

Video Chat Waiting Room: Tips and Tricks



Last Modified on 11/28/2023 2:20 pm EST

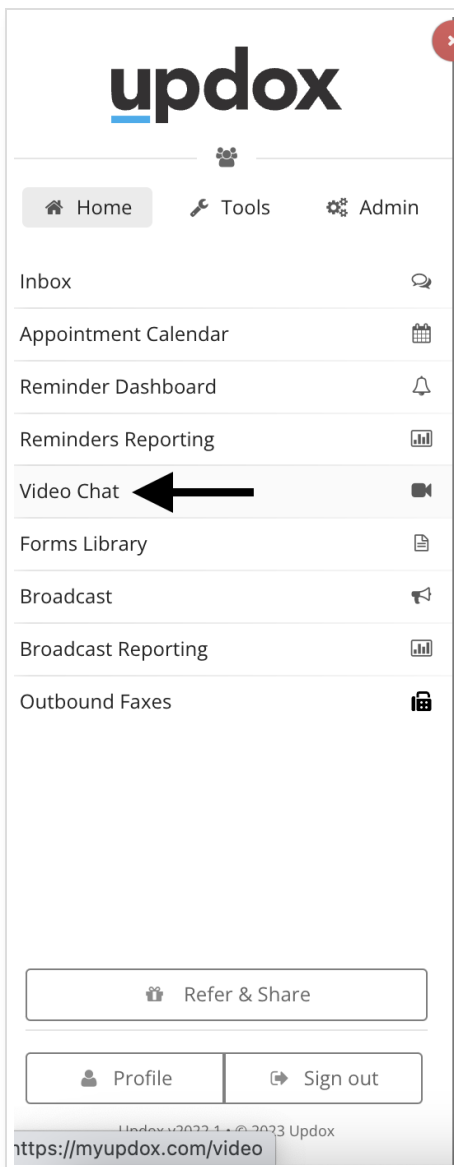
The Waiting Room in Updox's Video Chat makes managing your telehealth visits an easy and intuitive process. You can [send invites to patients](#) right from your waiting room management view.

But, did you know you could also set up a public waiting room link that patients can use to join at any time?

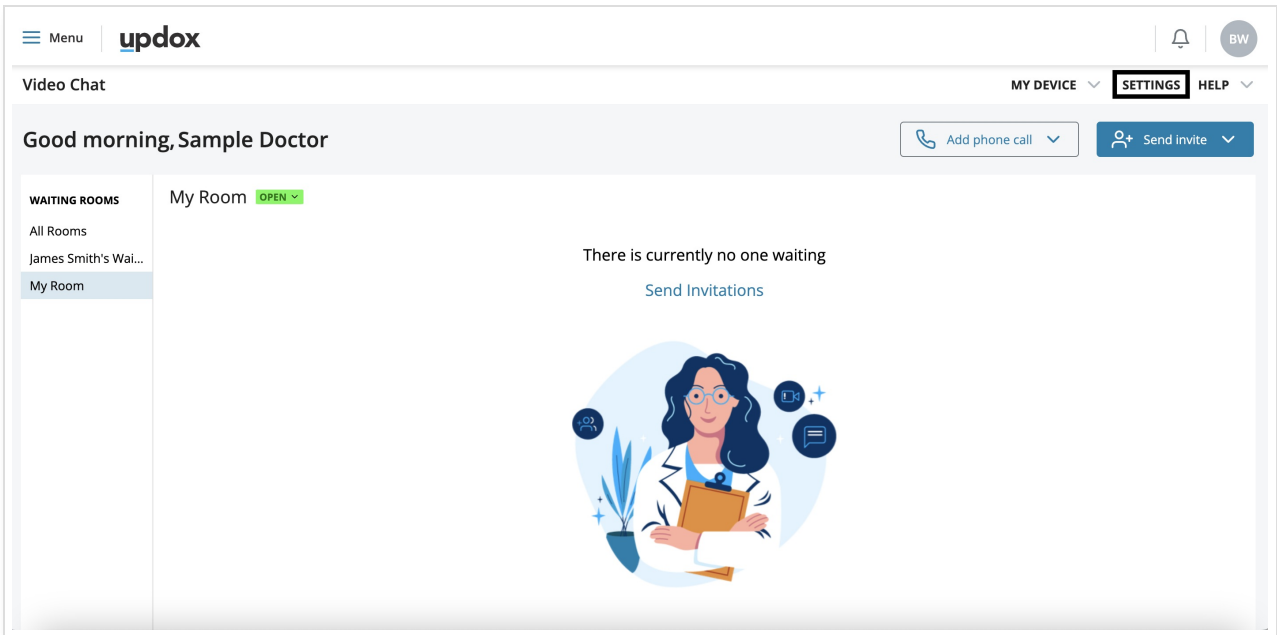
In this article, we will look at setting up the public waiting room and a couple of examples of how to use it.

