![VillageMD]

Virtual Visit Platform | Chat messages

As a provider, you can send chat messages to patients. You can use the chat function to give an update to patients in the waiting room or to send your patient links to helpful resources during a call. Patients can only message you after you first send them a message.

Send a chat message to a patient

1. To send a chat message to a patient in the waiting room or during a call, first click the **Three Dots** ⋮ icon in the side panel next to the patient with whom you wish to chat.
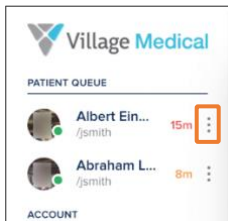
2. Click the **Chat** button**.**
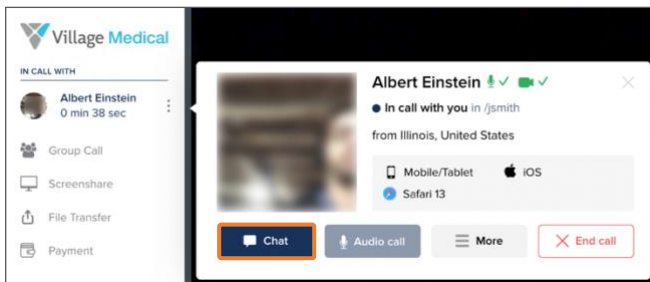
3. Use the message section in the lower right corner of your screen to chat with the patient.