

## 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:

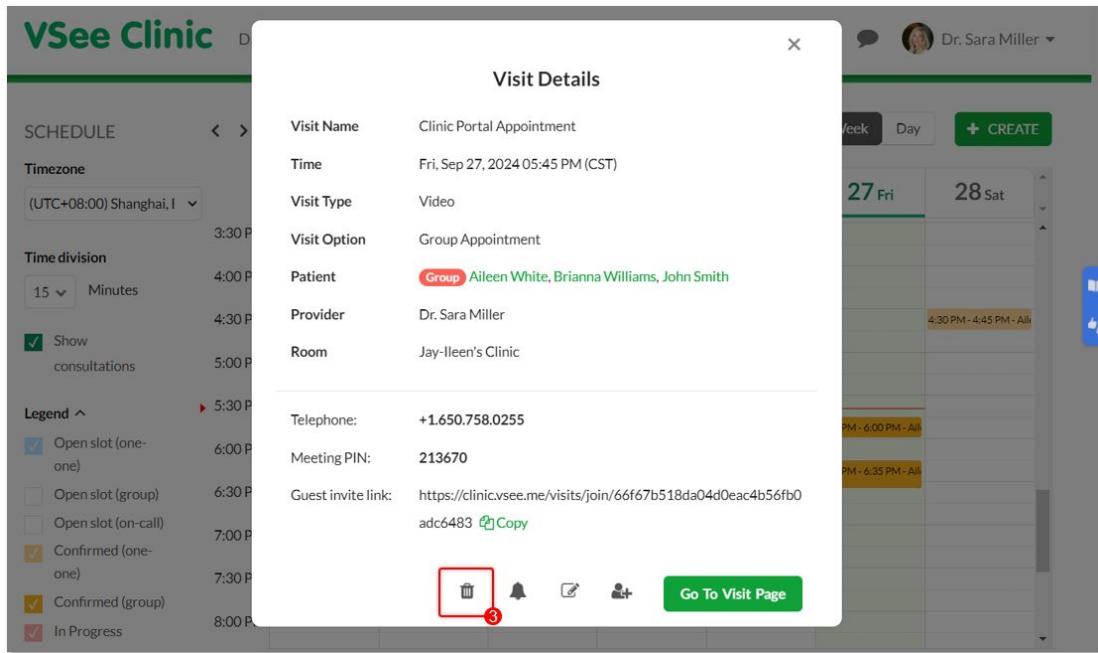
- [How to Cancel the Entire Group Appointment](#)
- [How to Cancel the Group Appointment for Selected Patients Only](#)

### How to Cancel the Entire Group Appointment

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

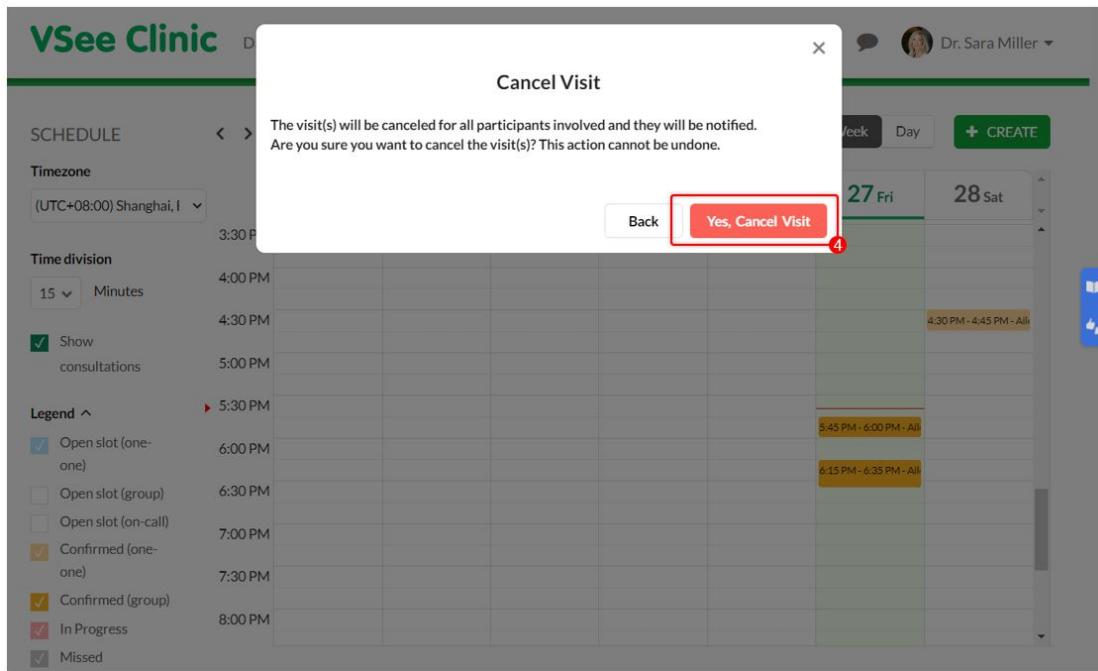
The screenshot shows the VSee Clinic interface in 'Week' view for the week of Sep 22 - 28, 2024. The 'Schedule' tab is highlighted with a red box and a red number '1'. The legend on the left shows a blue square for 'Open slot (one-one)' and an orange square for 'Confirmed (group)'. A blue box with a red border and a red number '2' highlights a group appointment on Friday, September 27, from 5:45 PM to 6:00 PM. The appointment is labeled '5:45 PM - 6:00 PM - All'. Below it, another slot is labeled '6:15 PM - 6:35 PM - All'.