Set Up

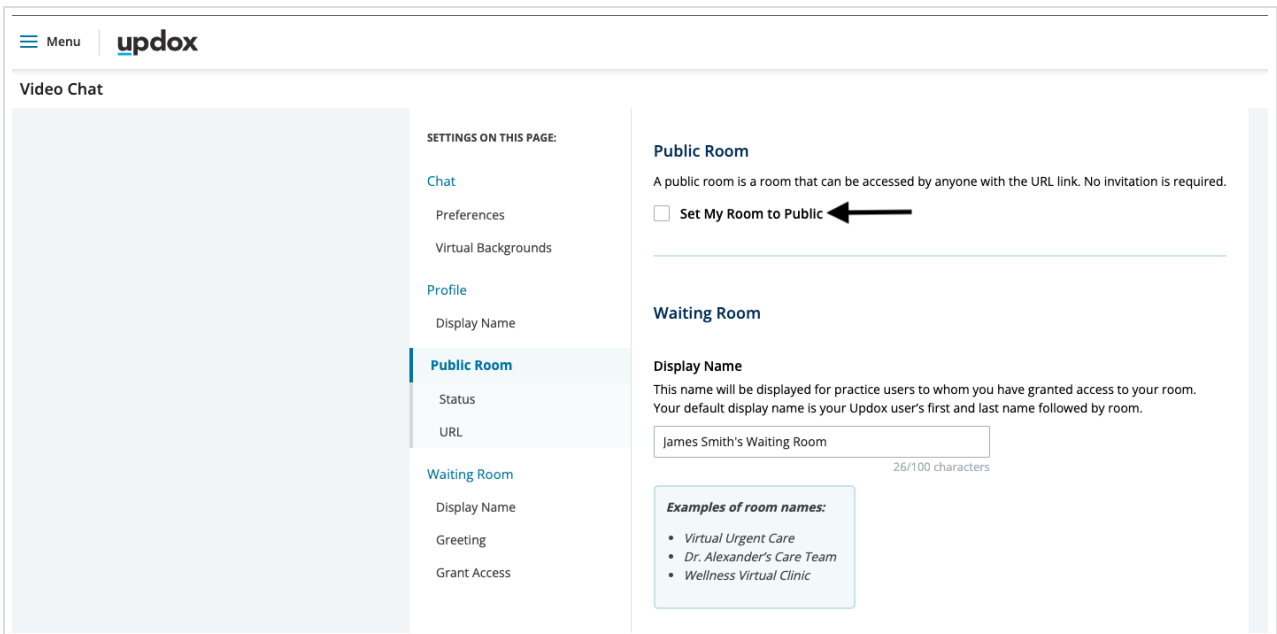
1. Go to **Video Chat** from the **Home** menu.



