VSee Clinic 5.0 - New Collaborative Patient Memos, Scalable Remote Call Centers, Sound Activation Pop-up, and Usability Improvements

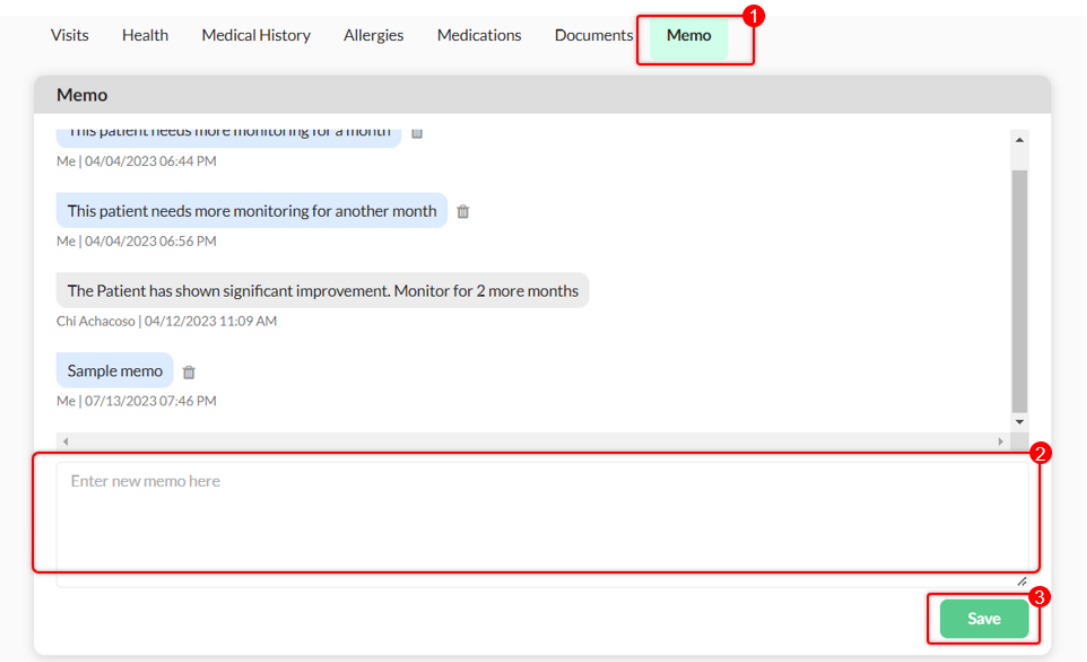
2023-08-08 - Jay-Ileen (Ai) - VSee Clinic

Get ready for the VSee Clinic 5.0 release on August 14 with new collaboration features and workflows to boost your practice productivity.

Shared Internal Memos

The new Memo tab allows you to create miscellaneous notes of the patient or of the visit. It is found on the visit details page.

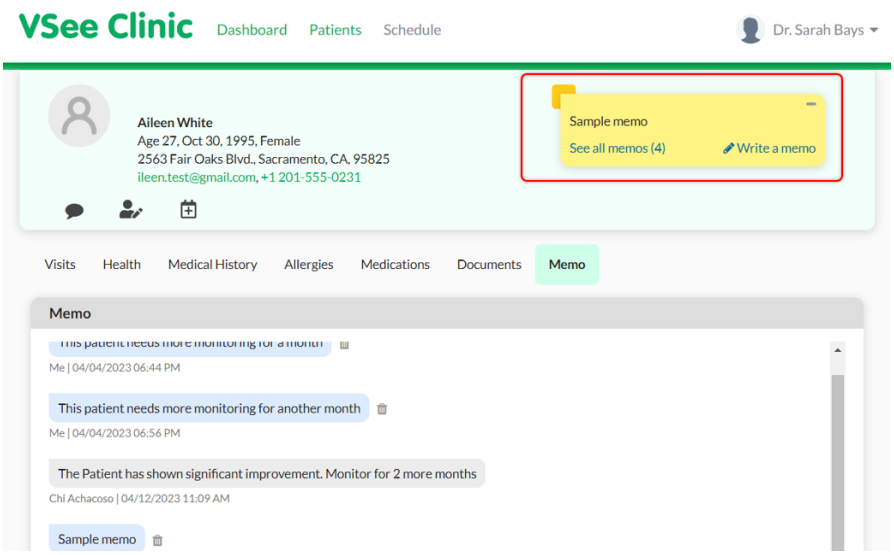
1. To create a memo, click on the **Memo tab.**
2. Enter your miscellaneous notes on the field.
3. Click on **Save**.



You can create or update the memos before/during/after the visit.

When you hover on the sticky note icon, you will see the recent internal memo.

Note: If you have existing memos for the patient, you can also create a new memo on the sticky note.