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



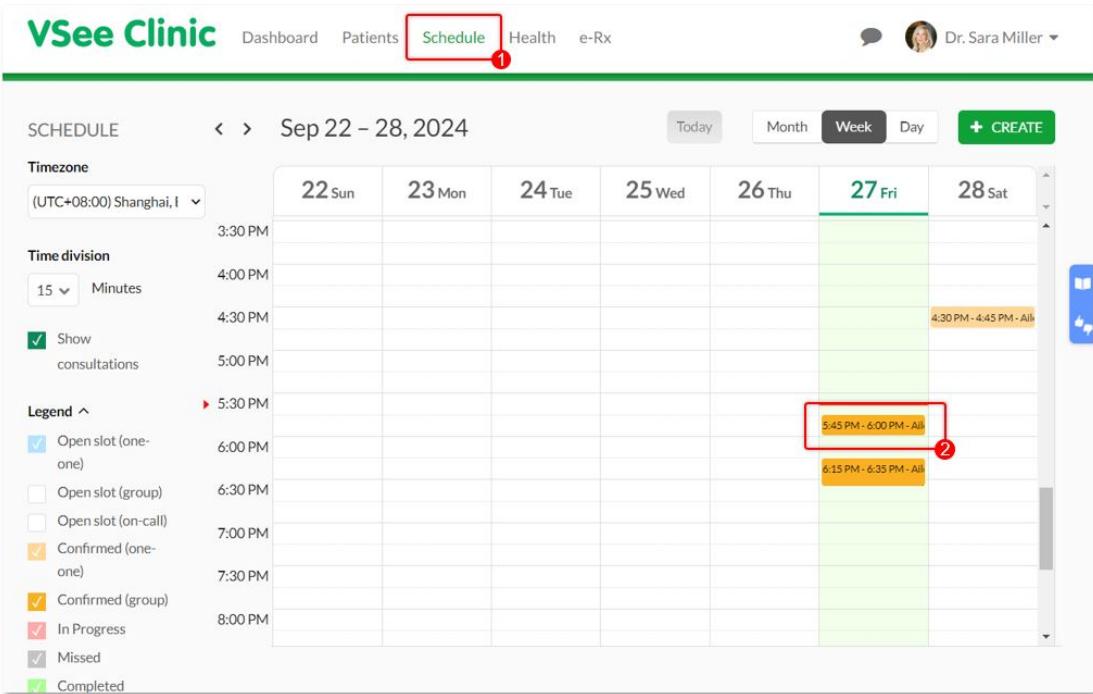
4. Confirm by clicking on **Yes, Cancel Visit**.