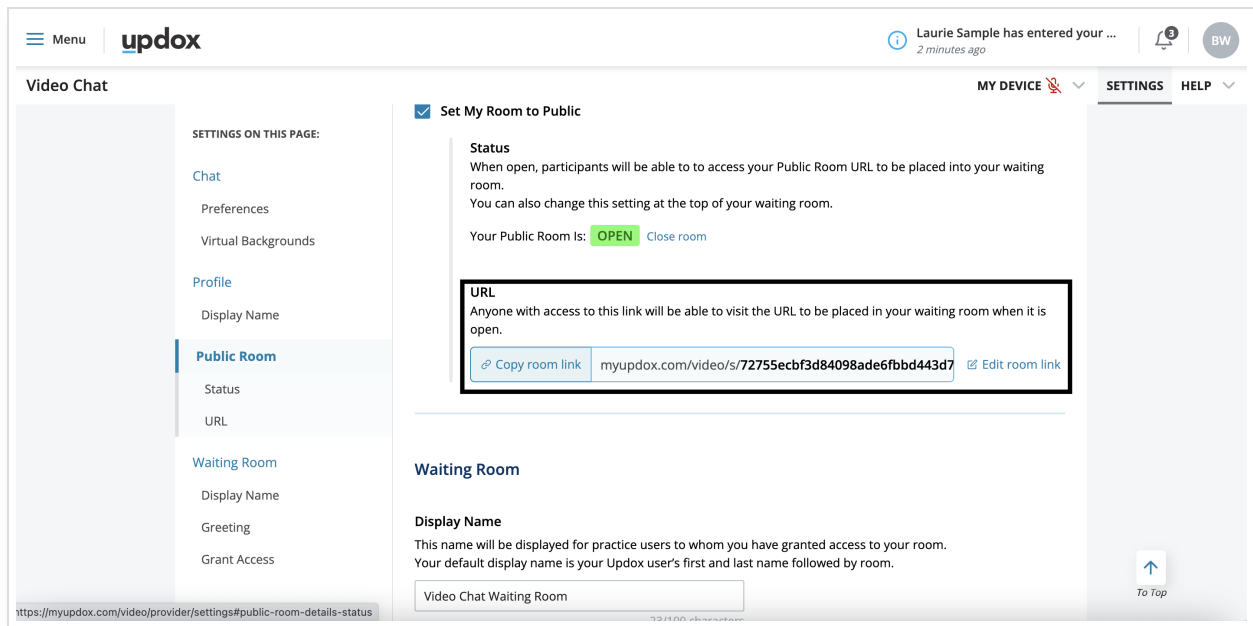
2. Next, go to the **Settings** menu.



3. Check the box for **Set My Room to Public**.



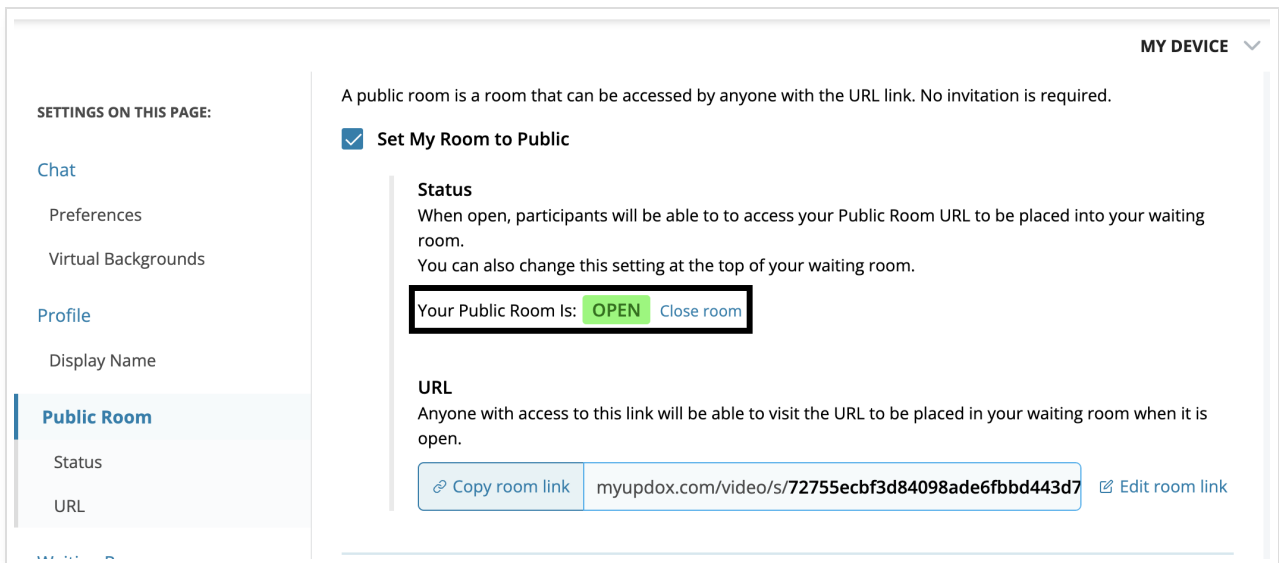
4. Once the waiting room is public, you will have access to the URL link to copy.