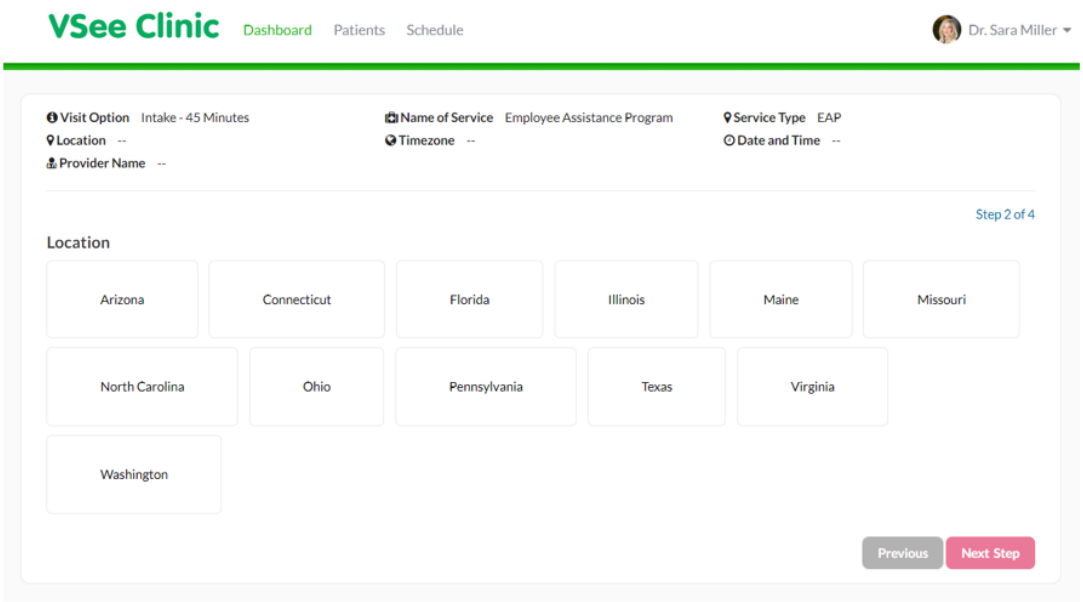
Call Center Scheduler

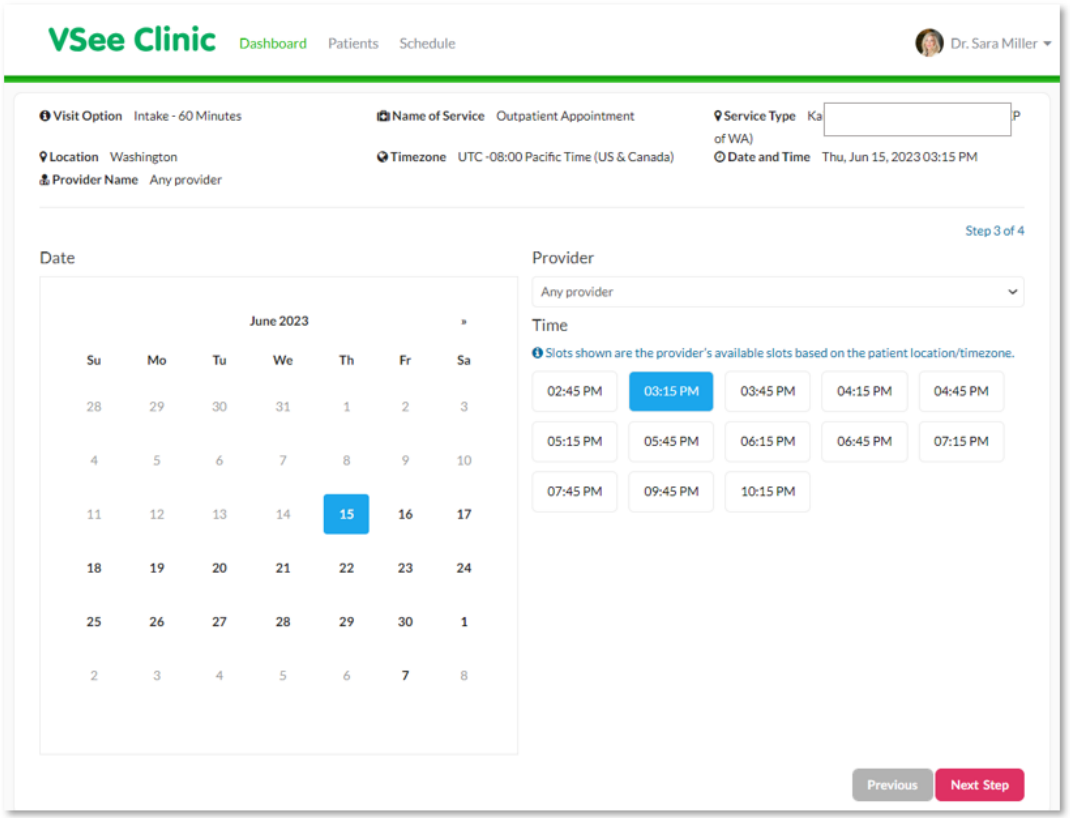
Note: Please contact your Account manager if you would like to learn more about this feature.

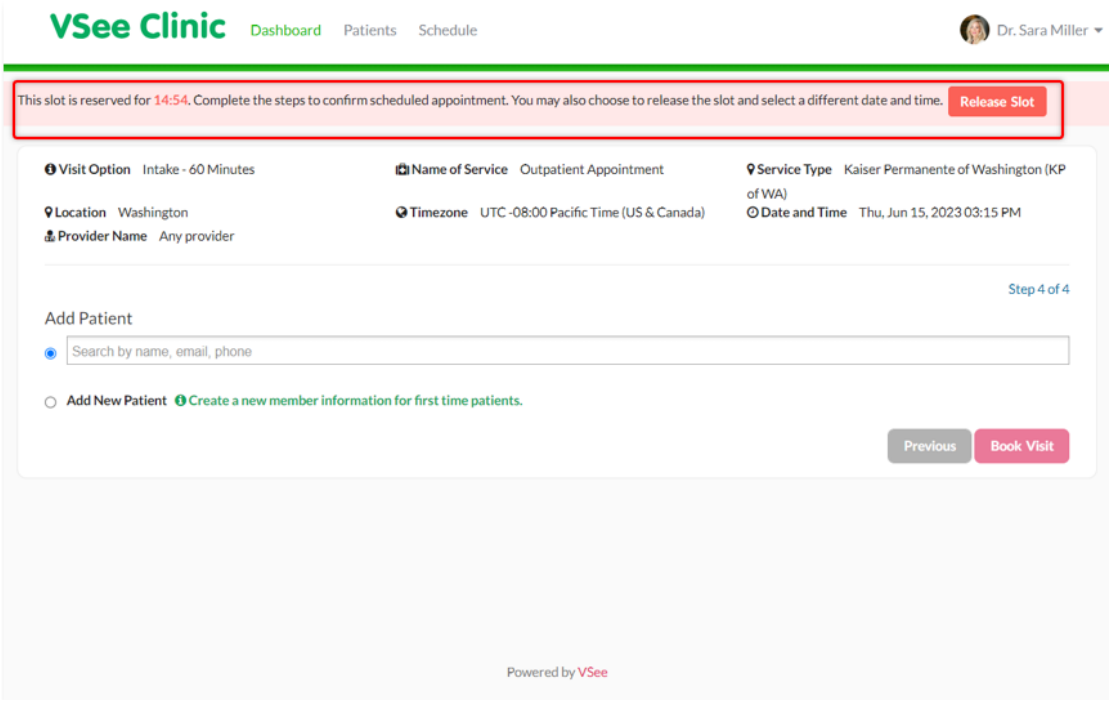
The Call Center Scheduler allows a single scheduler to have multiple services (e.g. Program 1 & Program 2) in their scheduling landing page. This user role can book an appointment for the patient.

