WRSHealth

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.

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.
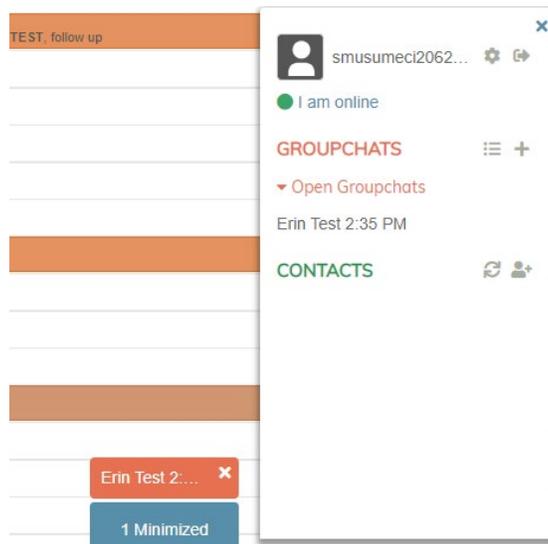

Figure 2: Chat Menu

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

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.
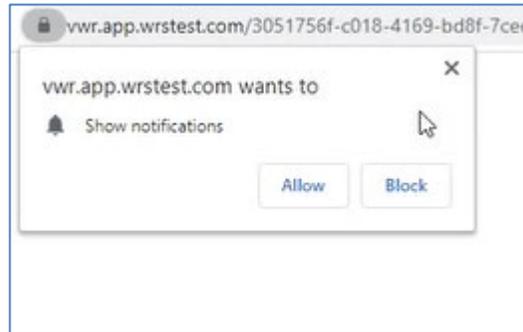

Figure 4: Allow Notifications

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.
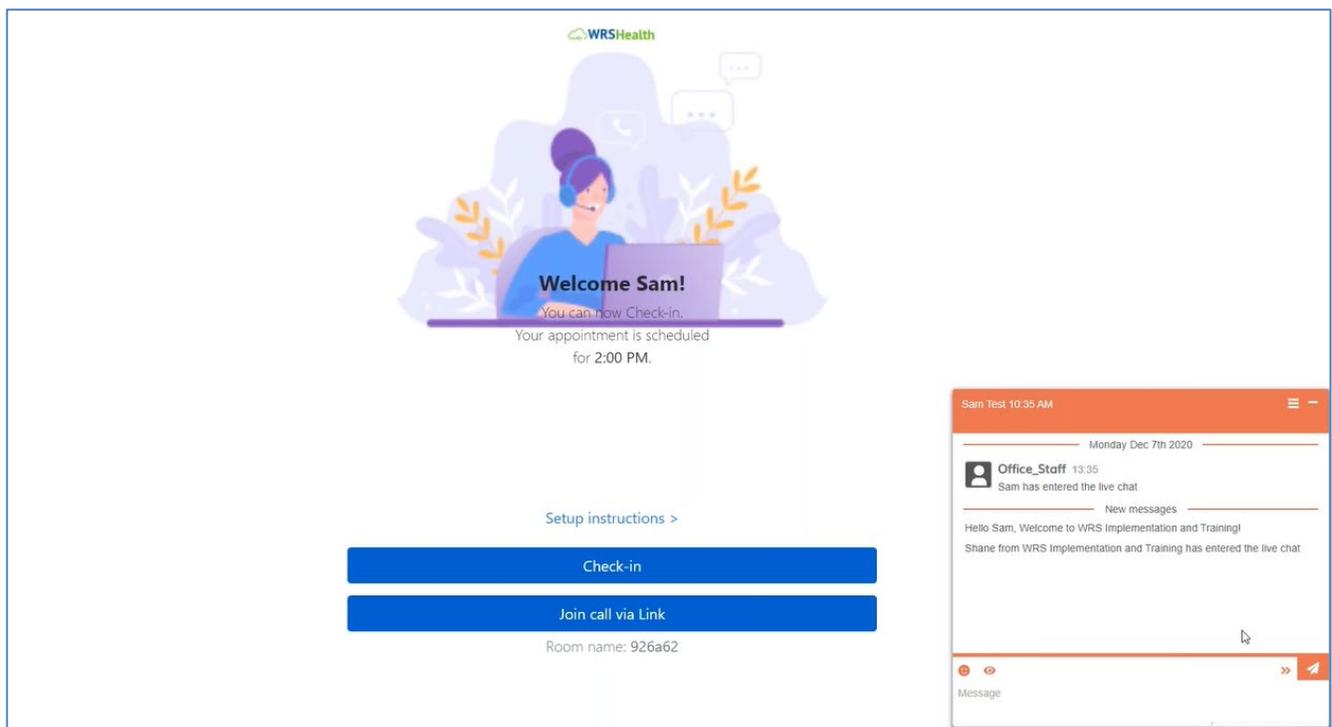

Figure 5: Patient Facing Chat Window

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.
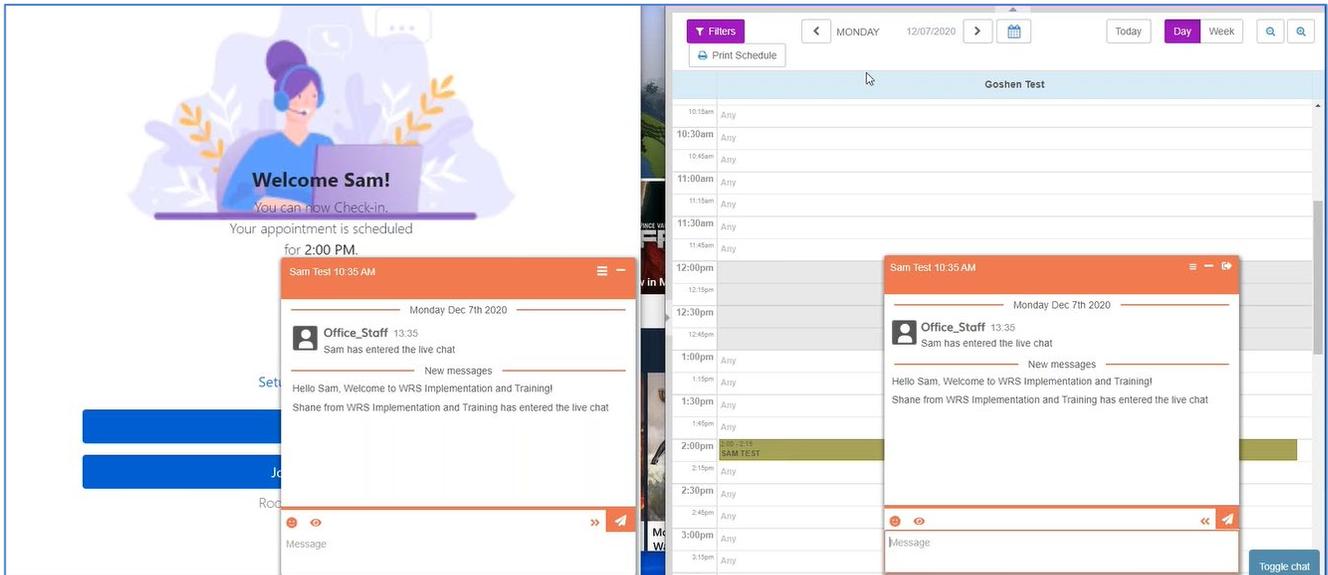

Figure 6: Side by Side of VWR Chat

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