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

2023-08-07 - 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**.

Visits Health Medical History Allergies Medications Documents **Memo**

Memo

This patient needs more monitoring for another month
Me | 04/04/2023 06:44 PM

This patient needs more monitoring for another month
Me | 04/04/2023 06:56 PM

The Patient has shown significant improvement. Monitor for 2 more months
Chi Achacoso | 04/12/2023 11:09 AM

Sample memo
Me | 07/13/2023 07:46 PM

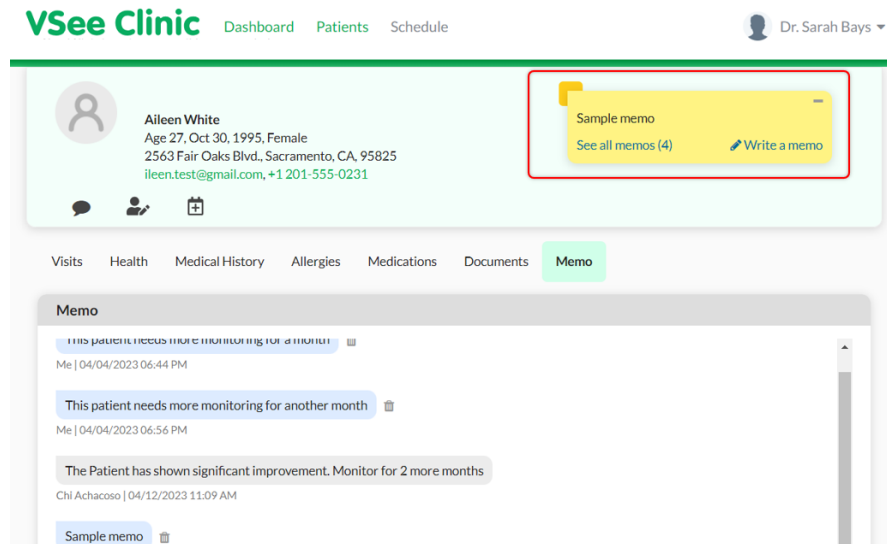
Enter new memo here

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.

🕒 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

🕒 Visit Option Intake - 60 Minutes

🏢 Name of Service Outpatient Appointment

📍 Service Type Ka P

📍 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

VSee Clinic

DashboardPatientsSchedule

 Dr. Sara Miller

This slot is reserved for 14:54. Complete the steps to confirm scheduled appointment. You may also choose to release the slot and select a different date and time.

Release Slot

Visit Option

Intake - 60 Minutes

Name of Service

Outpatient Appointment

Service Type

Kaiser Permanente of Washington (KP 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 4 of 4

Add Patient

Search by name, email, phone

Add New Patient

Create a new member information for first time patients.

Previous

Book Visit

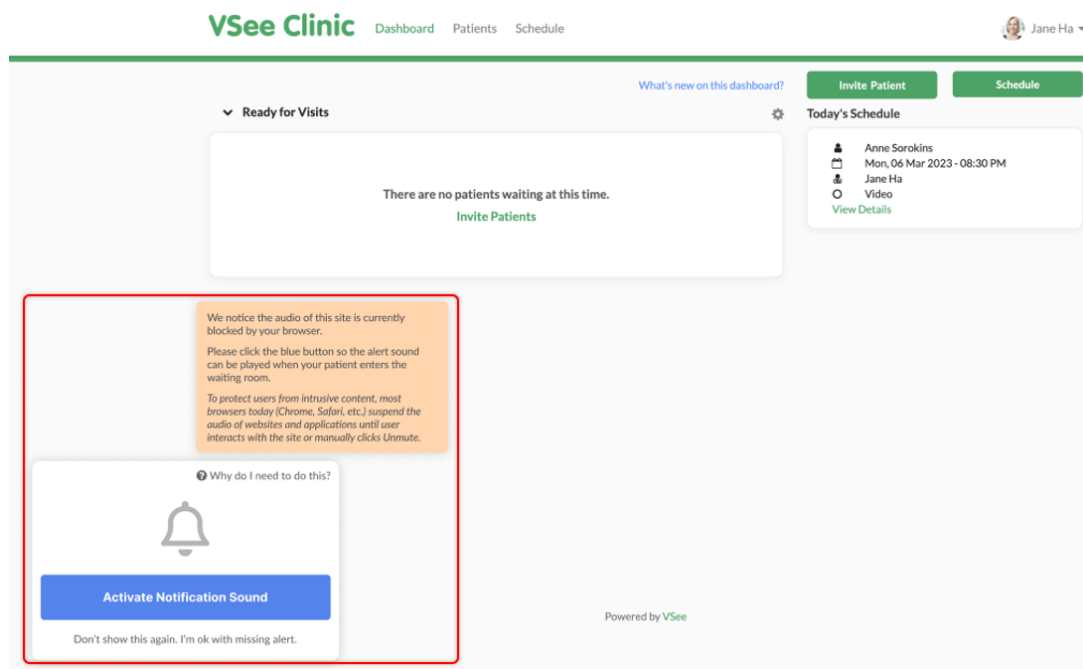
Powered by VSee

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.

