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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:

**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	<span>Free</span> <span>Charge</span>	Default	<input checked="" type="checkbox"/>
Group Consultation	15 minutes	<span>Free</span> <span>Charge</span>	Default	<input checked="" type="checkbox"/> <span>✕</span>
Free Consultation	15 minutes	<span>Free</span> <span>Charge</span>	Default	<input checked="" type="checkbox"/> <span>✕</span>

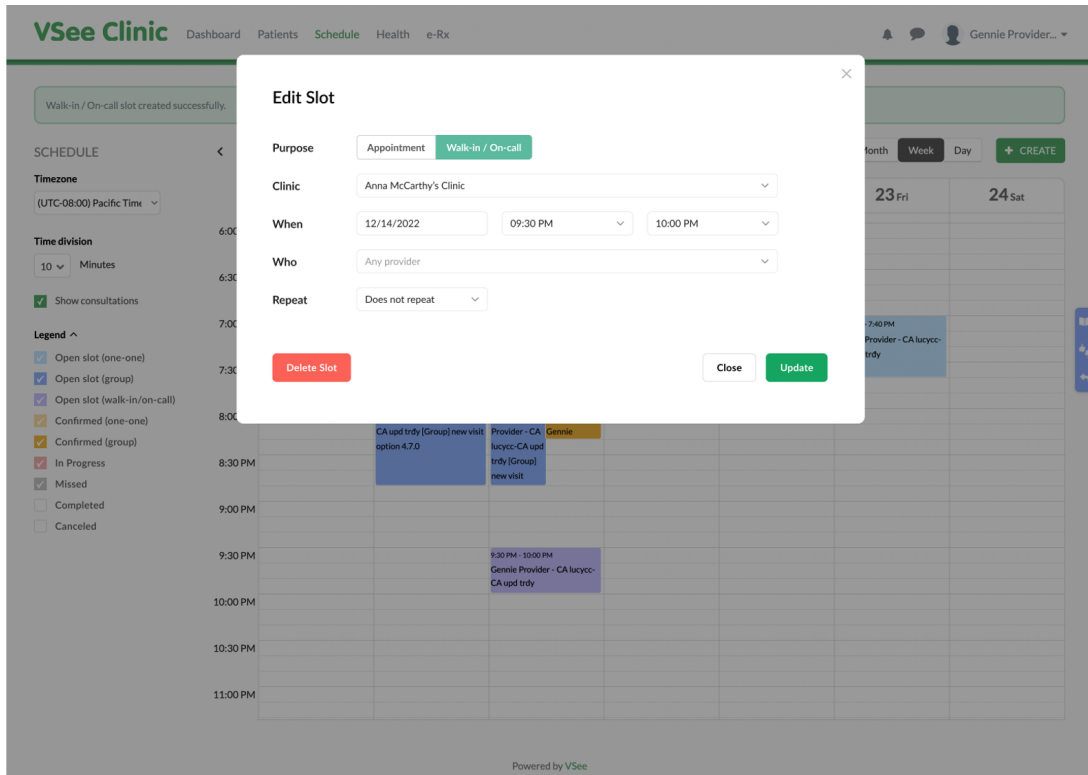
[+ Add New Visit Option](#)

[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.

VSee Clinic Dashboard Clinic Rooms Schedule Users Report Record More

Gennie Provider...

### ROOM DETAILS

Room Details Operating Hours Visit Options Advanced Educational Material Enable/Disable Features **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@vseeab.com) Antoni Prod (antoni+lucycc+prd01@vseeab.com) Cindy IO (linh.lai+provider+io1@vseeab.com) <a href="#">3 More</a>
Group 2	10 mins	Stop the alert	Chau Provider (chau+provider@vseeab.com) van scc1_provider01 (van+scc1+provider01@vseeab.com) lucy po (lucy+po@vseeab.com) <a href="#">11 More</a>

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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