

Knowledgebase > VSee Clinic for Providers > How to Cancel a Group Appointment

## How to Cancel a Group Appointment

Jay-Ileen (Ai) - 2024-09-27 - VSee Clinic for Providers

As a Provider, you can cancel group appointments on your Calendar.

There are two ways that you can cancel a group appointment:

- How to Cancel the Entire Group Appointment
- How to Cancel the Group Appointment for Selected Patients Only

How to Cancel the Entire Group Appointment

- 1. Click on the **Schedule** tab.
- 2. Click on the group appointment you want to cancel.

| SCHEDULE                  | < >     | Sep 22 - 2 | 28, 2024 |        | Today  | Month  | Week Day                | + CREATE                 |
|---------------------------|---------|------------|----------|--------|--------|--------|-------------------------|--------------------------|
| Timezone                  |         |            |          |        |        |        |                         |                          |
| (UTC+08:00) Shanghai, I 🗸 |         | 22 Sun     | 23 Mon   | 24 Tue | 25 Wed | 26 Thu | 27 Fri                  | 28 Sat                   |
|                           | 3:30 PM |            |          |        |        |        |                         | -                        |
| ime division              | 4.00 PM |            |          |        |        |        |                         |                          |
| 15 🗸 Minutes              | 4:00 PM |            |          |        |        |        |                         |                          |
|                           | 4:30 PM |            |          |        |        |        |                         | 4:30 PM - 4:45 PM - Aile |
| Show consultations        | 5:00 PM |            |          |        |        |        |                         |                          |
| egend ^                   | 5:30 PM |            |          |        |        | ſ      | 5-45 DM 6-00 DM All     |                          |
| Open slot (one-<br>one)   | 6:00 PM |            |          |        |        | L      | 6-15 PM - 6-35 PM - All | -2                       |
| Open slot (group)         | 6:30 PM |            |          |        |        |        |                         |                          |
| Open slot (on-call)       | 7:00 PM |            |          |        |        |        |                         |                          |
| one)                      | 7:30 PM |            |          |        |        |        |                         |                          |
| Confirmed (group)         | 8-00 PM |            |          |        |        |        |                         |                          |

3. Click on the **trash** icon.

| VSee Clini                | C D      |                    |   | × ) • (            | Dr. Sara Miller 👻        |
|---------------------------|----------|--------------------|---|--------------------|--------------------------|
|                           | -        |                    | Visit Details   |                    |                          |
| SCHEDULE                  | < >      | Visit Name         | Clinic Portal Appointment                                   | /eek Day           | + CREATE                 |
| Timezone                  |          | Time               | Fri, Sep 27, 2024 05:45 PM (CST)                            |                    |                          |
| (UTC+08:00) Shanghai, I 🗸 |          | Visit Type         | Video   | 27 Fri             | 28 Sat                   |
|                           | 3:30 P   | Visit Option       | Group Appointment   |                    | -                        |
| Time division             | 4:00 P   | Patient            | Group Aileen White, Brianna Williams, John Smith            |                    |                          |
| 15 V Minutes              | 4:30 P   | Provider           | Dr. Sara Miller   |                    | 4:30 PM - 4:45 PM - Alli |
| Show                      | 5.000    | Room               | Jay-Ileen's Clinic  |                    |                          |
| consultations             | 5:00 P   |                    |   | _                  |                          |
| Legend ^                  | ▶ 5:30 P | Telephone:         | +1.650.758.0255   | PM - 6:00 PM - All |                          |
| Open slot (one-<br>one)   | 6:00 P   | Meeting PIN:       | 213670  | DM - 6-75 DM - 616 |                          |
| Open slot (group)         | 6:30 P   | Guest invite link: | https://clinic.vsee.me/visits/join/66f67b518da04d0eac4b56ft | 00                 |                          |
| Open slot (on-call)       | 7:00 P   |                    | adc6483 🖓 Copy  |                    |                          |
| Confirmed (one-           | 7.000    |                    |   |                    |                          |
| Confirmed (group)         | 7:30 P   |                    | 🛍 🗍 🕼 🕜 🏰 Go To Visit Page                                  |                    |                          |
| In Progress               | 8:00 P.  |                    |   |                    | •                        |

