VSee Clinic 6.0 - Patient Queue Auto-Sorting, Test Mode for Faster Reporting, 1-Click Patient Paging

2024-05-27 - Jay-Ileen (Ai) - VSee Clinic

Get ready for exciting features to improve care efficiency and user experience on May 27 with the release of VSee Clinic 6.0:

- New: Patient Queue Auto-Sorting - Based on Wait Times and Triage Condition
- New: Live/Test Mode for Faster Reporting, Less Data Cleaning
- Update: One-click SMS Patient Paging for Providers

New: Automated Patient Queue Sorting

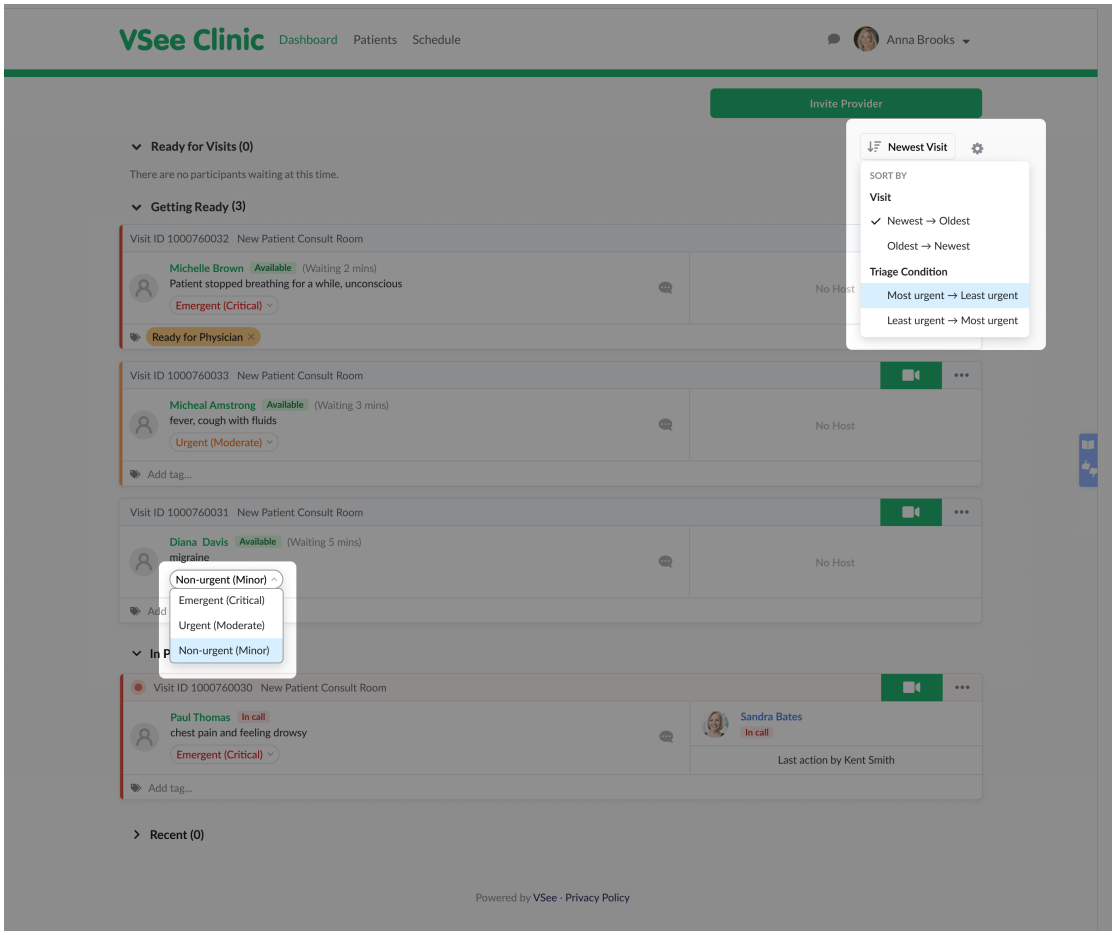
Better manage your waiting room queue with our new auto-sorting functionality. VSee Clinic now offers a quick sort button, so you can organize patients by wait times and triage condition with a single click. This allows emergency workflows and/or waiting rooms with long queues to quickly prioritize patients who need immediate care and have been waiting the longest. It's not just a feature; it's a game-changer in healthcare efficiency and patient satisfaction.

Currently, the feature offers sorting patients by Wait Times from Newest-Oldest or Oldest-Newest, or by Triage Condition from Most Urgent-Least Urgent or Least Urgent-Most Urgent.

The Patient Queue Auto-Sorting based on wait time will be enabled on the Waiting Room Dashboard in phases starting on the day of the release and will be fully enabled by the next release — VC 6.0.1.

Note: Please reach out to your Account Manager if you'd like to enable Dashboard Sorting Based on Triage condition in your Clinic.

