



To: WRS Health Users
From: WRS Development Team
Date: 4/1/2021
Re: Virtual Waiting Room Chat

ITEMS IN THIS RELEASE



Virtual Waiting Room Chat



Practice Setup & Activation



Using the VWR Chat: Practices and Patients

Virtual Waiting Room (VWR) Chat

WRS Health has released a mobile-friendly chat feature for the Virtual Waiting Room. This feature allows patients to communicate via instant messenger to the practice while accessing the self-check in and telehealth platform.

Practice Setup & Activation

The VWR chat will only appear available to patients if the minimum number of users (which is 1) in the practice has “Support chat” enabled in their permissions. To enable this feature, go to the administration tab > resource set up > select resource (user) > go to permissions tab > select “support chat” > save. This feature can be utilized by any practice user who has this enabled.

APPOINTMENT SCHEDULER	ALLOWED
Make Appointment ?	View <input checked="" type="checkbox"/> Add <input checked="" type="checkbox"/> Edit <input checked="" type="checkbox"/>
Cancel Appointment ?	Check for Yes <input checked="" type="checkbox"/>
Double Booking ?	Check for Yes <input checked="" type="checkbox"/>
Booking on unavailable time ?	Check for Yes <input type="checkbox"/>
Scheduler Setup ?	Check for Yes <input checked="" type="checkbox"/>
Support Chat ?	Check for Yes <input checked="" type="checkbox"/>

Figure 1. Permission

Using the VWR Chat: Practices and Patients

When a practice user is logged in, the image below is what will appear when they select the toggle on the lower right corner.

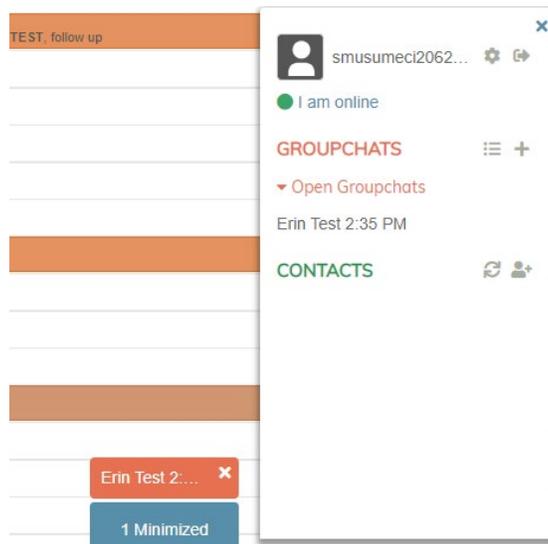


Figure 2: Chat Menu

When a patient is in the VWR and has engaged in a chat, the box below will appear for the practice user.

The screenshot displays a practice management software interface. At the top, there is a header with the date '12/06/2020's Appt List', a 'Filters' button, a 'Print Schedule' button, and navigation controls for 'MONDAY 12/07/2020'. Below the header is a schedule grid for 'Goshen Test' with time slots from 10:15am to 4:00pm. A chat window titled 'Sam Test 10:35 AM' is overlaid on the schedule. The chat window shows a message from 'Office_Staff' at 13:35: 'Sam has entered the live chat'. Below this, it says 'New messages' and 'Hello Sam, Welcome to WRS Implementation and Training!'. A second message from 'Shane from WRS Implementation and Training' says 'Shane from WRS Implementation and Training has entered the live chat'. The chat window also includes a 'Participants' list with 'admin@devopenh', 'Sam', and 'Shane'. A 'Toggle chat' button is visible in the bottom right corner of the chat window.

Figure 3: Practice Facing Chat Window

The day of the patient's appointment, they will receive an email and/or SMS allowing them entry into the VWR. Once authenticated, they will be prompted to allow the VWR to show notifications.

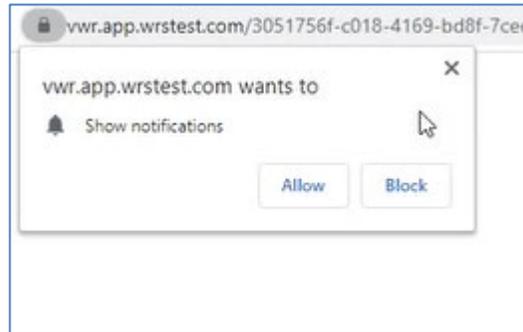


Figure 4: Allow Notifications

Once notifications are allowed, the patient will see a box appear in the lower, right hand side of their screen. The patient will first see an automated message welcoming them to the chat and advising that a practice user will be with them shortly.