The **Appointment Slot Reservation** allows the scheduler to reserve and release slots after 15 minutes. If after 15 minutes, the scheduler is not yet done creating the appointment, the scheduler can extend the reserved slot as many times as needed.

*Note: Call Center Scheduler and Scheduler are two different user roles.


VSee Clinic
Dashboard
Patients
Schedule
Dr. Sara Miller
Visit Option Intake - 45 Minutes
Name of Service Employee Assistance Program
Service Type EAP
Location --
Timezone --
Date and Time --
Provider Name --
Step 2 of 4
Location
Arizona
Connecticut
Florida
Illinois
Maine
Missouri
North Carolina
Ohio
Pennsylvania
Texas
Virginia
Washington
Previous
Next Step


VSee Clinic
Dashboard
Patients
Schedule
Dr. Sara Miller
Visit Option Intake - 60 Minutes
Name of Service Outpatient Appointment
Service Type Ka P
of WA)
Location Washington
Timezone UTC -08:00 Pacific Time (US & Canada)
Date and Time Thu, Jun 15, 2023 03:15 PM
Provider Name Any provider
Step 3 of 4
Date
June 2023
Su Mo Tu We Th Fr Sa
28 29 30 31 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 1
2 3 4 5 6 7 8
Provider
Any provider
Time
Slots shown are the provider's available slots based on the patient location/timezone.
02:45 PM
03:15 PM
03:45 PM
04:15 PM
04:45 PM
05:15 PM
05:45 PM
06:15 PM
06:45 PM
07:15 PM
07:45 PM
09:45 PM
10:15 PM
Previous
Next Step

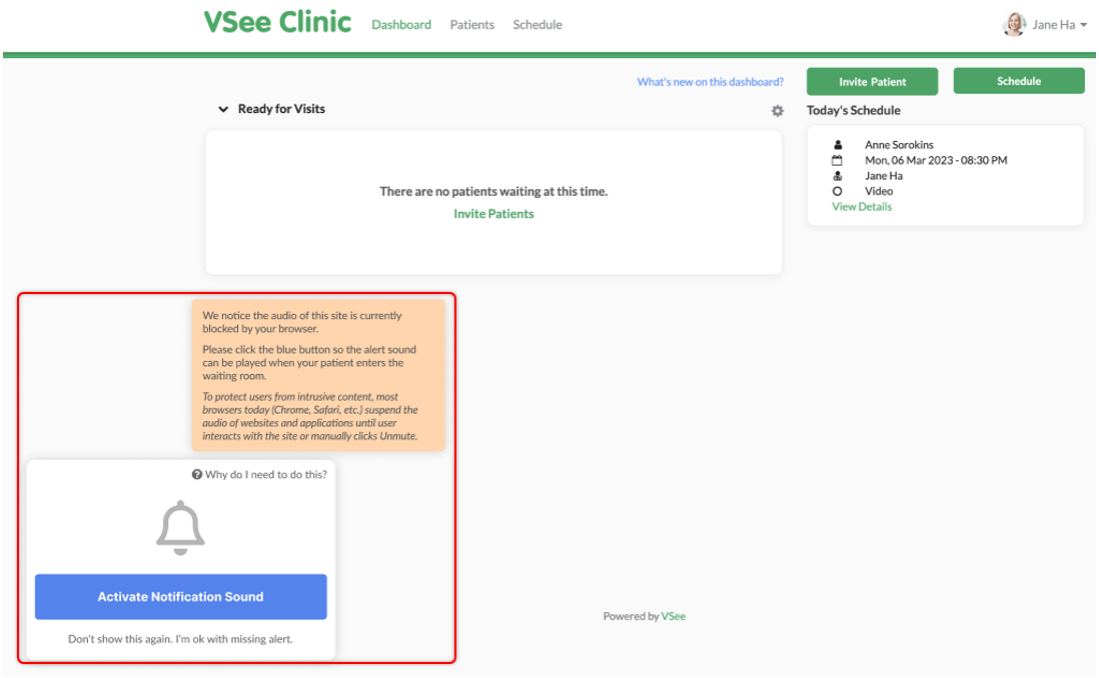


Add Sound alert permission improvement

To protect users from intrusive content, most browsers today (Chrome, Safari, etc.) suspend the audio of websites and applications until the user interacts with the site or manually clicks Unmute.

VSee Clinic plays a notification sound when a patient enters the waiting room. This sound can be blocked by your browser even if it is enabled under the Clinic settings - causing you not to hear the notification sound.