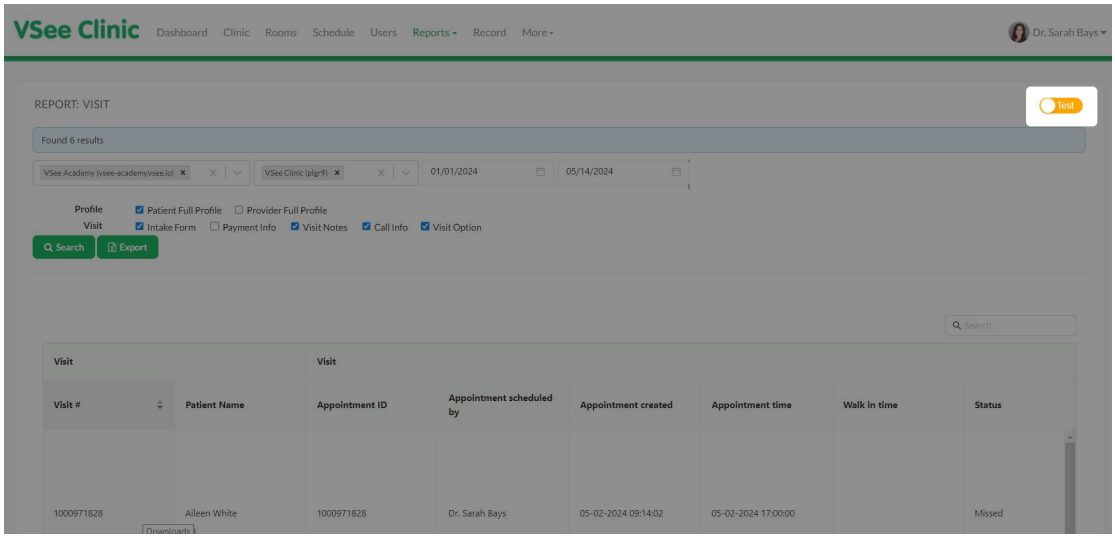
Read more about the Patient Queue Auto-Sorting here.



New: Live/Test Mode for Faster Reporting, Less Data Cleaning

Introducing our new Live/Test Mode functionality for Clinic Admins! This feature makes it easier to test new room configurations and conduct test calls without cluttering live visit data reports and analytics. This means any data generated from test rooms, including data from patients and providers created in test rooms, and visit calls conducted in test rooms, will only appear when an Admin Portal tab is set to Test Mode display.

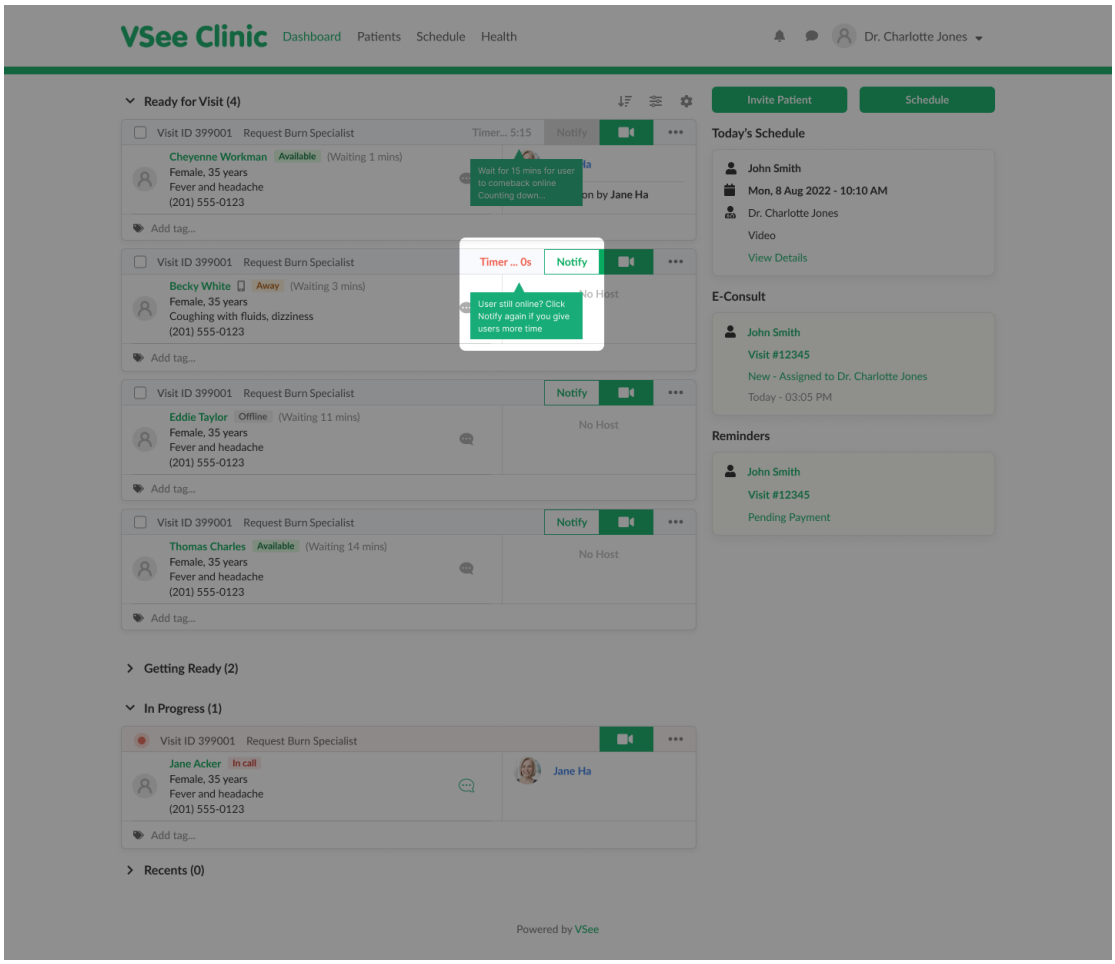
The Live/Test Mode button is available on the Admin Analytics Dashboard, Reports, and Visits tab. Clinic Admins can simply toggle between Live Mode and Test Mode to efficiently view and generate data reports without taking extra steps to screen out unwanted test or live data.