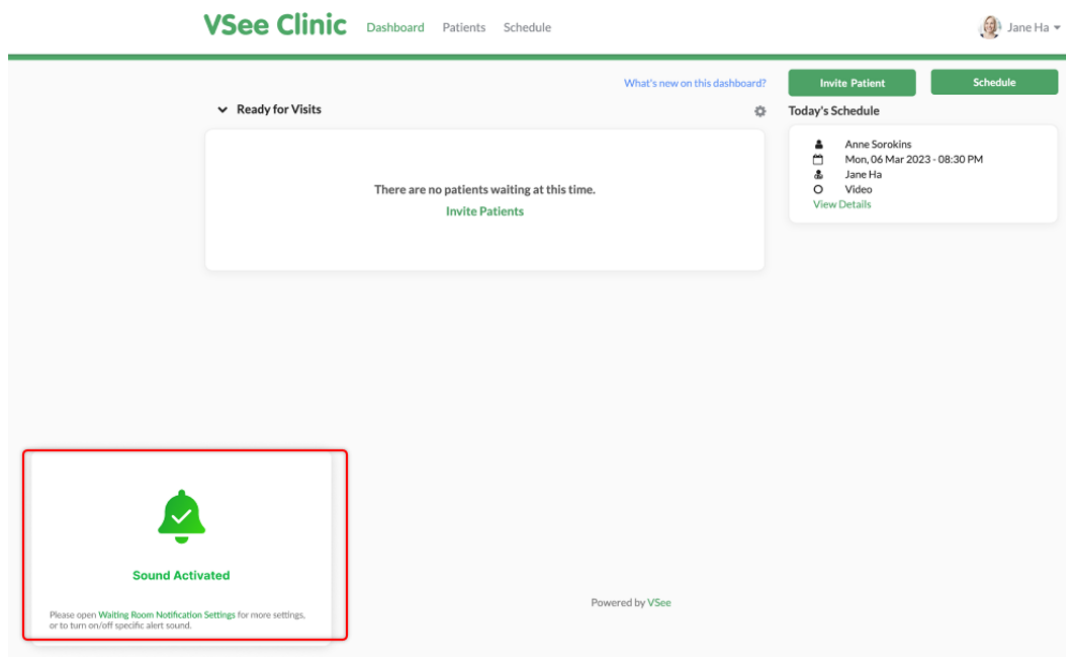
Due to this, we have created the **Activate Notification Sound pop-up**. This shows when the system notices that the audio is being blocked by your browser each time you log in and have not interacted with the site yet. This pop-up will only appear when the **Play Alert when Patient Enters** is enabled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



Activate Notification Sound

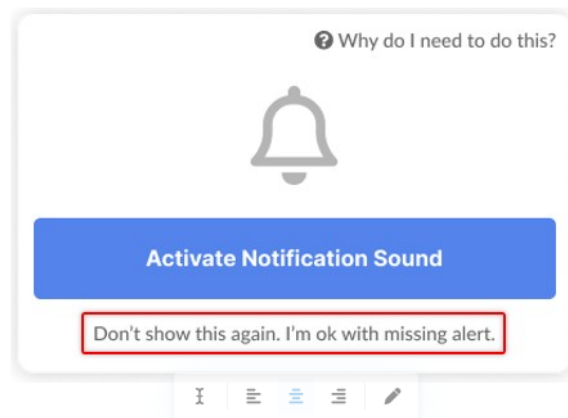
When the audio is disabled by your browser, the sound alert notification pop-up will appear at the bottom left of your Waiting room Dashboard, click on **Activate Notification Sound**.

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.

