

Chat

patient chat status:

1. "Inquiry" Stage:
 - The customer has never booked with the doctor before
 - Patient can not call the doctor from chat, by either video or voice
 - Button Book Now pinned to top
2. "Upcoming" Stage:
 - Appear after the doctor accepts
 - Button Book Now is hide
3. "Follow up" Stage:
 - Appear after the appointment is finished
 - Button Book Now pinned to top
4. "Closed" Stage:
 - Appear after doctors have a choice of muting a patient
 - Button Book Now pinned to top
 - Patient can not chat with doctor
 - Doctor can reopen a muted chat room, patient can not

pro chat status:

1. Accessing chat:
 - Appear in: side bar menu option, appointment tab, chat icon on home
 - When a provider has unread chats, there will be an icon dot on the link
2. Stage:
 - "inquiry": user has never booked with this provider
 - "customer": user booked if their appointment is in the past
3. All chats:
 - Show all chat in one screen, consists of Inquiries or Customers
 - If patient has confirm or completed booking, it show with icon
 - Upcoming booking will also show in chat under name of patient
4. Upcoming Appointments:
 - Appointment time will be pinned to the top of the chat
 - Clicking or tapping the appointment time will open the card in calendar
5. Upcoming Telemedicine:
 - "Join Call" button pinned to the chat under the appointment time
 - Telemedicine appointments MUST be confirmed to Join
6. Requested Appointments:
 - Appointment time will be pinned to the top of the chat with an icon
 - Clicking or tapping the appointment time will open the card in calendar