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VSee Clinic - Guest Scheduling and Mobile Browser Calling

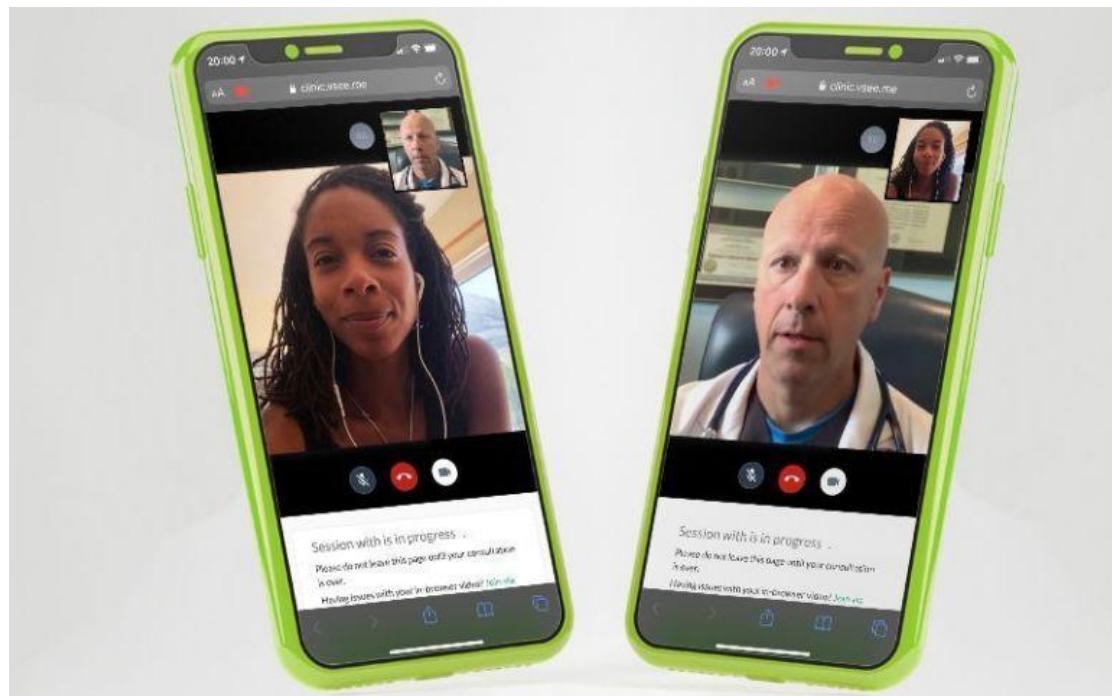
2020-07-16 - - [VSee Clinic](#)

We are glad to announce the release of these new features and improvements.

1. Browser Calling on Mobile Devices is Now Supported*

With In-browser calling, VSee Clinic no longer requires both provider and patient who are using desktop to download any app. The good news is that it is now supported on mobile devices too! This means that users are no longer required to download the VSee Clinic app on their phones and tablets.

*Works on specific mobile browsers only: Safari on supported iOS 13 and above devices. Both Google Chrome and Firefox on supported Android devices.



2. Guest Scheduling Feature*

We are making VSee Clinic's guest workflow even simpler for patients! With the Guest Scheduling feature, a patient can proceed to a provider-created appointment without actually logging into the clinic. This is possible with the use of a one-time appointment link sent to the patient's email address. This link also contains the appointment details like date and time, invite link for guests, and dial-in number. It expires when the visit has ended.

To know more about this feature, please see this step-by-step guide:
<https://help.vsee.com/kb/articles/guest-scheduling>

*Only available for clinics with the scheduling feature enabled. If you would like to try it in your clinic, please contact help@vsee.com

VSee Clinic

Help Test Computer

APPOINTMENT DETAILS

START APPOINTMENT

...

Information

Date: Wed, 07/15/2020 02:45 PM
Provider: Dr. April Inciong
Visit Type: Video
Call URL: <https://bvcv2.vsee.me/visits/join/5f0f7647581845ee8af750d664457b2c>
Dial-in: +1.650.758.0255 (PIN 472516)

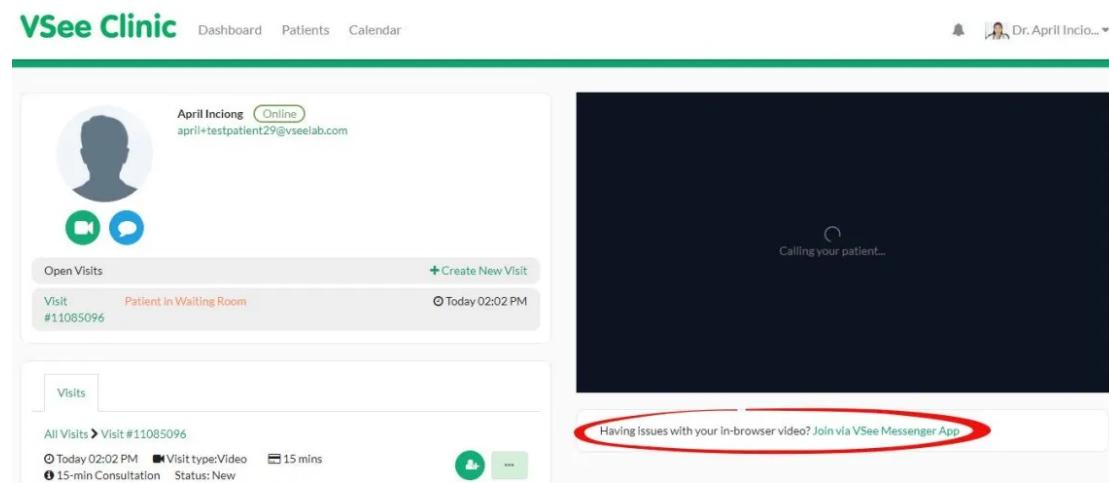
Payment

Amount: USD 49
Payment Status: Invoice created.

