

Video Chat Waiting Room: Tips and Tricks

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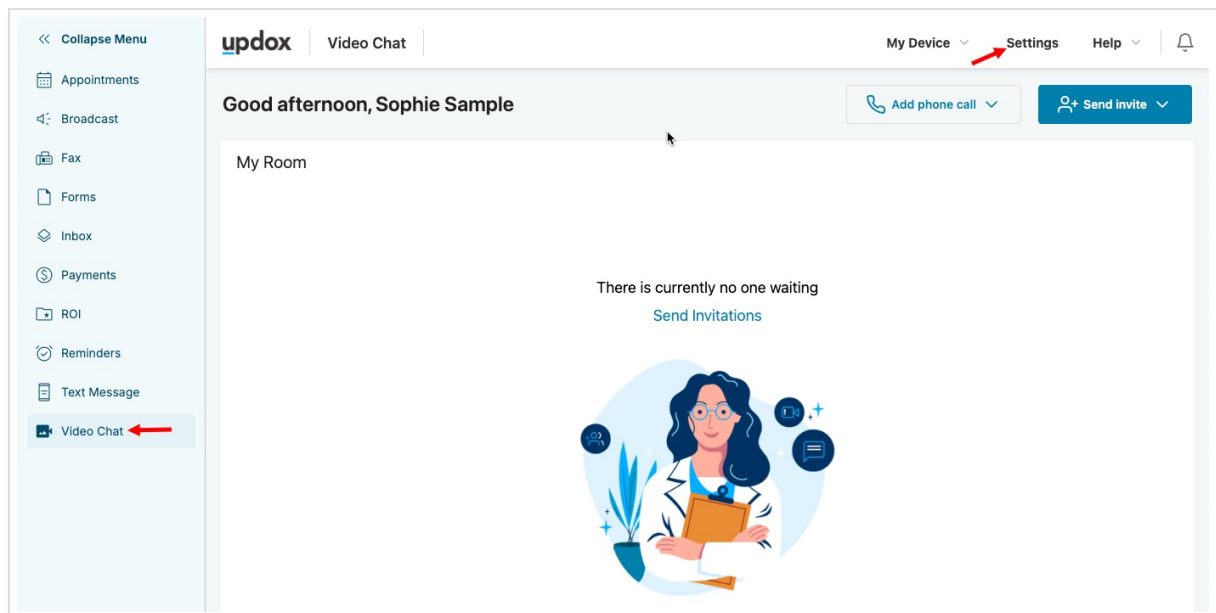
[Set up a public waiting room](#) | [Open or close the Waiting Room](#) | [Use the public waiting room link for reminders](#)

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

Did you know you could also set up a public waiting room link that patients can use to join at any time? This article describes how to set up the public waiting room and a couple of examples of how to use it.

Set up a public waiting room

1. From the home menu, select **Video Chat** and then select **Settings**.



2. Select **Public Room** on the left menu to go straight to that section, and then select the **Set My Room to Public** checkbox.

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Video Chat

My Device

Settings

SETTINGS ON THIS PAGE

Chat

Preferences

Virtual Backgrounds

Interpreter Services

Profile

Display Name

Public Room

Status

URL

Waiting Room

Display Name

Greeting

Grant Access

Public Room

A public room is a room that can be accessed by anyone with the URL link. No invitation is required.

☐ Set My Room to Public

Waiting Room

Display Name

This name will be displayed for practice users to whom you have granted access to your room. Your default display name is your Updox user's first and last name followed by room.

Sample Care Team

13/100 characters

Examples of room names:

- Virtual Urgent Care
- Dr. Alexander's Care Team
- Wellness Virtual Clinic

Greeting

Recipients will see this message once they're checked into the Waiting Room.

0/150 characters

3. Once the waiting room is public, you can copy the URL. Select **Copy room link**.

Public Room

A public room is a room that can be accessed by anyone with the URL link. No invitation is required.

☒ Set My Room to Public

Status

When open, participants will be able to to access your Public Room URL to be placed into your waiting room. You can also change this setting at the top of your waiting room.

Your Public Room Is: OPEN Close room

URL

Anyone with access to this link will be able to visit the URL to be placed in your waiting room when it is open.

[Copy room link](#)

updoxtest.com/video/s/b58367b466a345a1938132b4

[Edit room link](#)

Waiting Room

Display Name

This name will be displayed for practice users to whom you have granted access to your room. Your default display name is your Updox user's first and last name followed by room.

Sample Care Team

16/100 characters

Open or close the Waiting Room

When the **Waiting Room** is open, patients can access the link and **Waiting Room** wherever you have included it.

