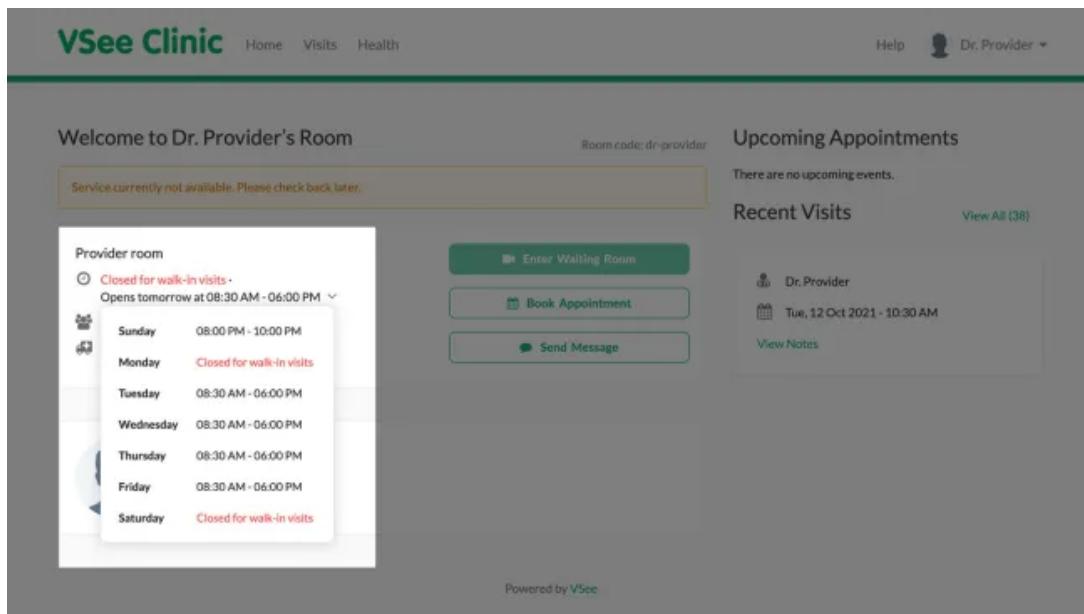
- Closed for walk-in visits. Opens [day] at [time] - the waiting room is currently closed according to the walk-in hours set by the Provider. The nearest available walk-in hours are displayed.
- Open. Walk-in visits are accepted. - The waiting room is open all the time for walk-in visits
- Closed for walk-in visits. Please contact your provider. - the waiting room is closed

for walk-in visits, and has no walk-in hours set to open.

- Open now. [Time] – The waiting room is open for walk-in visits during the specific schedule set by the provider. The soonest available walk-in hours are displayed.

Have Patients View Your Full Walk-in Schedule

- Click on the schedule dropdown labeled as “**Opens [day] at [time]**”.
- A view of the waiting room’s schedule for walk-in visits will be displayed
- When a clinic is currently closed, it will show the soonest available opening time



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.

Your appointment has been scheduled Inbox X

Reply Reply all Forward

Dr. Provider Clinic <noreply@vsee.com> 10:27 PM (21 minutes ago)

Appointment with Dr. Provider at Clinic...

When: Mon Oct 25, 2021 10:45pm - 11:15pm (ICT)
Who: Dr. Provider*
[Add to calendar](#)

Agenda
Mon Oct 25, 2021
No earlier events
10:45pm Appointment with Dr. Provider at Clinic...
No later events

Dear Patient,

Your appointment at Tung Demo Clinic is confirmed.

Date: 10:45 PM on Mon, Oct 25 2021 (WIB)
Visit Type: Video

Please log into the portal 15 minutes before your scheduled time.

[Start Visit](#)

You are recommended to test your device before the visit to ensure stable call quality.

[Test Your Device](#)

Thank you for using Tung Demo Clinic!