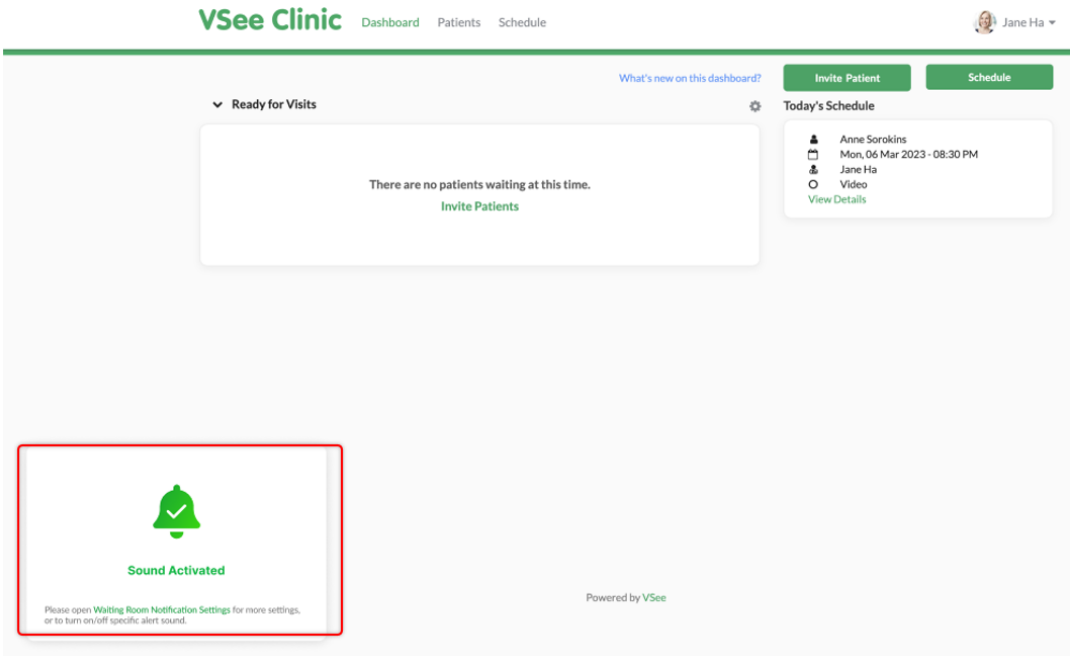
Due to this, we have created the **Activate Notification Sound pop-up**. This shows when the system notices that the audio is being blocked by your browser each time you log in and have not interacted with the site yet. This pop-up will only appear when the **Play Alert when Patient Enters** is enabled under your **Waiting Room Notification** settings. You can now choose to enable or disable this pop-up.



Activate Notification Sound

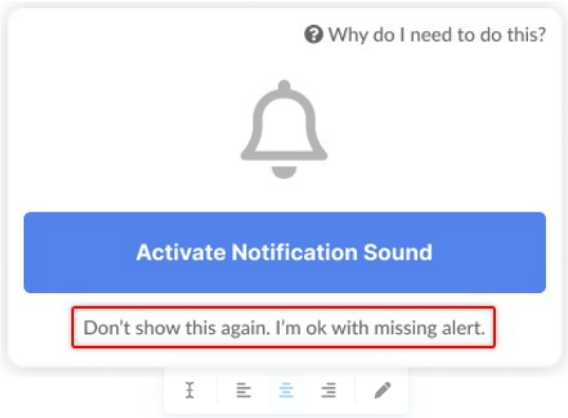
When the audio is disabled by your browser, the sound alert notification pop-up will appear at the bottom left of your Waiting room Dashboard, click on **Activate Notification Sound**.

Once the sound alert is activated, you can hear it every time a patient enters the waiting room.



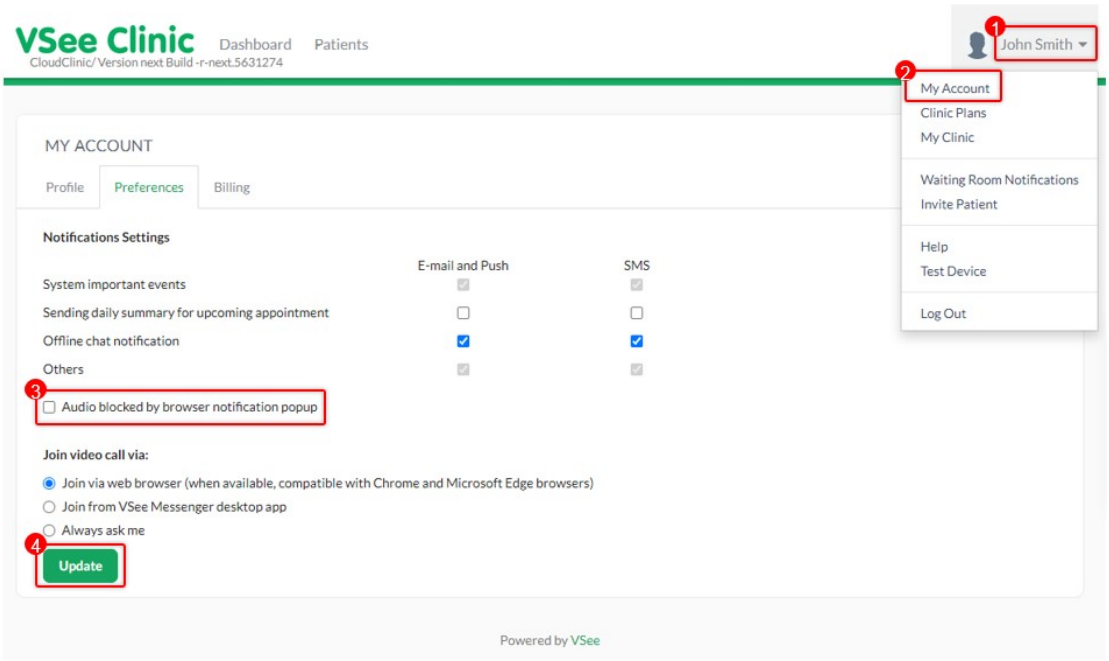
Disable Pop-up

If you don’t want to see the notification pop-up, you can disable this by clicking **Don’t show this again. I’m ok with missing alerts.** You will no longer see this pop-up when you log in or refresh the page.



