

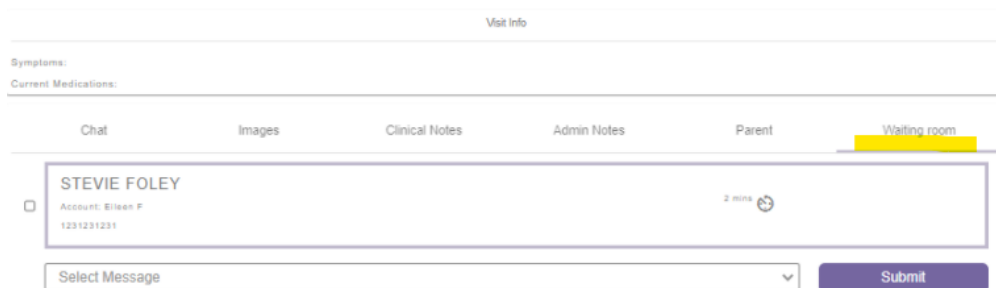
# Clinician Waiting Room Messenger

Last Modified on 09/25/2024 1:44 pm EDT



## Clinician Waiting Room Messenger

- All Clinicians have a messaging feature that allows them to communicate with their patients in the waiting room who are currently waiting for the Clinician to begin their telemedicine visit. This feature is called the Clinician waiting room messenger.
- The Clinician can message patients in the waiting room by clicking on “waiting room” that is located on their telemedicine visit screen.



- The patient from the waiting room will not be able to chat back and forth with the Clinician, but the Clinician will be able to send them messages.
- Once the Clinician selects the waiting room, the Clinician will be able to see the patients that are currently in the waiting room, along with the time that shows how long the patient has been waiting.

- The Clinician will need to select the patient they would like to speak with from the waiting room. Once the patient has been selected, the Clinician will have the option to send an automatic message or write their own message to the patient.

Name: **Eileen Test**      DOB: **9/19/10**  
 Allergies:      Other:

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Visit Info

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Symptoms:  
Current Medications:

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Chat    Images    Clinical Notes    Admin Notes    Parent    Waiting room

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**STEVIE FOLEY** 2 mins

Account: Eileen F  
1231231231

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Select Message v

Select Message

Hello, I am finishing with a previous patient and I will be with you soon.

Sorry the clinician is running behind, they will be with you soon.

Type my own message

Submit

- The waiting room messenger will only appear if you have a patient in your waiting room. If the waiting room is empty, the waiting room messenger will not appear during the telemedicine visit.

Patient

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Name: **Eileen Test**      DOB: **9/19/10**  
 Allergies:      Other:

---

Visit Info

---

Symptoms:  
Current Medications:

---

Chat    Images    Clinical Notes    Admin Notes    Parent

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Someone will be with you shortly.

System - 5:07:10

Hello, someone will be with you shortly.