VSee Clinic Dashboard Patients
CloudClinic/ Version next Build -r-next.5631274

John Smith

My Account
Clinic Plans
My Clinic
Waiting Room Notifications
Invite Patient
Help
Test Device
Log Out

MY ACCOUNT

Profile Preferences Billing

Notifications Settings

	E-mail and Push	SMS
System important events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sending daily summary for upcoming appointment	<input type="checkbox"/>	<input type="checkbox"/>
Offline chat notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Others	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

☒ Audio blocked by browser notification popup

Join video call via:

☒ Join via web browser (when available, compatible with Chrome and Microsoft Edge browsers)
☐ Join from VSee Messenger desktop app
☐ Always ask me

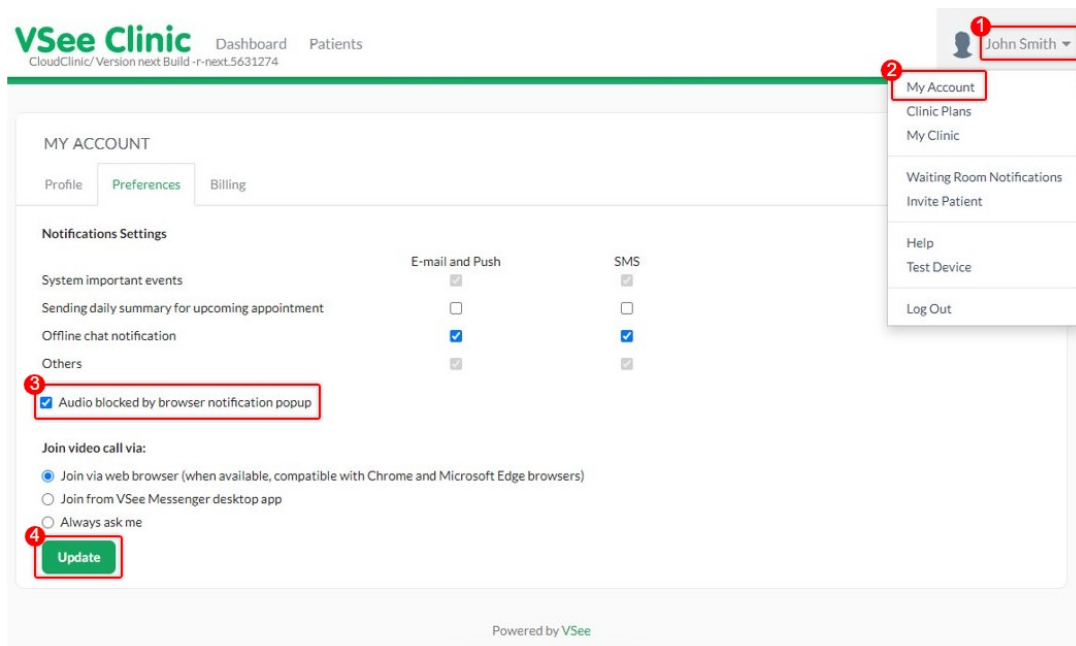
Update

Powered by VSee

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.

Patients

All Visits

Day

Week

Month

Custom

<

This Month

Jul 2023

>

Show

25

entries

Search:

Visit Time	Patient	Waiting Room	Provider	Gender	Age	Email	Visit Status	Visit Type	Charge Amount	
07/14/2023 03:42 PM ID: 1000372362	Aileen White	VSee Clinic	Dr. Sarah Bays, M.D.	Female	27	ileen.test@gmail.com	In Progress	Video	USD 0	N pe re
07/13/2023 02:40 PM ID: 1000370676	Aileen White	VSee Clinic	Dr. Sarah Bays, M.D.	Female	27	ileen.test@gmail.com	In Progress	Video	USD 0	N pe re
07/12/2023 02:48 PM	Aileen White	VSee Clinic	Dr. Sarah Bays, M.D.	Female	27	ileen.test@gmail.com	Completed	Video	USD 0	N pe

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.

VSee Clinic

DashboardPatientsScheduleHealth

Jane Ha

Status: Pending Completion Pending Notes

< All participants

JHh Offline

Visit ID: 1001402629
Wed, 05/03/2023 11:09 AM
Video Visit
15-min Consultation
Call Duration: 00:00:36
Jane's Clinic