You can also follow the steps below:

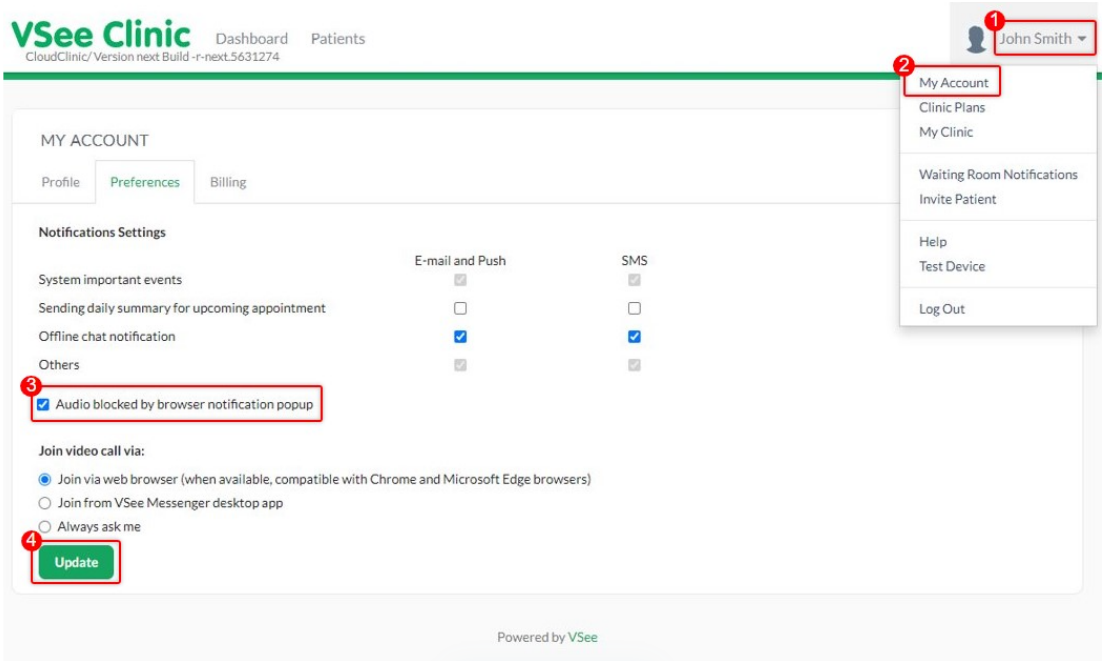
1. Click on your **name** to open the Profile Menu.
2. Click on **My Account**.
3. Under Preferences, uncheck the box for **Audio blocked by the browser notification popup**.
4. Click on **Update** to save changes.



Enable Pop-up

If you have dismissed it and clicked on **Don't show this again. I'm ok with the missing alert**, you can enable the notification pop-up again by checking the option from your account preferences:

1. Click on your **name** to open the Profile Menu.
2. Click on **My Account**.
3. Under Preferences, check the box for **Audio blocked by the browser notification popup**.
4. Click on **Update** to save changes.

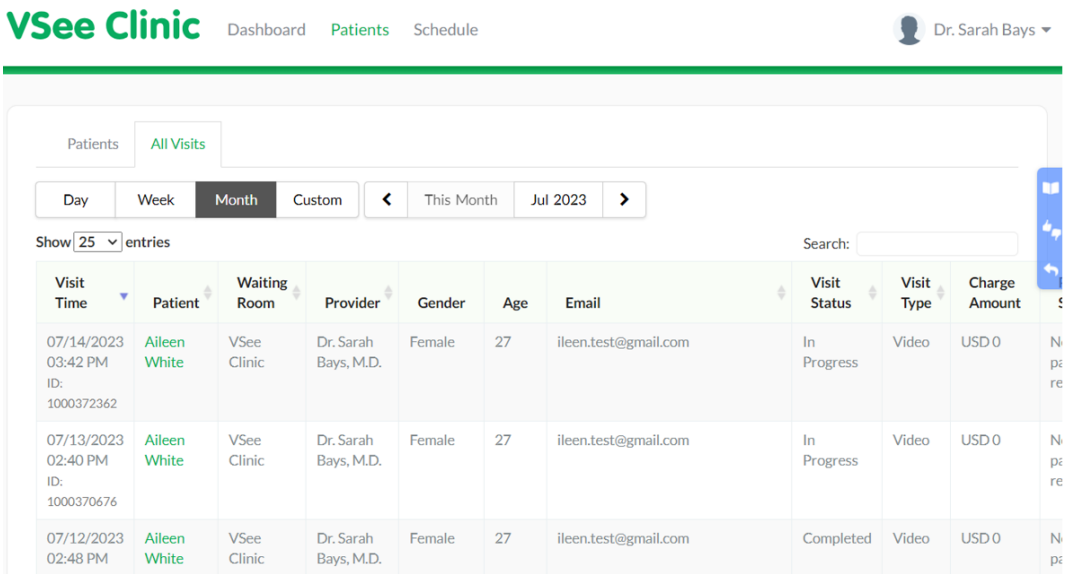


Other Improvements

The Visit Detail Page Improvement feature aims to enhance the user experience and streamline the workflow for healthcare providers managing patient visits within the VSee platform. By improving the user interface, providing detailed visit information, and integrating with existing modules, this feature ensures that providers have access to all the necessary information at their fingertips.

Visits List: Time filtering

The **All Visits** under the Patients tab now show the current month instead of the weekly view so that you can view more visits at once. And so that it's less likely to be empty, except for the beginning of a month. We have also removed popups when clicking **Day/Week/Month** so that it switches to **Today/This week/This month** immediately.

