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## 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](#).

The screenshot displays the VSee Clinic Admin Portal interface. At the top, there's a navigation bar with 'VSee Clinic', 'Dashboard', 'Patients', and 'Schedule'. A user profile for 'Anna Brooks' is visible in the top right. Below the navigation bar, there's a section for 'Ready for Visits (0)' and 'Getting Ready (3)'. The 'Getting Ready (3)' section lists three visits with details like patient name, status, and condition. Two dropdown menus are open: one for 'Sort By' (Newest Visit, Oldest → Newest, Newest → Oldest) and another for 'Triage Condition' (Most urgent → Least urgent, Least urgent → Most urgent). The bottom of the screen shows a 'Recent (0)' section and a footer with 'Powered by VSee - Privacy Policy'.

## 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.

VSee Clinic

Dashboard
Clinic
Rooms
Schedule
Users
Reports
Record
More

Dr. Sarah Bays

REPORT: VISIT

Found 6 results

VSee Academy (vsee-academy.vsee.io)

VSee Clinic (plg99)

01/01/2024

05/14/2024

Profile

Visit

☒ Patient Full Profile
☐ Provider Full Profile
☒ Intake Form
☐ Payment Info
☒ Visit Notes
☒ Call Info
☒ Visit Option

Search

Export

Search

Visit #	Patient Name	Appointment ID	Appointment scheduled by	Appointment created	Appointment time	Walk in time	Status
1000971828	Aileen White	1000971828	Dr. Sarah Bays	05-02-2024 09:14:02	05-02-2024 17:00:00		Missed

Download

## 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.

VSee Clinic

Dashboard Patients Schedule Health

Dr. Charlotte Jones

Ready for Visit (4)

Visit ID 399001 Request Burn Specialist

Timer... 5:15

Notify

...

Cheyenne Workman

Available (Waiting 1 mins)

Female, 35 years

Fever and headache

(201) 555-0123

Wait for 15 mins for user to comeback online

Counting down...

on by Jane Ha

Add tag...

Visit ID 399001 Request Burn Specialist

Timer... 0s

Notify

...

Becky White

Away (Waiting 3 mins)

Female, 35 years

Coughing with fluids, dizziness

(201) 555-0123

User still online? Click Notify again if you give users more time

No Host

Add tag...

Visit ID 399001 Request Burn Specialist

Notify

...

Eddie Taylor

Offline (Waiting 11 mins)

Female, 35 years

Fever and headache

(201) 555-0123

No Host

Add tag...

Visit ID 399001 Request Burn Specialist

Notify

...

Thomas Charles

Available (Waiting 14 mins)

Female, 35 years

Fever and headache

(201) 555-0123

No Host

Add tag...

Getting Ready (2)

In Progress (1)

Visit ID 399001 Request Burn Specialist

...

Jane Acker

In call

Female, 35 years

Fever and headache

(201) 555-0123

Jane Ha

Add tag...

Recents (0)

Today's Schedule

John Smith

Mon, 8 Aug 2022 - 10:10 AM

Dr. Charlotte Jones

Video

View Details

E-Consult

John Smith

Visit #12345

New - Assigned to Dr. Charlotte Jones

Today - 03:05 PM

Reminders

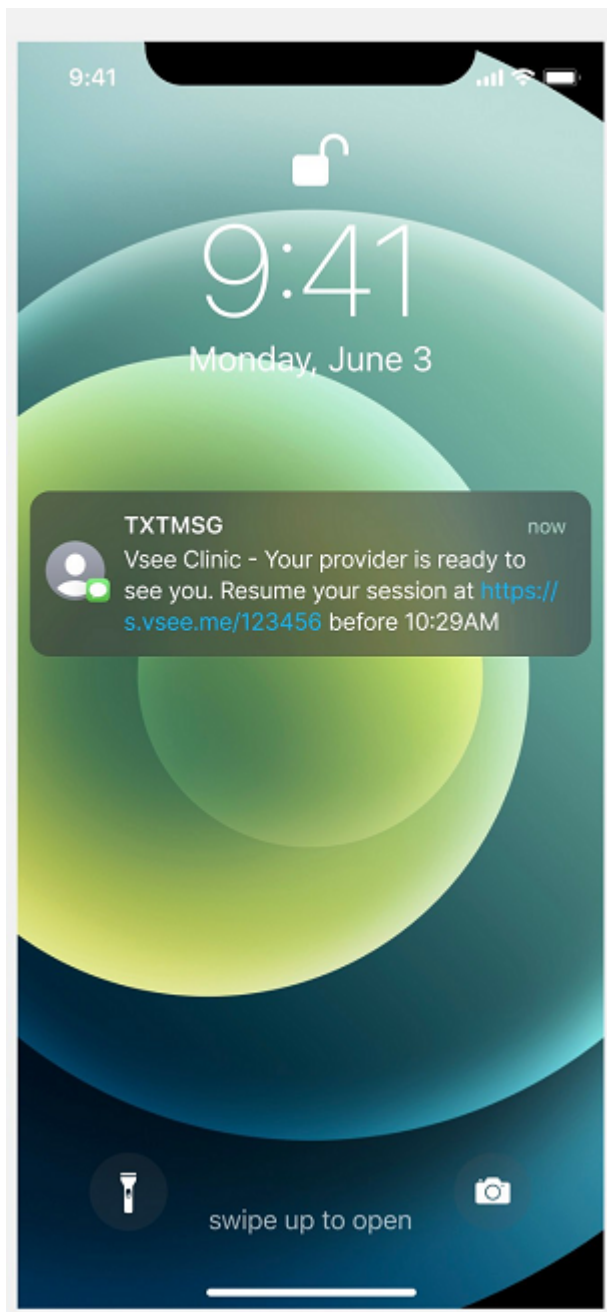
John Smith

Visit #12345

Pending Payment

Powered by VSee

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](mailto:help@vsee.com).

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#### Tags

patient queue auto sorting

queue

sorting  
triage condition  
urgency  
wait time