

Virtual Visit Platform | Shared waiting rooms

A shared waiting room acts as a central location for patients and clients to check-in to and wait for an available provider. You can determine which providers can access this room and make it seamless for them to start a call with who they need to.

Benefits

- Acts like a virtual walk-in waiting room
- Multiple providers can share a single waiting room
- Providers can start a call and then pass it to another provider
- Anyone with access can receive notifications when a patient checks-in
- Patients can access multiple providers with a single link

To start a call in a shared waiting room, sign into the shared room and follow the same steps you normally would in your private waiting room. For more information on starting virtual visits in the virtual visit platform, see the **Virtual Visit Provider Overview** document.