Powered by VSee

3. Ability to Switch Call Method While In a Call

If a provider or patient is having trouble with in-browser call on desktop, switching the call to VSee app can be done and vice versa.



The screenshot shows the VSee Clinic provider dashboard. On the left, there is a profile picture of a patient named April Inciong, with the status 'Online' and the email 'april+testpatient29@vseelab.com'. Below this, there are buttons for 'Open Visits' and 'Create New Visit'. A specific visit is listed: 'Visit #11085096' with the patient 'Patient in Waiting Room'. The visit is scheduled for 'Today 02:02 PM'. On the right, a large video call interface is displayed, showing a dark screen with the text 'Calling your patient...'. At the bottom right of the video screen, there is a message in a red box that says 'Having issues with your in-browser video? Join via VSee Messenger App.'.

Welcome to Clinic Portal

Please wait. Your provider will be with you shortly.

If you want to cancel your visit, [click here to exit the waiting room.](#)

If you closed the video conference by mistake, please [click here to relaunch the video.](#)

Having issues with your VSee Messenger call? [Join via web browser](#)

Dial in: +1.650.758.0255 (PIN 472516)

4. Improved “Test Computer” Page

This test page helps providers and patients check their desktop or laptop prior to a telemedicine visit. The improved Test Computer page now includes Operating System & Browser compatibility tests, and a Network Setup test. The user can even make a test call or contact VSee support if there is any problem.

Computer testing...



Operating System

Windows (Version 10)



Browser

Chrome (Version 84.0.4147)



Network Setup

Passed 5 out of 6 tests.

HELP

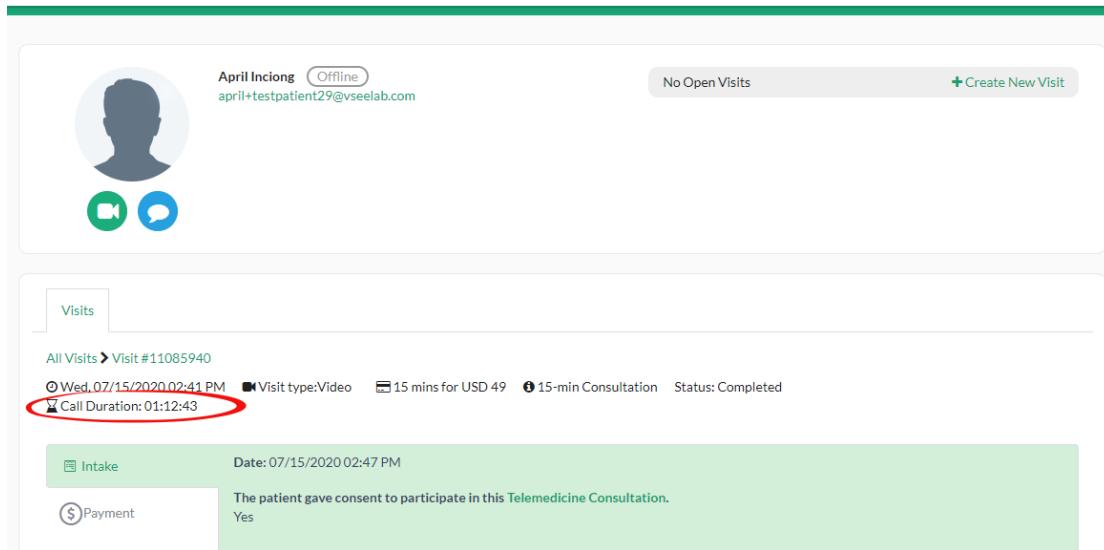
There seems to be a problem with your internet connection. You may have issues during the video call.

[MAKE A TEST CALL](#)

Powered by VSee

5. Call Duration in Visit Listing and Visit Details

Providers and clinic staff will now see the call duration right on the visit list and visit records.



The screenshot shows the VSee Clinic software interface. At the top, there is a patient profile for "April Inciong" (Offline) with the email "april+testpatient29@vseelab.com". Below the profile, there are two circular icons: a green video camera icon and a blue speech bubble icon. To the right of the profile, there is a button labeled "Create New Visit". Below the profile, a "Visits" tab is selected, showing a list of visits. The first visit listed is "Visit #11085940" from "Wed, 07/15/2020 02:41 PM". The visit details include: Visit type: Video, 15 mins for USD 49, 15-min Consultation, Status: Completed, and Call Duration: 01:12:43. The "Call Duration" field is circled in red. Below the visit details, there are two sections: "Intake" (Date: 07/15/2020 02:47 PM) and "Payment" (The patient gave consent to participate in this Telemedicine Consultation. Yes).

6. Browser Calling Optimization

Launching a browser call now has improved loading speed and better loading indicator.

Other improvements and bug fixes are also included in this release. If you have any questions, drop us an email at help@vsee.com.

- Tags
- [VC 4.0.5](#)
- [VC 4.0.6](#)
- [VC 4.1](#)