Intake

NotesPaymentVisitsHealthMedical HistoryAllergiesMedicationsDocuments

Intake

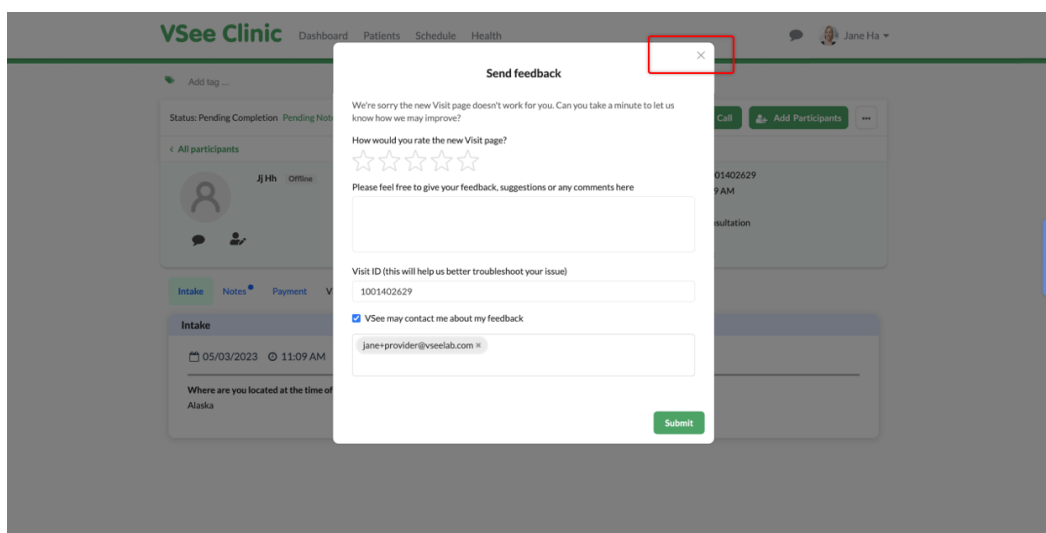
05/03/2023 11:09 AM

Where are you located at the time of this visit?
Alaska

New Visit page guide

Feedback

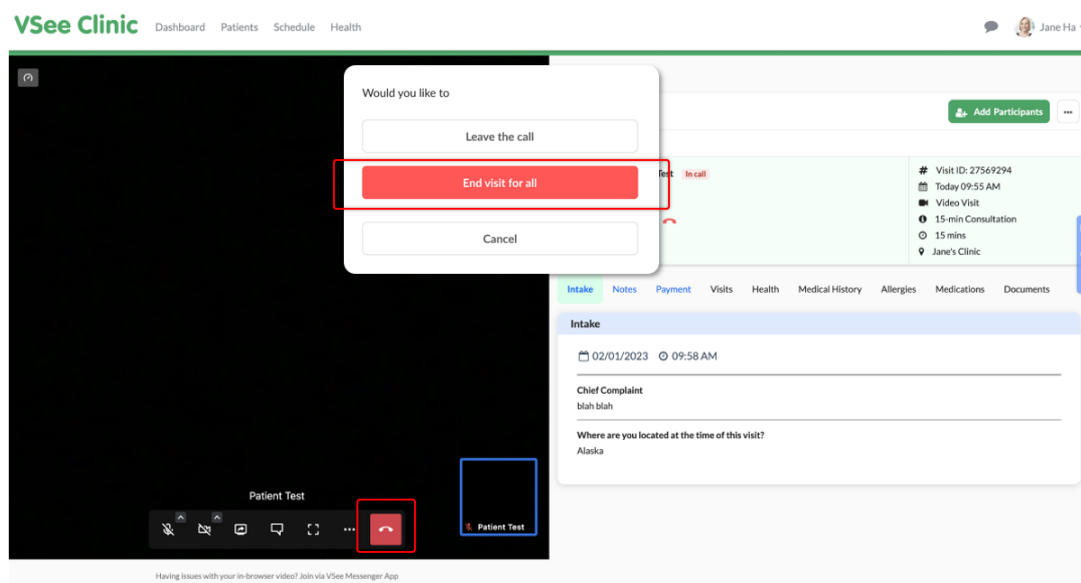
Back to old Visit page



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.