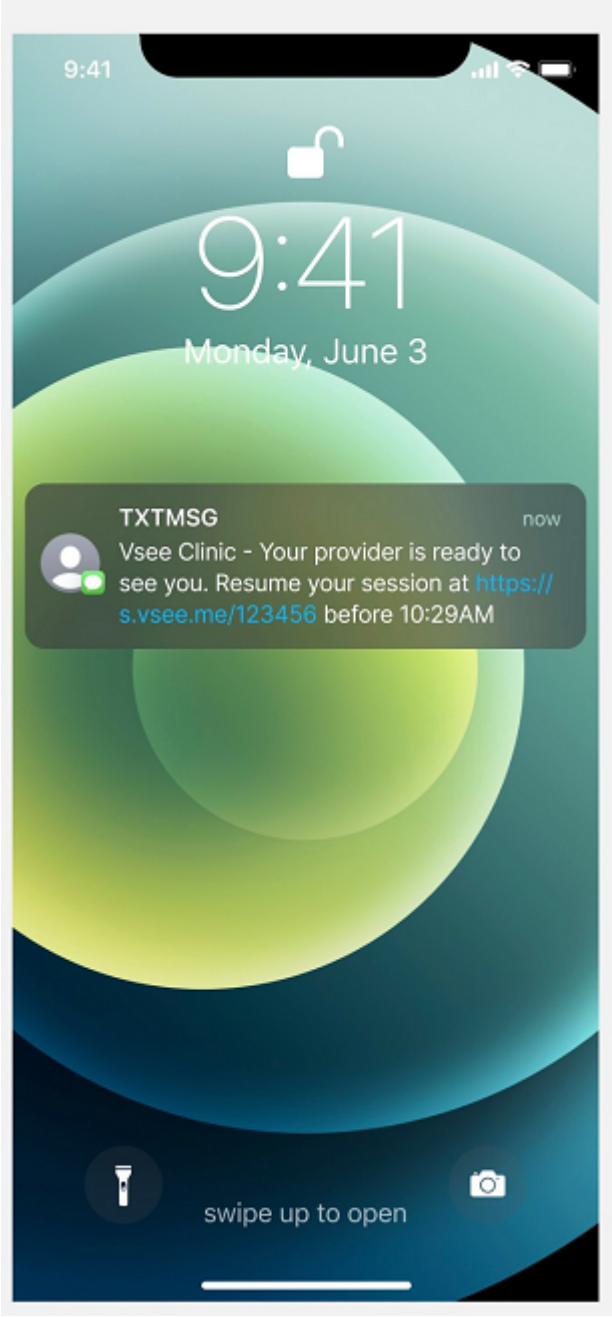
One-click SMS patient paging for providers

A common problem providers have is connecting with waiting room patients who have gone offline or are idle. On the patient side, we created the Alert Me feature so patients could opt into receiving automated text reminders once their “Provider is ready.” We have also added controls on the provider side so providers can directly text offline and idle patients in one swift click.

From the Provider Dashboard, you will now be able to see “Notify” buttons next to each queued patient. Simply click the "Notify" button and an SMS notification (with a secure rejoin link) will immediately be sent to remind the patient to return to the call.



The patient can now use the rejoin link option to jump back into the call from the SMS alert initiated by the Provider.



Note: Please reach out to your Account Manager if you'd like to enable this feature in your Clinic.

Read more about the Alert Me feature here.

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

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- patient queue auto sorting
- queue
- sorting
- triage condition
- urgency
- wait time