



Calendar Improvements

Jay-Ileen (Ai) - 2022-09-15 - [VSee Clinic for Providers](#)

For multi-provider clinics with a busy schedule, you can now navigate the VSee calendar and identify which time is available for you to create a scheduled visit.

There are also cases where you have been added as a secondary provider of an appointment and it is scheduled in conflict with your own appointment. If you do not want to attend that session, you may choose to remove yourself from that appointment so that you will no longer see it on your VSee calendar.

- [How to Identify a Provider's Available Time when Scheduling as a CSR](#)
- [How to Remove Yourself as Secondary Provider of an Appointment](#)

How to Identify a Provider's Available Time when Scheduling as a CSR

As a CSR, you can identify if the Provider already has a scheduled appointment at a particular time even if you are not assigned to that clinic.

You can view the appointments of the Provider overlapping for that time slot.

The screenshot shows a weekly calendar view from September 11 to 17, 2022. The calendar is set to Pacific Time (UTC-07:00). The legend indicates the following appointment types:

- Open slot (one-one): Blue
- Open slot (group): Blue with a slanted-dashed background
- Confirmed (one-one): Orange
- Confirmed (group): Orange with a slanted-dashed background
- In Progress: Red
- Missed: Grey
- Completed: White

On Wednesday, September 14, there are several overlapping appointments. Sarah Bays Chi has a confirmed appointment from 10:30 AM to 12:30 PM. Jay-Ileen has a confirmed appointment from 12:30 PM to 1:00 PM. Sarah Bays Jay-Ileen has a confirmed appointment from 1:00 PM to 1:30 PM. There are also open slots and missed appointments throughout the day.

There are cases where the Provider has been added as a secondary provider of another Provider's appointment. Even if you do not have access to that clinic, the appointment will still reflect on your calendar as a slanted-dashed background. But it will only show the time and primary provider's name when hovered, it will not reveal the patient's personal information or any other PHI.

The screenshot shows a weekly calendar from Monday to Saturday. A green appointment is selected on Wednesday, 14th. A tooltip for this appointment shows the date as 09/14/2022 01:00 PM and the host as Sarah Bays. Other providers listed are Aileen White and Ligeng Po.

Note: When the provider is added as a secondary provider of an appointment, the provider's name will show as italicized.

How to Remove Yourself as Secondary Provider of an Appointment

To remove yourself from an appointment where you have been scheduled as a secondary provider, click on the scheduled visit.

1. You can now view the Visit Details. Make sure to click on **Edit**.

×

Meeting Details

Meeting Name	Chi Appointment
Time	Thu, Sep 08, 2022 02:30 PM (PDT)
Meeting Type	Video
Meeting Option	Group Consultation
Participant	Group Aileen White
Meeting Host	Chi PROVIDER Achacoso, Sarah Bays
Room	UAT

Telephone:	+1.209.370.2123
Meeting PIN:	942634
Guest invite link:	https://chi.vsee.io/vc/dev/visits/join/631a5cc5bd04485c94aa332a0a7d64b7 

DeleteBell1UserGo To Meeting Page

2. Under “MORE OPTIONS” click on the **X** mark to remove yourself as a secondary provider.

3. Proceed to **Continue** and **Confirm**.

Visit Name * Edit

Chi Appointment

Time * Edit

Now Later Thu 09/08/2022 02:30 PM

Does not repeat Edit

Primary Meeting Host * Edit

Chi PROVIDER Achacoso - chi@vsee.com

Meeting Type * Edit

Video Phone In Person

Room * Edit

UAT - code: tkvq2

Meeting Option * Edit

Group Group Consultation

Add Participant * Edit

Aileen White (ileen.test@gmail.com)

Participant will be notified automatically via email and text message

MORE OPTIONS

Add more provider Edit

Sarah Bays - jayileen@vseelab.com X 2

+ Other guest + Reminder

Cancel Continue 3

*Note: Do not choose the **Cancel visit** option since this will permanently delete the appointment for the Primary provider and other participants of the visit as well.*

X

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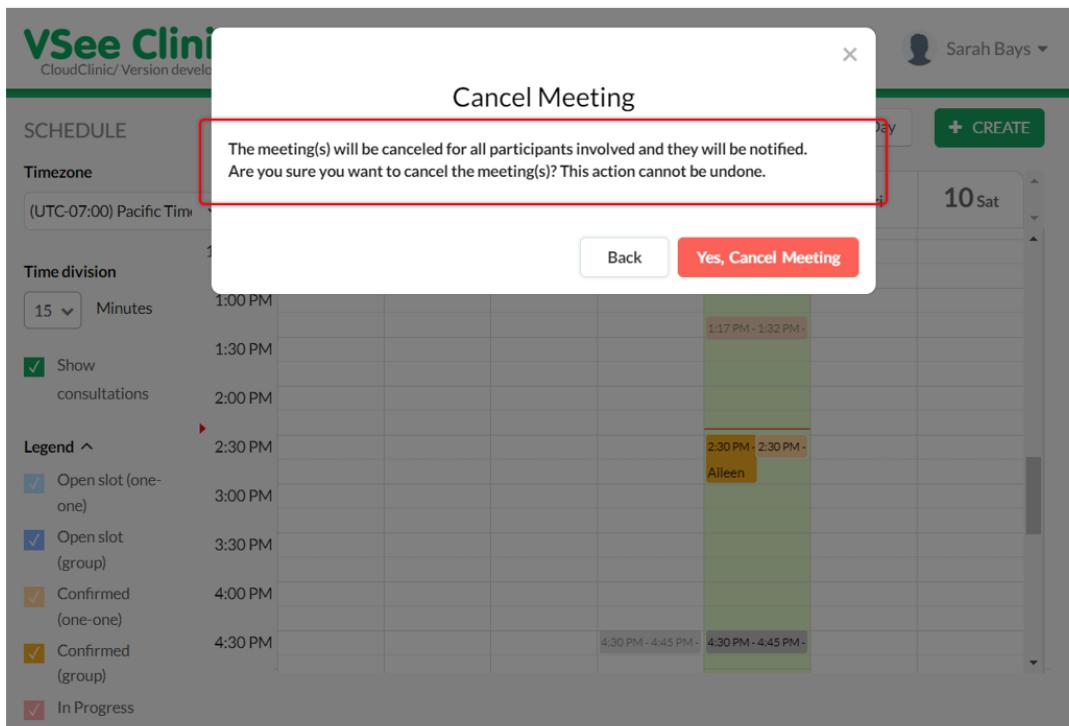
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Cancel VisitGo To Meeting Page

If you accidentally clicked on the Cancel Visit icon, you will see a warning stating:

"The visit will be canceled for all participants involved and they will be notified. Are you sure you want to cancel the visit? This action cannot be undone."

At this point, click on **Back** and select **Edit** instead.



Related Articles:

- [How to Add Multiple Providers to an Appointment](#)
- [CSR: Scheduling](#)

If you have any questions, please contact us at help@vsee.com

Last updated on: 15 September 2022

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