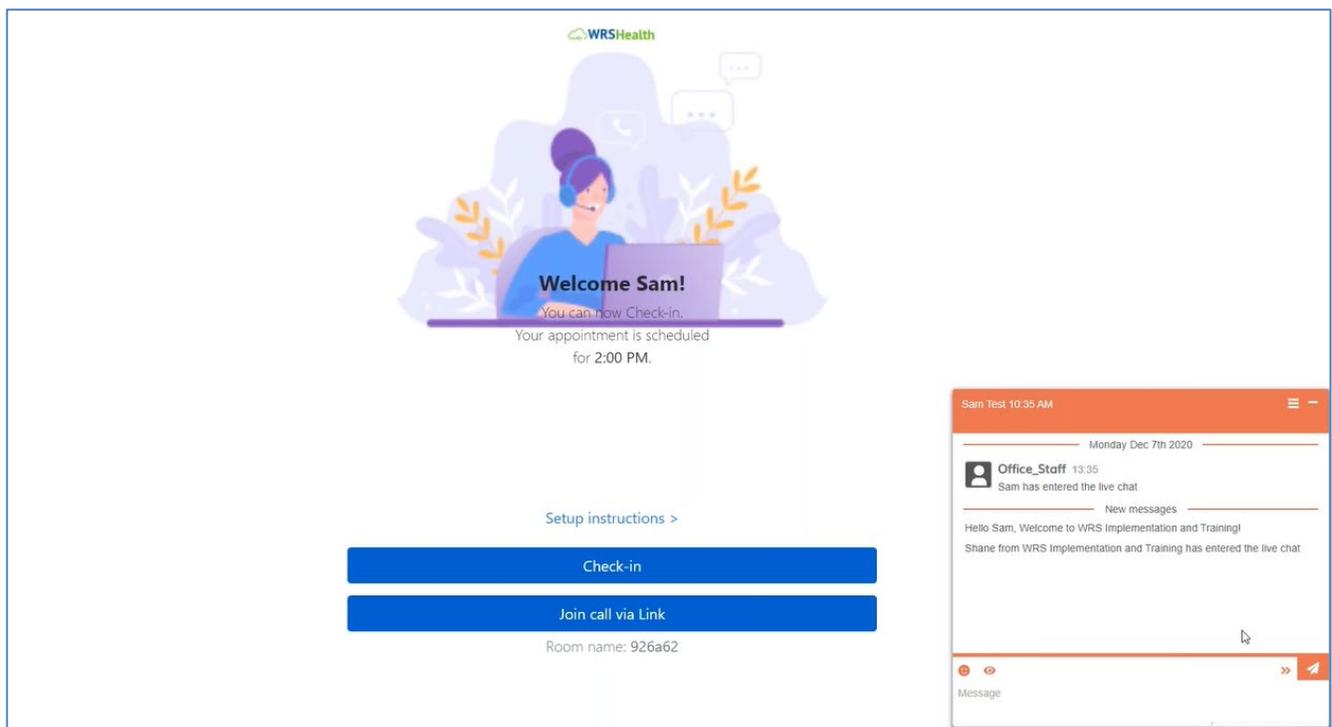


Figure 5: Patient Facing Chat Window

This box will only appear if a practice user who has “support chat” enabled is currently logged on. If there is no practice user logged in or enabled with the feature, patients will not have the ability to send an instant message through the VWR chat.

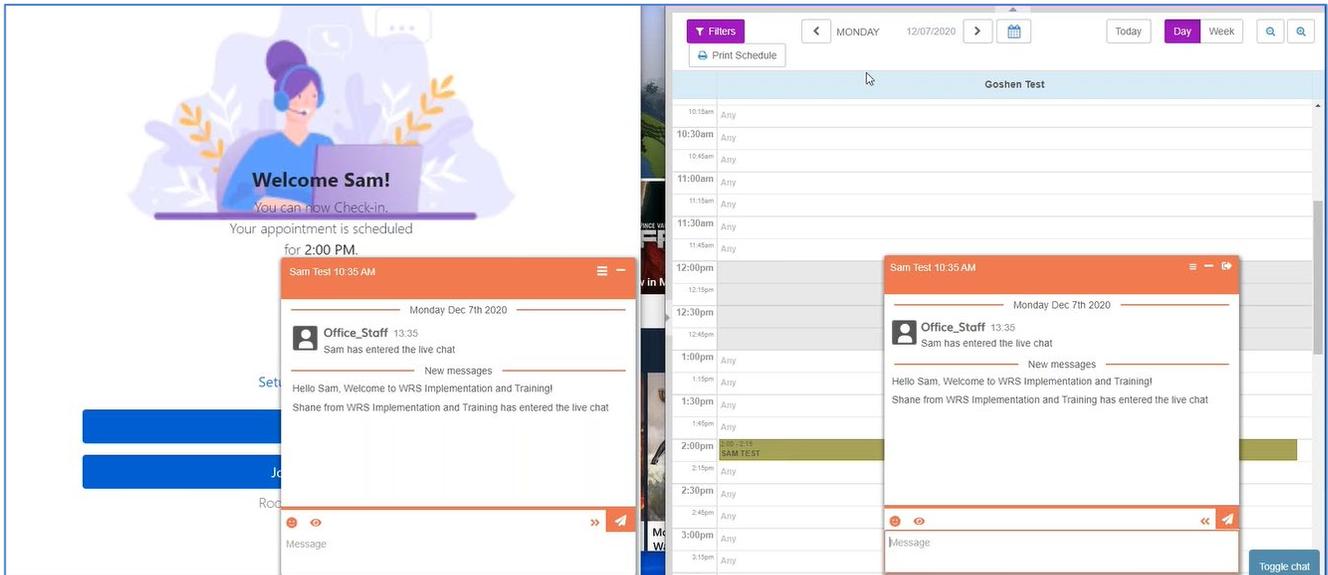


Figure 6: Side by Side of VWR Chat

When the conversation is over, the practice user and patient can simply X out of the chat window.