



Telemedicine Frequently Asked Questions for Patients

Can I do a Telemedicine visit from my work?

It is best to participate in a Telemedicine visit from your home. Choose a quiet room with a door that can be closed. Make sure the area around you does not contain any sensitive material that you do not wish others to see. We do NOT recommend that you participate in a Telemedicine visit from your work, a coffee shop, car etc. Areas outside the home can cause issues with the ability to have VSee work properly and the ability to keep your personal information private and protected.

Can I use my phone for the visit?

A standard computer is preferred but a phone or tablet may be used.

Who do I contact for support if I am having trouble with VSee?

If you are experiencing technical issues, please contact Technical Support at (650) 614-1746 or email VSee at support@vsee.com

Support Staff Hours 6am-6pm, Mon-Fri, PST

How do I cancel an appointment?

Call the office during normal business hours.

What if I am late to my appointment?

If you are more than 10 minutes late your provider may ask you to reschedule.

What if my clinician is running late?

Your clinician will try to send you a chat message through VSee to let you know that they are running a few minutes behind.

Can I upload files such as blood pressure or Blood sugar logs?

NO (send results through our portal, mail or fax to the site several days ahead of time if possible)



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What if I am unable to do my visit because of no audio or video?

You will need to schedule a regular clinic appointment if VSee support cannot help you resolve the issue. Please log in 10 minutes early, for your appointment, to allow for any problems that may arise.

Do I have to pay a co-pay for a Telemedicine visit?

Normal copays and deductibles apply to Telemedicine visits.

What should I expect if I get disconnected from my provider?

In the event that you are disconnected mid-appointment, you should expect a call from your provider (at your preferred phone number) with further information.