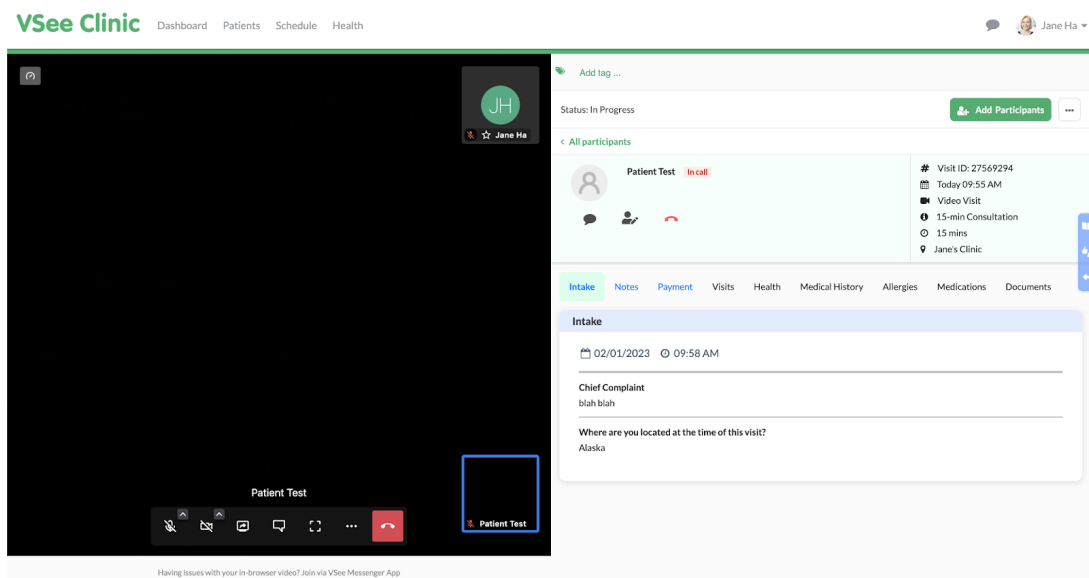
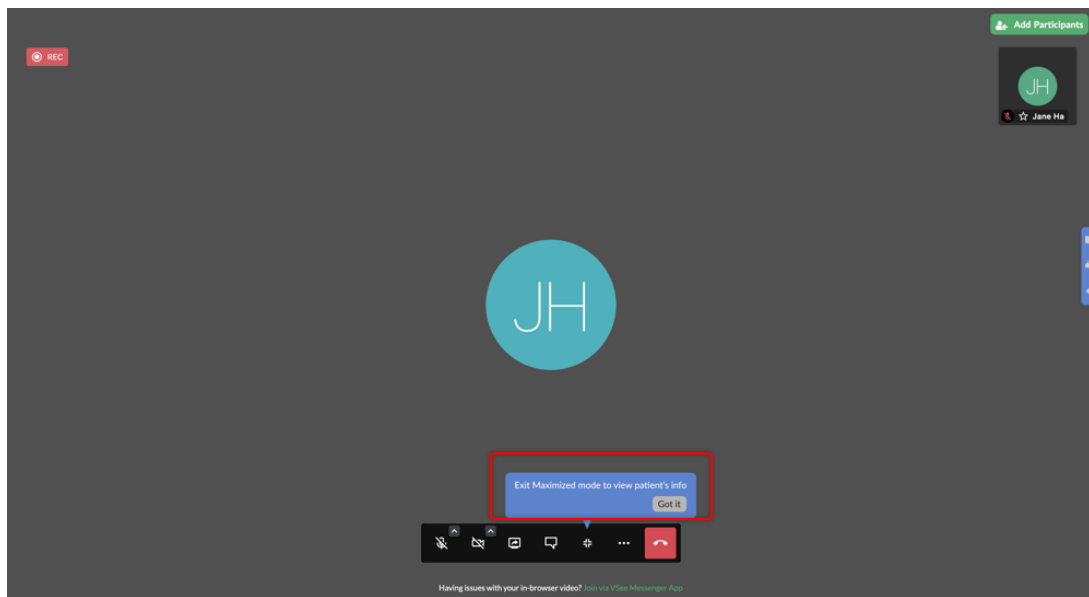


Default Maximized Video window

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.

What's new on this dashboard?

Invite Patient Schedule

Ready for Visits

There are no patients waiting at this time.
Invite Patients

Today's Schedule

No appointments at this time.

Reminder

Aileen White
Visit #1000378763
Pending notes

Status: Pending Completion Pending Notes

Call Add Participants

Aileen White Offline

Intake Notes Payment Visits Health Medical History Allergies Medications Documents Memo

Preferred Pharmacy
RITE AID-1730 WATT AVE , 1730 WATT AVENUE, SACRAMENTO, CA, 95825-2140 , 9164839268

Subjective
Objective
Assessment
Plan
Diagnosis

Patient Instructions
You need to visit your..

Uploaded Files
no file uploaded

Edit

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.

Status: Completed

Call Add Participants

Aileen White Offline

Intake Notes Payment Visits Health Medical History Allergies Medications Documents Memo

Notes

Last update time: 07/18/2023 07:04 AM Modifier: Dr. Sarah Bays

Past Medical History

- Depression/anxiety
- Heart problems

Last updated at 12/19/2022 06:25 PM by Dr. Sarah Miller, M.D.

Past Surgeries

No Known Past Surgeries

Last updated at 12/19/2022 06:54 PM by Dr. Sarah Miller, M.D.

Social History

Marital Status: Married
Highest Level of Education: College or equivalent
Occupation: Social worker
Number of children: None
Living situation: With other people
Served in military: No
Legal History: N/A

Last updated at 12/19/2022 06:49 PM by Dr. Sarah Miller, M.D.

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

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Tags

VSee Clinic 5.0