To close the room, from the **Video Chat Settings** page, select **Close room** so it cannot be accessed with the link.


Public Room

A public room is a room that can be accessed by anyone with the URL link. No invitation is required.

☒ **Set My Room to Public**

Status

When open, participants will be able to access your Public Room URL to be placed into your waiting room.
You can also change this setting at the top of your waiting room.

Your Public Room Is: OPEN Close room 

URL

Anyone with access to this link will be able to visit the URL to be placed in your waiting room when it is open.

[Copy room link](#) updoxtest.com/video/s/b58367b466a345a1938132b4 [Edit room link](#)

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 OPEN CLOSED

	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 see the following message when trying to access it.

This waiting room is currently closed.

Use the public waiting room link for reminders

Another useful example of the public **Waiting Room** is for reminders. You can include the **Waiting Room** link in reminders so it's always available to patients when they receive them.

The following 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

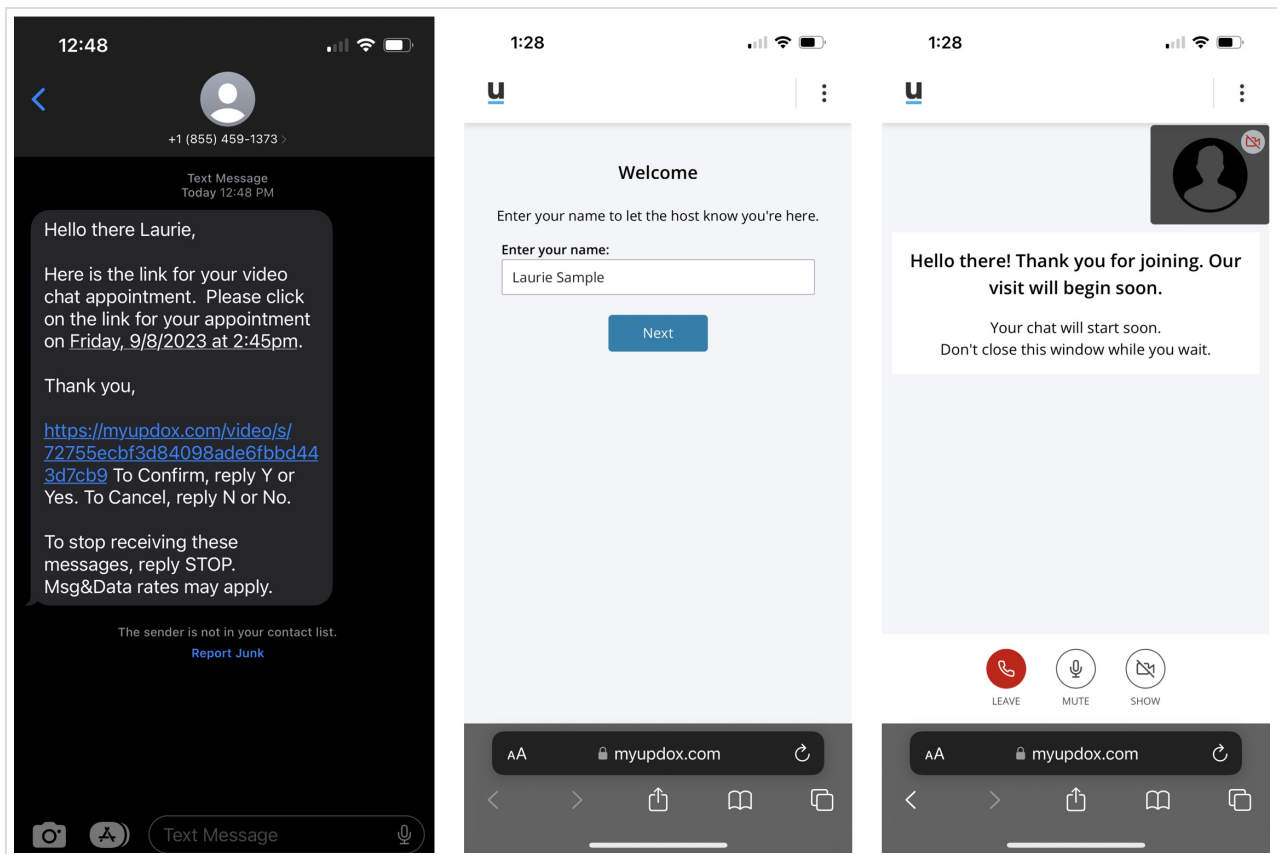
* = required

- [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 includes the public waiting room link. The patient selects the link to get started. After entering their name and turning on video and microphone access, they are ready to join the visit.



For more information on our **Video Chat**, check out our knowledge base resources [here](#).