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



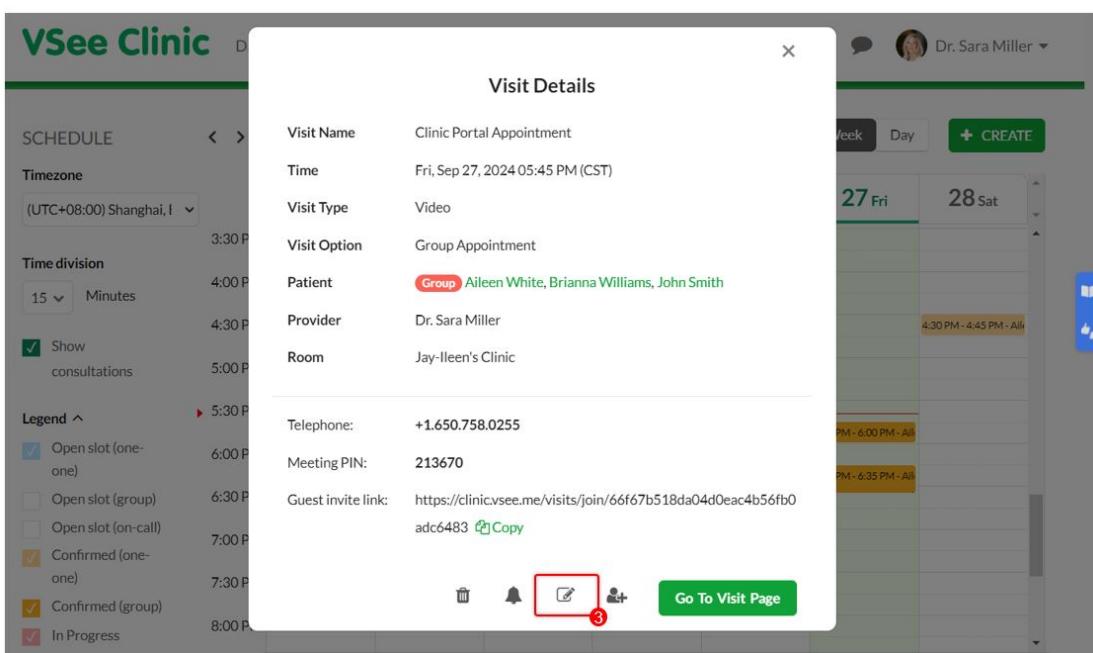
## How to Cancel the Group Appointment for Selected Patients Only

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



The screenshot shows the VSee Clinic scheduling interface. At the top, there are tabs for Dashboard, Patients, Schedule (which is highlighted with a red box and a red '1' icon), Health, and e-Rx. On the right, there is a user profile for Dr. Sara Miller. The main area shows a weekly calendar for the week of Sep 22 - 28, 2024. The calendar grid includes columns for Sunday through Saturday and rows for specific times (e.g., 3:30 PM, 4:00 PM, 4:30 PM, 5:00 PM, 6:00 PM, 7:00 PM, 8:00 PM). A legend on the left explains the color-coding: blue for Open slot (one-one), grey for Open slot (group), light blue for Open slot (on-call), orange for Confirmed (one-one), yellow for Confirmed (group), red for In Progress, grey for Missed, and green for Completed. Two specific time blocks are highlighted with red boxes: a 15-minute slot from 5:45 PM to 6:00 PM on Friday (labeled '2') and a 15-minute slot from 6:15 PM to 6:35 PM on Friday (also labeled '2').

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



The screenshot shows a 'Visit Details' pop-up window. The background shows the same scheduling interface as the previous screenshot. The pop-up contains the following information:

Visit Name	Clinic Portal Appointment
Time	Fri, Sep 27, 2024 05:45 PM (CST)
Visit Type	Video
Visit Option	Group Appointment
Patient	<b>Group</b> Aileen White, Brianna Williams, John Smith
Provider	Dr. Sara Miller
Room	Jay-Ileen's Clinic
Telephone:	+1.650.758.0255
Meeting PIN:	213670
Guest invite link:	<a href="https://clinic.vsee.me/visits/join/66f67b518da04d0eac4b56fb0adc6483">https://clinic.vsee.me/visits/join/66f67b518da04d0eac4b56fb0adc6483</a> 

At the bottom of the pop-up, there are several icons: a trash can, a bell, a red box containing a pencil (labeled '3'), a person icon, and a green 'Go To Visit Page' button.

