VSee Clinic 5.1.0 - Try the New On-call Schedule with Automated Alerts and Escalation

2023-09-11 - Jay-Ileen (Ai) - VSee Clinic

The VSee Product Team is excited to announce our new **On-Call Schedule** capability in the Clinic calendar! The new On-Call Schedule gives you a simple way to manage and automate your on-call telehealth coverage. You can now:

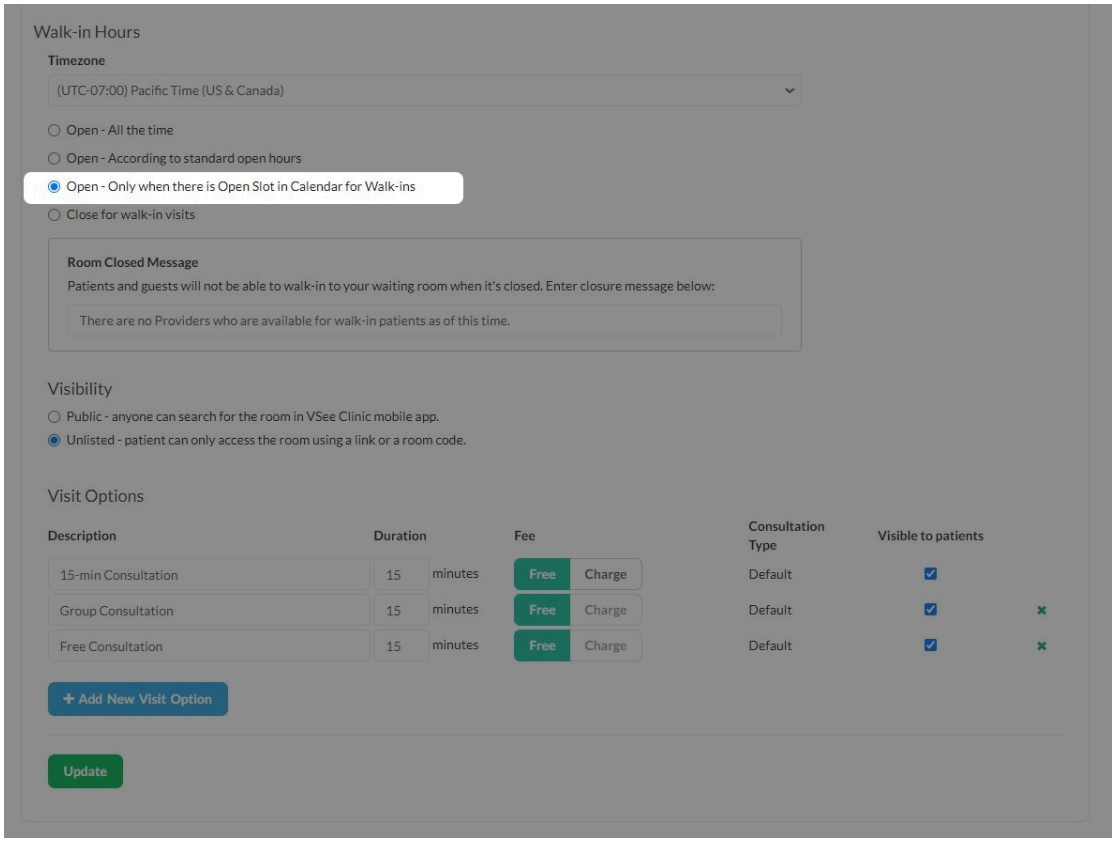
- Set your clinic to automatically close if there are no on-call clinicians available
- Schedule a clinician or a clinician group to cover on-call time slots
- Automate alerts that only send to the assigned clinician(s) during their scheduled on-call time slots.
- Create custom clinician alert groups that will be notified in your preferred order of escalation

The On-Call Schedule feature is available by request for Enterprise accounts starting Sept. 11.