4. Confirm by clicking on **Yes, Cancel Visit**.

All patients will receive a notification via email or SMS that the visit has been canceled.

| VSee Clini                | <b>C D</b>  | 🗙 🗩 🍈 Dr. Sara Miller 👻  |
|---------------------------|---|--------------------------|
|                           | Cancel Visit  |                          |
| SCHEDULE                  | The visit(s) will be canceled for all participants involved and they will be notified.<br>Are you sure you want to cancel the visit(s)? This action cannot be undone. | Veek Day + CREATE        |
| Timezone                  |   |                          |
| (UTC+08:00) Shanghai, 1 🗸 | Back Yes, Can   | cel Visit                |
| Time division             | 3:30 P  |                          |
| 15 V Minutes              | 4:00 PM   |                          |
|                           | 4:30 PM   | 4:30 PM - 4:45 PM - Alli |
| Show<br>consultations     | 5:00 PM   |                          |
| Legend ^                  | ▶ 5:30 PM   |                          |
| Open slot (one-<br>one)   | 6:00 PM   | 5.45 PM - 6:00 PM - AB   |
| Open slot (group)         | 6:30 PM   |                          |
| Open slot (on-call)       | 700.004   |                          |
| Confirmed (one-           | 7:00 PM   |                          |
| one)                      | 7:30 PM   |                          |
| Confirmed (group)         | 8:00 PM   |                          |
| Missed                    |   |                          |

How to Cancel the Group Appointment for Selected Patients Only

- 1. Click on the **Schedule** tab.
- 2. Click on the group appointment you want to cancel.

| SCHEDULE                  | $\langle \rangle$ | Sep 22 - 2 | 28, 2024 |        | Today  | Month | Week Day   | + CREATE                 |
|---------------------------|-------------------|------------|----------|--------|--------|-------|--|--------------------------|
| Timezone                  |                   | 22         | 23.4     | 24     | 25.004 | 26 -  | 27   | 28                       |
| (UTC+08:00) Shanghai, I 🗸 |                   | ZZ Sun     |          | Z- Tue | 2J wed | 20 mu | 27 Fri   | 20 Sat                   |
|                           | 3:30 PM           |            |          |        |        |       |  |                          |
| Time division             | 100.014           |            |          |        |        |       |  |                          |
| 15 v Minutes              | 4:00 PM           |            |          |        |        |       |  |                          |
|                           | 4:30 PM           |            |          |        |        |       |  | 4:30 PM - 4:45 PM - Aile |
| ✓ Show                    |                   |            |          |        |        |       |  |                          |
| consultations             | 5:00 PM           |            |          |        |        |       |  |                          |
| Legend ^                  | 5:30 PM           |            |          |        |        | Г     |  |                          |
| Open slot (one-<br>one)   | 6:00 PM           |            |          |        |        | L     | 5:45 PM - 6:00 PM - Ai<br>6:15 PM - 6:35 PM - Ai | 2                        |
| Open slot (group)         | 6:30 PM           |            |          |        |        |       |  |                          |
| Open slot (on-call)       | 7.00.014          |            |          |        |        |       |  |                          |
| Confirmed (one-           | 7:00 PM           |            |          |        |        |       |  |                          |
| one)                      | 7:30 PM           |            |          |        |        |       |  |                          |
| Confirmed (group)         |                   |            |          |        |        |       |  |                          |
| In Prograss               | 8:00 PM           |            |          |        |        |       |  |                          |