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

5. Click on **Continue**.

**Edit Visit**

**Visit Name \*** Clinic Portal Appointment [Edit](#)

**Time \*** Now **Later** Fri 09/27/2024 05:45 PM [Edit](#)

Does not repeat [Edit](#)

**Visit Type \*** Video [Edit](#) Phone [Edit](#) In Person [Edit](#)

**Visit Option \*** Group Group Appointment [Edit](#) [+ New](#)

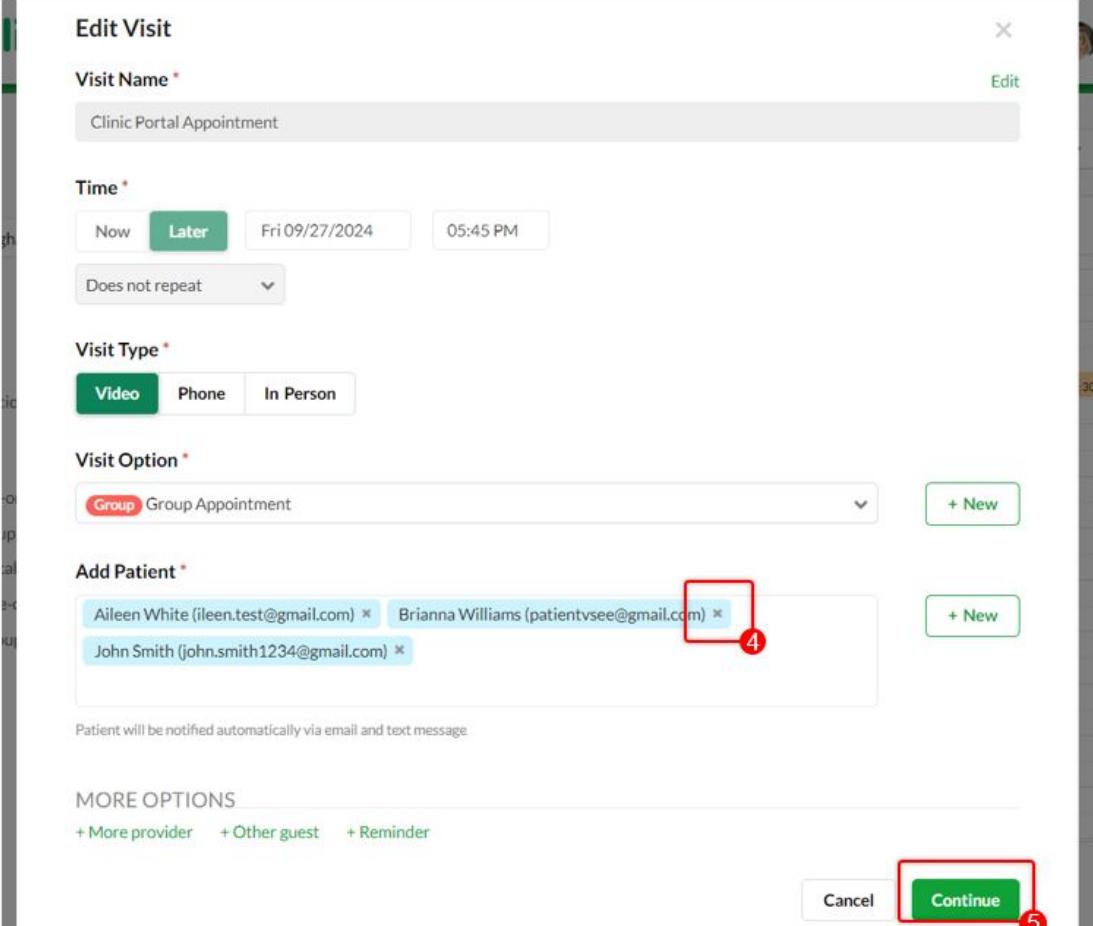
**Add Patient \*** Aileen White (ileen.test@gmail.com) [X](#) Brianna Williams (patientvsee@gmail.com) [X](#) John Smith (john.smith1234@gmail.com) [X](#) 4

[+ New](#)

Patient will be notified automatically via email and text message.

