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## 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.

Walk-in Hours

Timezone

(UTC-07:00) Pacific Time (US & Canada)

☐ Open - All the time
 ☐ Open - According to standard open hours
 ☒ Open - Only when there is Open Slot in Calendar for Walk-ins
 ☐ Close for walk-in visits

Room Closed Message

Patients and guests will not be able to walk-in to your waiting room when it's closed. Enter closure message below:

There are no Providers who are available for walk-in patients as of this time.

Visibility

☐ Public - anyone can search for the room in VSee Clinic mobile app.
 ☒ Unlisted - patient can only access the room using a link or a room code.

Visit Options

Description	Duration	Fee	Consultation Type	Visible to patients
15-min Consultation	15 minutes	<div>Free</div> <div>Charge</div>	Default	<input checked="" type="checkbox"/>
Group Consultation	15 minutes	<div>Free</div> <div>Charge</div>	Default	<input checked="" type="checkbox"/> <span>✕</span>
Free Consultation	15 minutes	<div>Free</div> <div>Charge</div>	Default	<input checked="" type="checkbox"/> <span>✕</span>

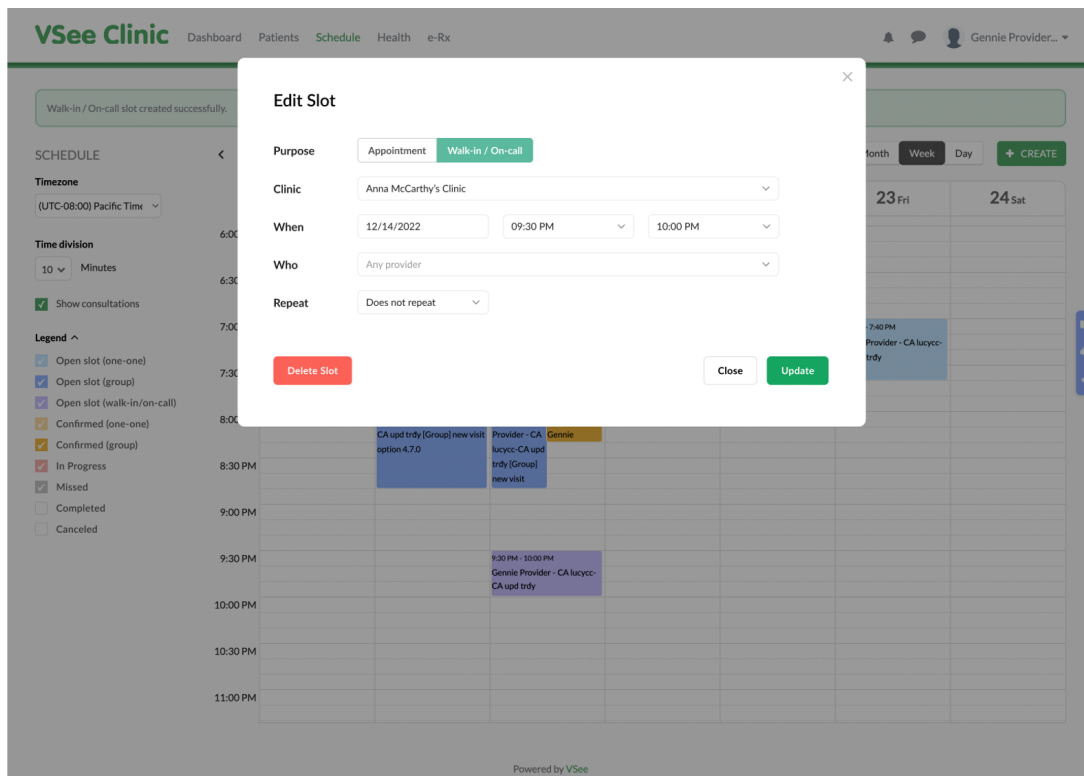
+ Add New Visit Option

Update

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.

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Gennie Provider...

ROOM DETAILS

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Alert

Alert Settings

When Patients with Appointments enter the waiting room

☐ Alert all the providers in the waiting room
☒ Alert only the providers for the appointment

When Patients with Walk-in Visits enter the waiting room

☐ Alert all the providers in the waiting room
☒ Custom alert

Alert group(s) have been successfully created.

Custom Alert Group

Alert will play according to this order.

Group Name	Max Time	Termination Condition	Members
Group 1	5 mins	Escalate to the next group	Gennie Provider - CA (gennie+ca@vseelab.com) Antoni Prod (antoni+lucycc+prd01@vseelab.com) Cindy IO (linh.lai+provider+io1@vseelab.com) 3 More
Group 2	10 mins	Stop the alert	Chau Provider (chau+provider@vseelab.com) van scc1_provider01 (van+scc1+provider01@vseelab.com) lucy po (lucy+po@vseelab.com) 11 More

Based on the current setting, the patient's walk-ins alert will stop after 15 mins.

Powered by VSee

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](mailto:help@vsee.com).

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