VSee Clinic Home Visits Health Help Patient

Visits > Visit #124424

VISIT DETAILS

[Start Visit](#)

Information

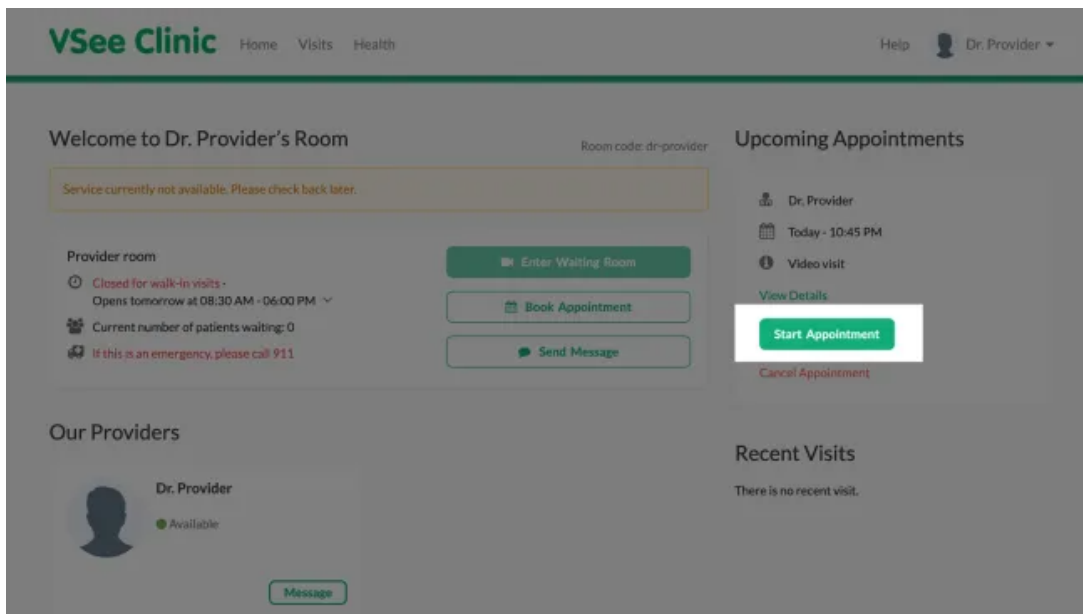
Date: Mon, 10/25/2021 10:45 PM
Provider: Dr. Provider
Visit Type: Video
Dial-in: +1.209.370.2123 (PIN 456935)
Intake: [View](#)

Payment

Amount: USD 0
Payment Status: Invoice created.

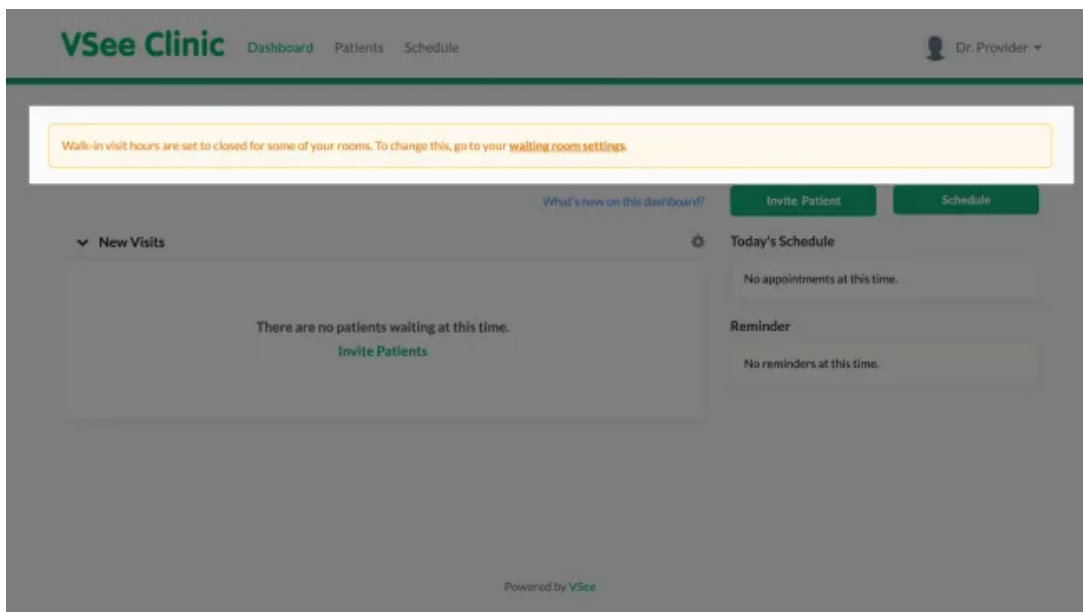
By patient portal

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



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.