Opening and Closing the Waiting Room

When the Waiting Room is **open**, patients can access the link and Waiting Room wherever you have included it. At any time you can **close** the room so that it cannot be accessed with the link.

You can change the status of the room on the Settings page



You can also change the settings from the main Video Chat dashboard.

Video Chat

Good afternoon, Sample Doctor

WAITING ROOMS

- All Rooms
- James Smith's Wai...
- My Room**

My Room CLOSED ^	Status	Recipient	Room
<input type="checkbox"/>		Laure Sample 📧	My Room ▾
<input type="checkbox"/>	Last seen 25 minutes ago	Laurie Sample 📧	My Room ▾
<input type="checkbox"/>	Last seen 1 minute ago	Sample Patient 📧	My Room ▾

When the Waiting Room is closed, patients will see the message below when trying to access it.

updox

Video Chat MY DEVICE ▾ HELP ▾

This waiting room is currently closed.

Using the Public Waiting Room on a Website

Now that you have set up your public waiting room, you can use the link on your website. That way patients will always have access to the link and you don't have to worry about sending or resending the link to them.

Below is an example of the link embedded into a sample website.

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External Link (opens in new window)
[Post a Secure Message Form](#)
 This form is received securely in our private team inbox within the demo practice

Connect to Our Secure Video Chat Room

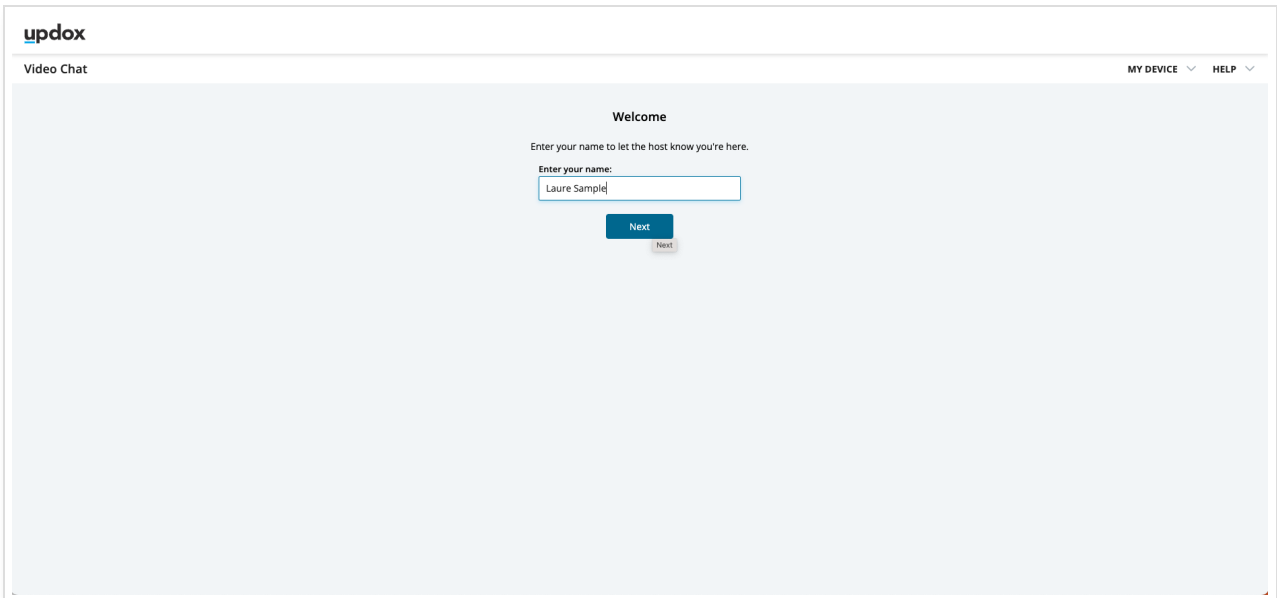
Links you directly to a video chat waiting room hosted by our demo practice. No software or app is needed, and you can join now from any device