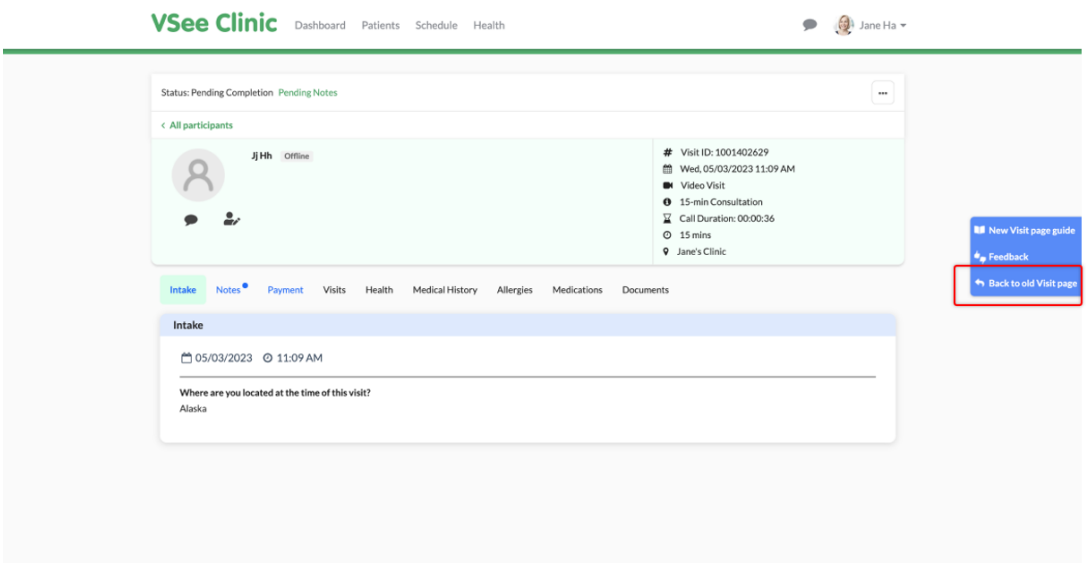


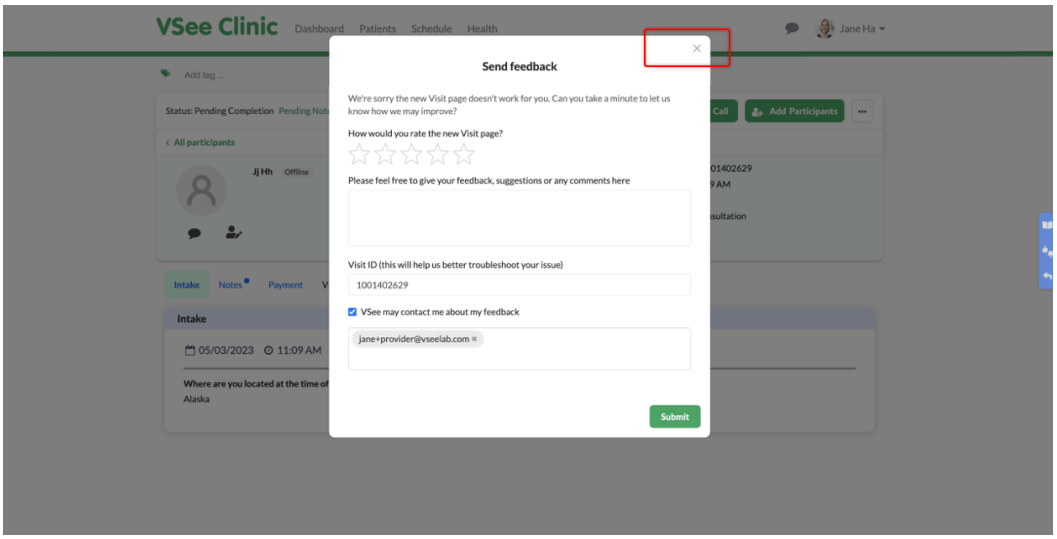
Back to the old Visit page sidebar menu

Previously, if you accidentally clicked on the **Back to Old Visit page** option on the sidebar menu, you could not cancel that action.

Your view will be switched to the Old Visit page and you need to manually switch back to the **New Visit page** again.

But now you can simply cancel the action by clicking on the close button.

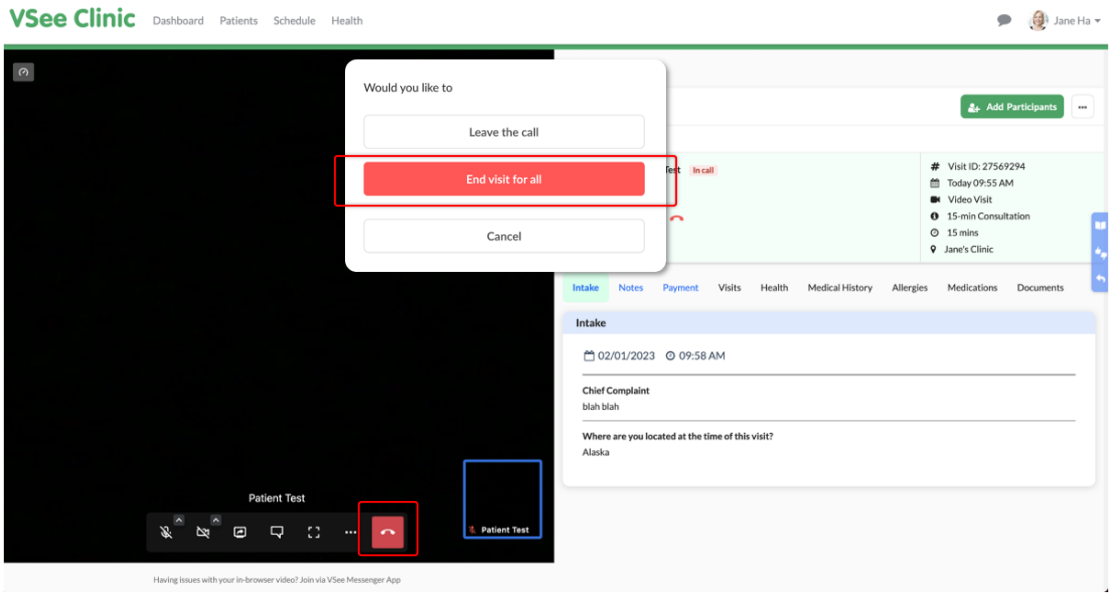




End a call/visit on Browser & VM

When ending the visit, you previously had to click and confirm the **End Visit for All** button. This would take a longer time for you to end and complete the visit.

Now, you only have to click the button once and it will automatically end the visit.