3. Click on the **Edit** icon.

| VSee Clinic               | C D      |                    | ×  | • (                | Dr. Sara Miller 🔻        |   |
|---------------------------|----------|--------------------|--|--------------------|--------------------------|---|
|                           | _        |                    | Visit Details  |                    |                          | - |
| SCHEDULE                  | < >      | Visit Name         | Clinic Portal Appointment                                    | /eek Day           | + CREATE                 |   |
| Timezone                  |          | Time               | Fri, Sep 27, 2024 05:45 PM (CST)                             |                    |                          |   |
| (UTC+08:00) Shanghai, I 🗸 |          | Visit Type         | Video  | 27 Fri             | 28 Sat                   |   |
|                           | 3:30 P   | Visit Option       | Group Appointment  |                    | ^                        |   |
| Time division             | 4:00 P   | Patient            | Group Aileen White, Brianna Williams, John Smith             |                    |                          |   |
| 15 V Minutes              | 4:30 P   | Provider           | Dr. Sara Miller  |                    | 4:30 PM - 4:45 PM - Aile |   |
| Show                      | 5:00 P   | Room               | Jay-Ileen's Clinic   |                    |                          |   |
| consultations             | 3.00 F   |                    |  |                    |                          |   |
| Legend A                  | ▶ 5:30 P | Telephone:         | +1.650.758.0255  | PM - 6:00 PM - Ali |                          |   |
| Open slot (one-<br>one)   | 6:00 P   | Meeting PIN:       | 213670   | PM - 6:35 PM - Al  |                          |   |
| Open slot (group)         | 6:30 P   | Guest invite link: | https://clinic.vsee.me/visits/join/66f67b518da04d0eac4b56fb0 |                    |                          |   |
| Open slot (on-call)       | 7:00 P   |                    | adc6483 🕰 Copy   |                    |                          |   |
| Confirmed (one-           | 7.000    |                    |  |                    |                          |   |
| Confirmed (group)         | 7:30 P   |                    | 🛍 🌲 🕜 🏰 Go To Visit Page                                     |                    |                          |   |
| In Progress               | 8:00 P.  |                    |  |                    | -                        |   |

- 4. Click on the **X** button for the patient or patients you want to be removed from this visit.
- 5. Click on **Continue**.

|  |   | ~         |
|--|---|-----------|
| Visit Name *   |   | Edit      |
| Clinic Portal Appointment  |   |           |
| Time *   |   |           |
| Now Later Fri 09/27/2024 05:45 PM  |   |           |
| Does not repeat 🗸 🗸  |   |           |
| Visit Type *   |   |           |
| Video Phone In Person  |   |           |
| Visit Option *   |   |           |
| (Group) Group Appointment  | ~ | + New     |
| Add Patient *  |   |           |
| Aileen White (ileen.test@gmail.com) * Brianna Williams (patientvsee@gmail.com) * |   | + New     |
| John Smith (john.smith1234@gmail.com) ×  |   | $\square$ |
| Patient will be notified automatically via email and text message                |   |           |
| MORE OPTIONS   |   |           |
|  |   |           |
| + More provider + Other guest + Reminder   |   |           |

6. Review the details and click on **Confirm**.

| li                              | Confirm Change       |   | ×   |
|---------------------------------|----------------------|---|-----|
| 1                               | Visit Name<br>Time   | Clinic Portal Appointment<br>Fri. Sep 27, 2024 05:45 PM (CST) | - 1 |
|                                 | Visit Type           | Video   |     |
| nai                             | Room<br>Visit Option | Jay-Ileen's Clinic<br>Group Appointment                       |     |
|                                 | Patient              | Group Aileen White , John Smith                               | D P |
| ion<br>p)<br>all)<br>-or<br>up) | Provider<br>Reminder | Dr. Sara Miller<br>Back Confirm                               |     |

The group appointment has been updated.



The patients who have been removed from the visit will receive a notification via email or SMS that the visit has been canceled.

| Canceled: Clinic Portal Appointment Inbox ×  |
|--|
| Clinic Portal <noreply@vsee.com><br/>to me •</noreply@vsee.com>  |
| Dear Brianna Williams,   |
| Your Clinic Portal appointment with Dr. Sara Miller has been canceled.   |
| Date: 02:45 AM on Fri, Sep 27 2024 (PDT)   |
| If you have any questions, please contact us at <u>help@vsee.com</u> or (650) 772-6259.  |
| Thank you for using Clinic Portal!   |
|  |
| $( \begin{tabular}{c} & Reply \\ \hline \begin{tabular}{c} & Forward \\ \hline \begin{tabular}{c} & C \\ \hline \end{tabular} \\ $ |
|  |

If you have any questions, please contact us at <u>help@vsee.com</u>.

| Tags               |  |  |
|--------------------|--|--|
| cancel appointment |  |  |
| group appointments |  |  |