External Link (opens in new window)
[Video Chat in Our Demo Practice Team Room](#)
 If you reach the waiting room and nobody is present, but you are expecting to meet, there is a text number to notify the host

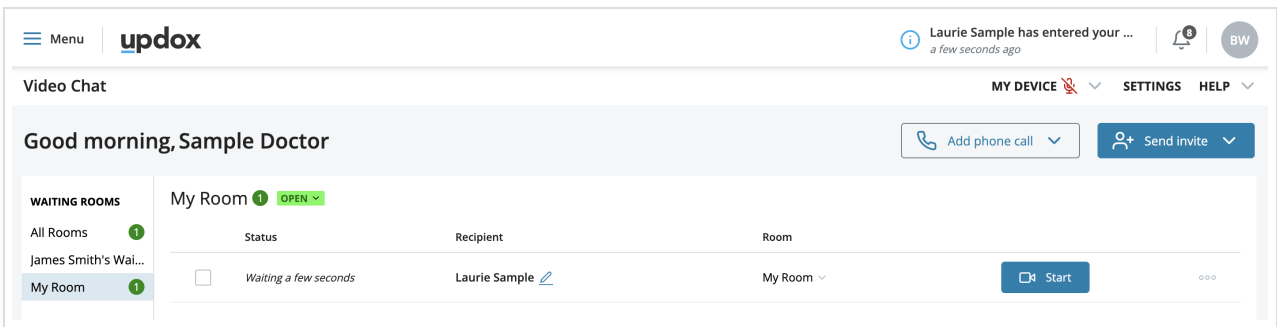
Register with Us to Test Drive the Tools and Workflows

FOR HEALTHCARE PROFESSIONALS CONSIDERING UPDOX-We offer a special service to help healthcare professionals experience the Updox workflow efficiency tools. We have a working demo practice setup with forms, templates, tags, queues, messenger threads, video chat, fax number, etc.

The patient simply clicks the link and is directed to the waiting room where they can enter their name and get started with the visit.



You will be able to manage the visit from the Video Chat dashboard.



Using the Public Waiting Room Link with Reminders

Another useful example of the Public Waiting room is with reminders. You can set the link in your reminders so that the link will always be available to patients in their reminders.

Below is an example of a text reminder [script](#) that includes the link to the Public Waiting room.

Text Script

Script Name
Video Chat

Manage Script content and languages
When making changes to a script, update all language versions to maintain consistent messaging.

Patient Reminders are not a HIPAA-compliant method of communication.
Refrain from entering any PHI in the message contents.

English Message

Hello there [firstname],

Here is the link for your video chat appointment. Please click on the link for your appointment on [date] at [time].

Thank you,

<https://myupdox.com/video/s/72755ecbf3d84098ade6fbbd443d7cb9>

+ Add Spanish version Preview

Active
 Default text script

Personalize your message
Use the variables below to personalize your message. Variables will always appear in English

* = required

- [firstname]*
The patient's first name
- [date]*
The date of the appointment
- [time]
The time of the appointment
- [type]
The type of the appointment
- [location]
The location of the appointment
- [address]
The address of the location or practice
- [with]
The calendar the appointment appears on
- [practicename]
The practice name
- [practicephone]
The practice phone number

Discard Save

When the reminder is delivered, it will include the link to the Public Waiting Room. The patient clicks on the link to get started. After entering their name and enabling video and microphone access, they are ready to join the visit.

The first screenshot shows a text message received at 12:48 from +1 (855) 459-1373. The message contains a personalized greeting for Laurie, a link to a video chat appointment for Friday, 9/8/2023 at 2:45pm, and instructions to confirm or cancel. The second screenshot shows a 'Welcome' screen at 1:28 where the patient enters their name 'Laurie Sample' and clicks 'Next'. The third screenshot shows a 'Public Waiting Room' at 1:28 with a message: 'Hello there! Thank you for joining. Our visit will begin soon. Your chat will start soon. Don't close this window while you wait.' The bottom of the screen shows 'LEAVE', 'MUTE', and 'SHOW' options.

And that's all there is to setting up and using the Public Waiting Room for Video Chat.

For more information on our Video Chat, check out our support page [here](#).