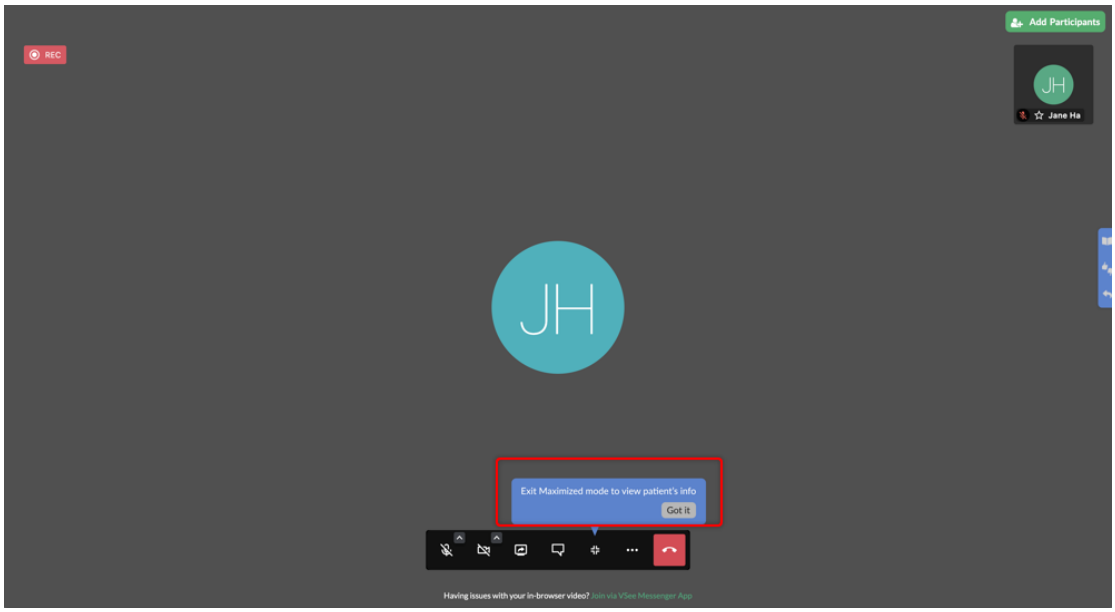


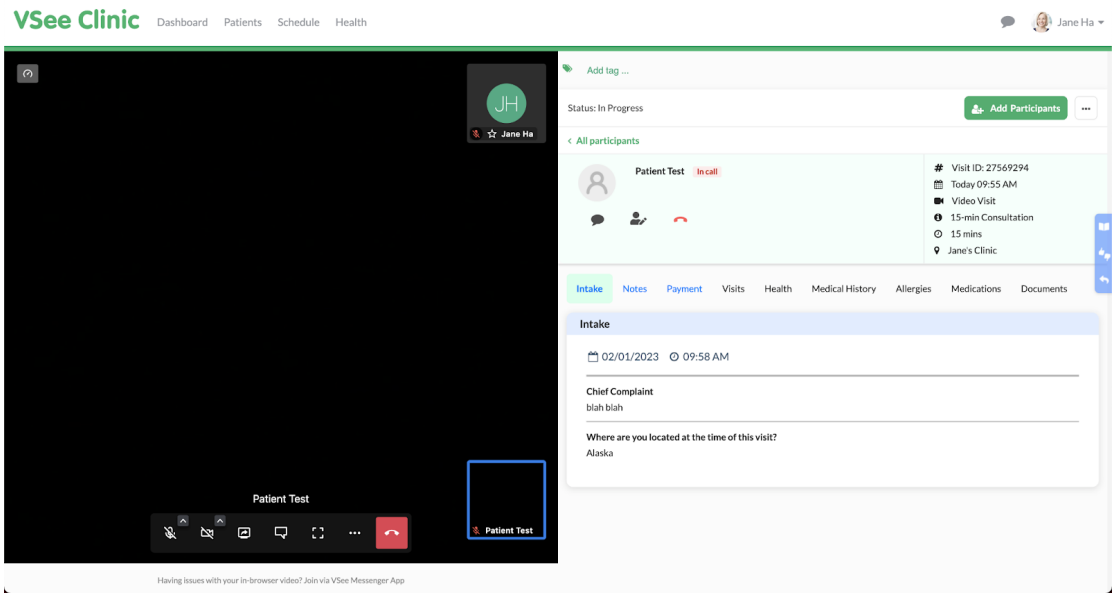
Default Maximized Video window

You now have a larger view of your patient's video window at the onset of the call.

The **maximized screen** is now the defaulted view instead of the previous look which shows the visit details page on the right.

You can still see the visit details by clicking on the **Maximize/Minimize screen** icon. There is a tooltip that will appear to guide you on which icon to click.