Setting Up Your On-call Schedule

Define Your Clinic Walk-in/ On-call Hours

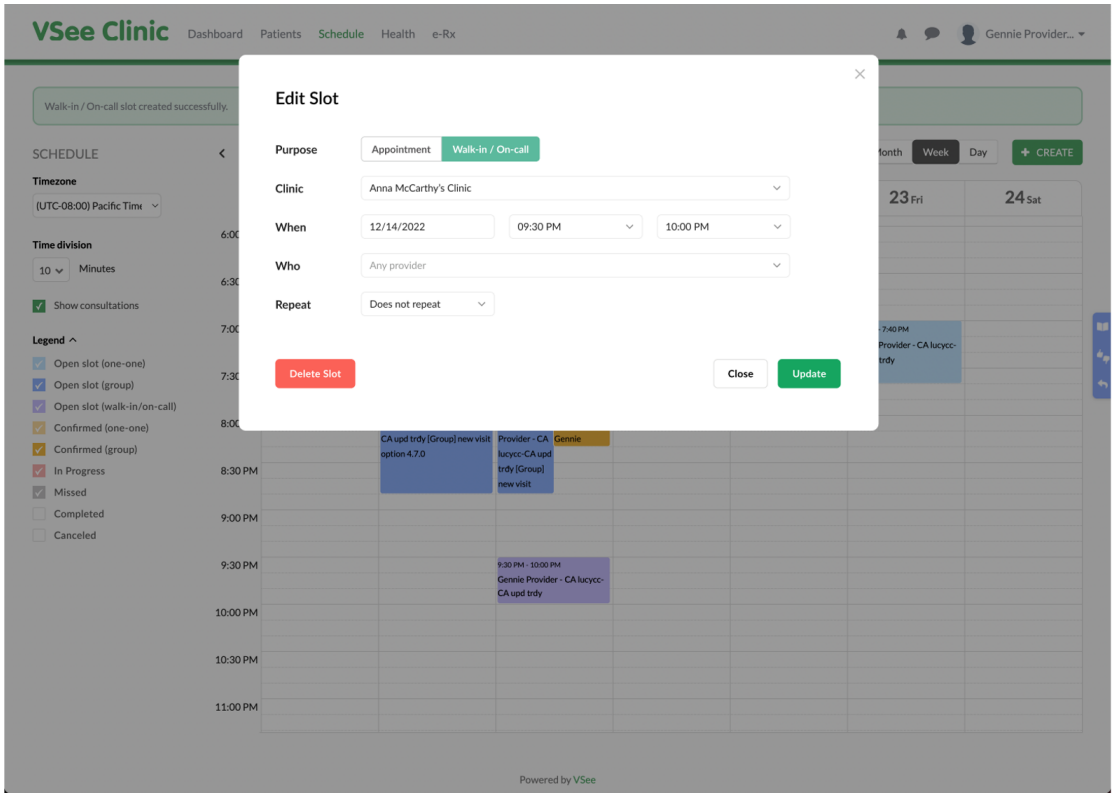
We have added settings to give you finer control over your clinic's Walk-in Hours. You now have the option to auto-open and close your waiting room to walk-ins based on your On-call Schedule. When you choose this option, your Clinic will automatically close during the hours when you have no clinicians scheduled for any On-call Schedule slots.



For more details on setting up walk-in/on-call hours, click here.

Create On-call slots

On-call slots let you assign clinicians to cover specified walk-in hours. They can be easily distinguished from the appointment slots on your calendar. To create an on-call slot, simply create a new visit or edit an existing visit as usual. The first line now gives you the option to select either an Appointment slot or a Walk-in/On-call slot. Select Walk-in/On-call slot, and continue scheduling as you normally would.



Get more details on how to create on-call slots, click here.

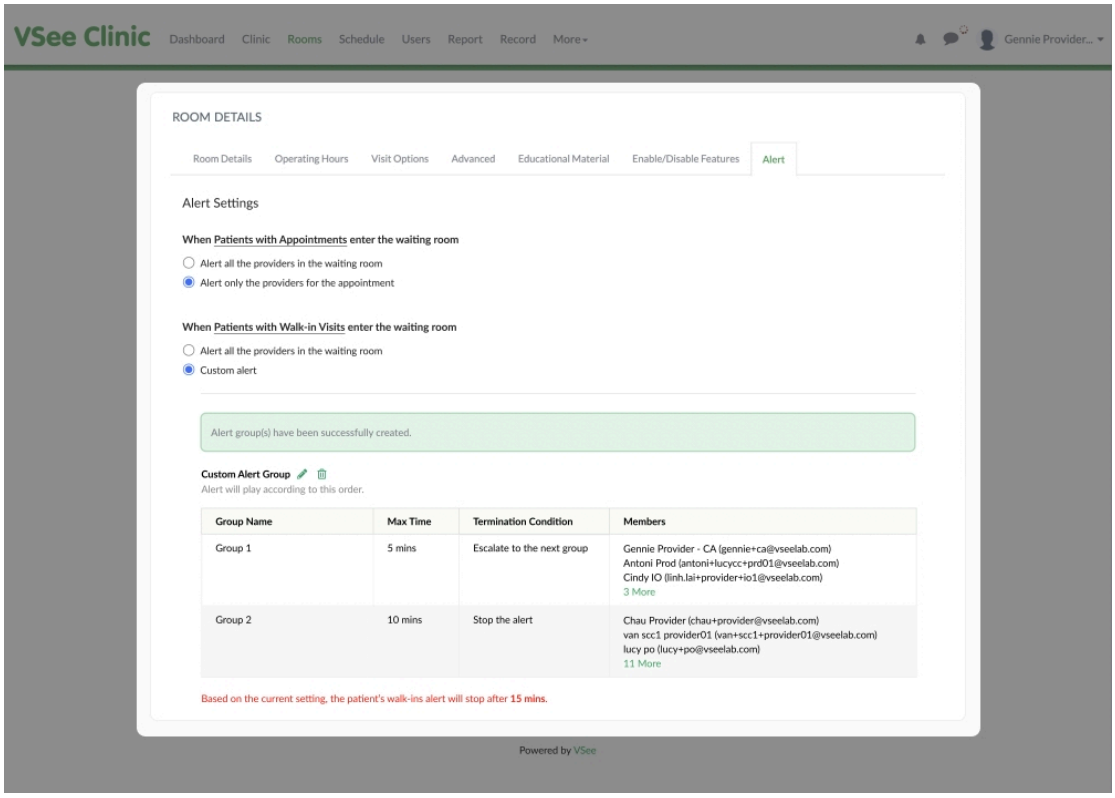
Setting Up Your Clinician Alert Groups

Configure Your Patient Walk-in Alert Settings

With the Admin panel access, you can select your preferred Alert Settings. You can now set designated on-call clinicians and clinician groups to receive priority alerts as soon as a walk-in patient enters the waiting room.

Create Custom Alert Groups & Assign Escalation Order

Create a custom alert group and assign to which group to send the priority alert when no one has taken the visit based on escalation conditions.



Get more details on how to configure your alert settings, click here.

Please contact Sales or your Account Manager to enable this feature in your Clinic.

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

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