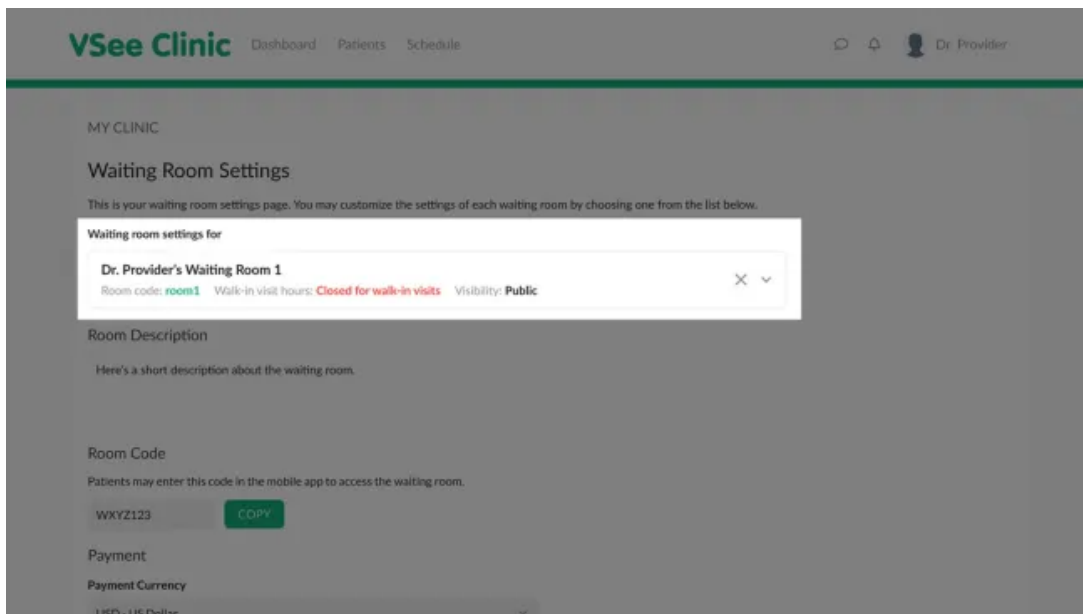


Notification for Providers with a single waiting room

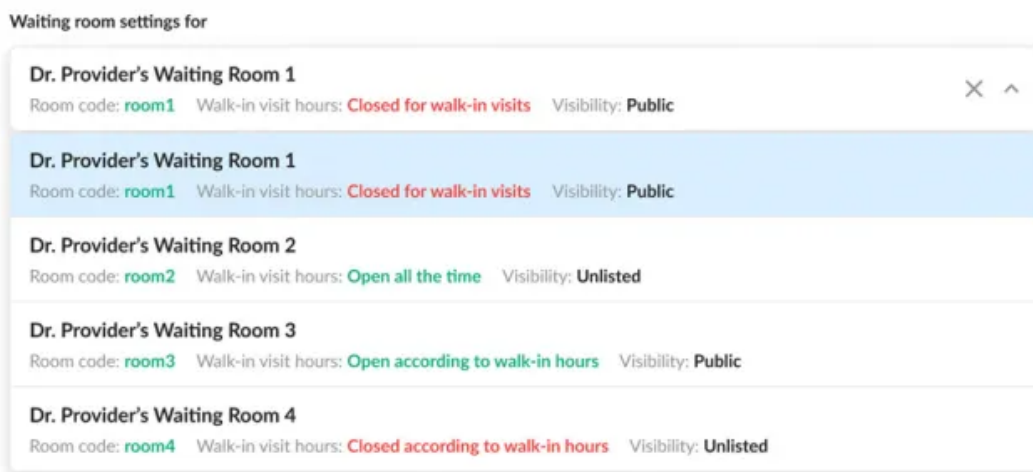
- Provider can click on the link to **waiting room settings** to make necessary adjustments to accommodate walk-in visits.

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.



- 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.



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.