**MORE OPTIONS** [+ More provider](#) [+ Other guest](#) [+ Reminder](#)

[Cancel](#) **Continue** 5

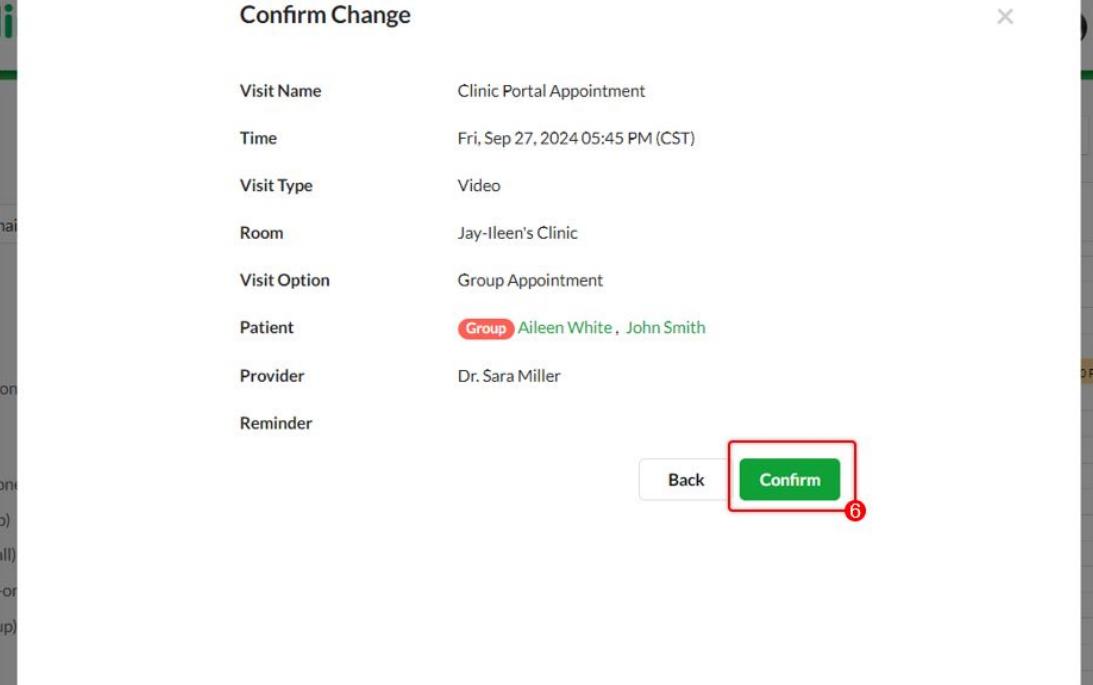


6. Review the details and click on **Confirm**.

**Confirm Change**

Visit Name	Clinic Portal Appointment
Time	Fri, Sep 27, 2024 05:45 PM (CST)
Visit Type	Video
Room	Jay-Ileen's Clinic
Visit Option	Group Appointment
Patient	Group Aileen White , John Smith
Provider	Dr. Sara Miller
Reminder	

[Back](#) **Confirm** 6



The group appointment has been updated.

**New Visit Confirmed**

Visit Name	Clinic Portal Appointment
Time	Fri, Sep 27, 2024 05:45 PM (CST)
Visit Type	Video
Visit Option	Group Appointment
Patient	<span>Group</span> Aileen White, John Smith
Provider	Dr. Sara Miller
Room	Jay-Ileen's Clinic

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Telephone:	+1.650.758.0255
Meeting PIN:	213670
Guest invite link:	<a href="https://clinic.vsee.me/visits/join/66f67b518da04d0eac4b56fb0adc6483">https://clinic.vsee.me/visits/join/66f67b518da04d0eac4b56fb0adc6483</a> 

[Go To Visit Page](#)

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>

to me ▾

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 [help@vsee.com](mailto:help@vsee.com) or (650) 772-6259.

Thank you for using **Clinic Portal**!

Reply

Forward



If you have any questions, please contact us at [help@vsee.com](mailto:help@vsee.com).

- Tags
- [cancel appointment](#)
- [group appointments](#)