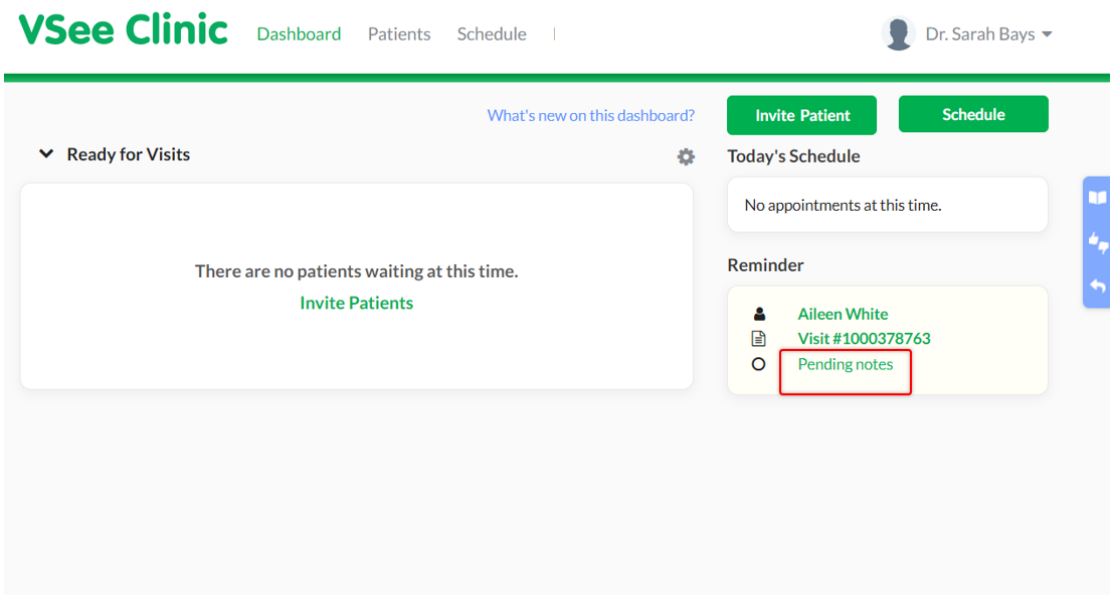


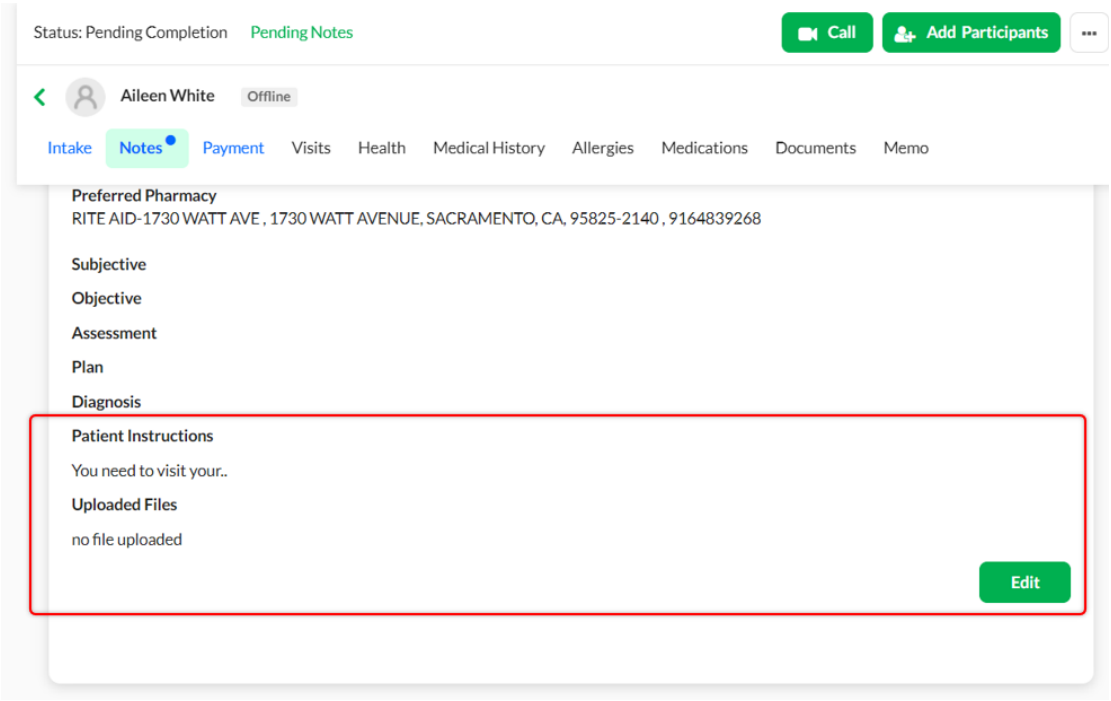
General updates

Pending Notes

All pending notes under the **Reminders** section will route you to the **Notes** tab and it will direct you down to the bottom of the page to **Edit** and finish the notes by clicking on **Sign & Send**.

Note: The only time the patient will receive the visit summary is when you have signed and sent the notes.

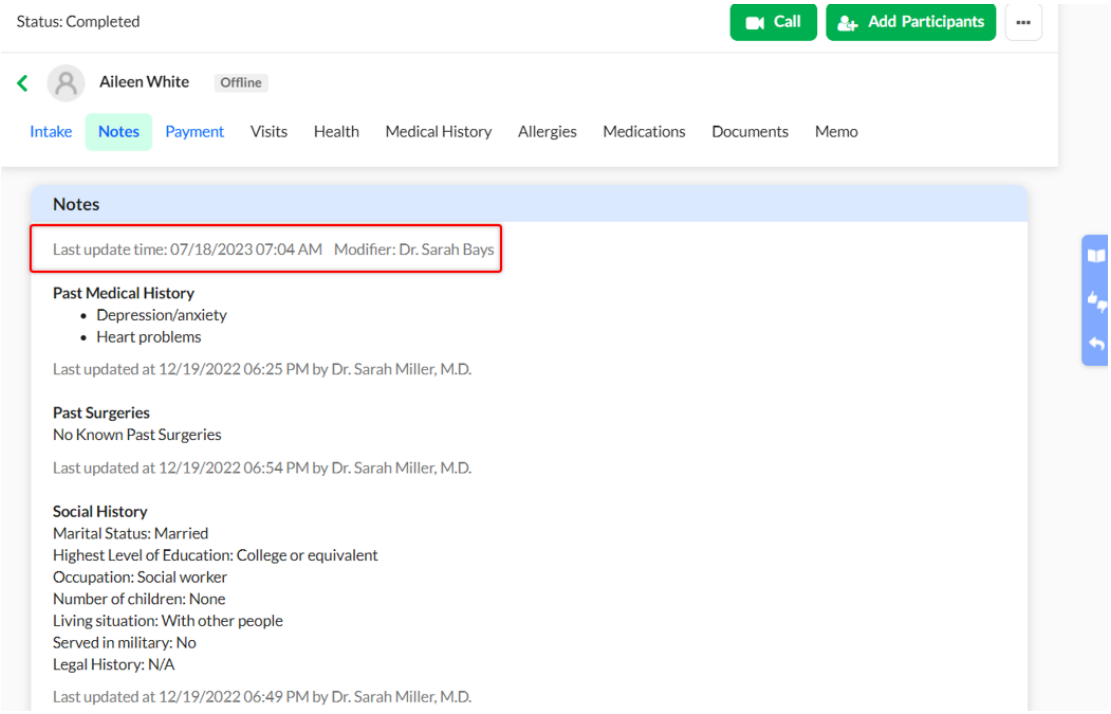




Notes Timestamp

Every time you update the Notes, a timestamp will show as a way to track who last updated the Notes.

Notes: This is available for both Single-notes and Multiple-notes.



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

Subscribe here to get the latest VSee Product Updates in your inbox!

- Tags
- VSee Clinic 5.0