How to Mark a Visit as Missed

Jay-Ileen (Ai) - 2022-09-14 - VSee Clinic for Providers

The VSee system only marks the visit automatically as missed when there is no action from both provider and patient, and it's already past the visit time which is past 4 hours by default.
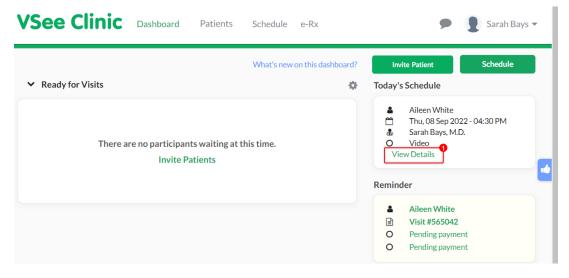
Read Visit Statuses here.

But there are cases when you will need to manually mark a visit as missed:

- On a Scheduled Appointment

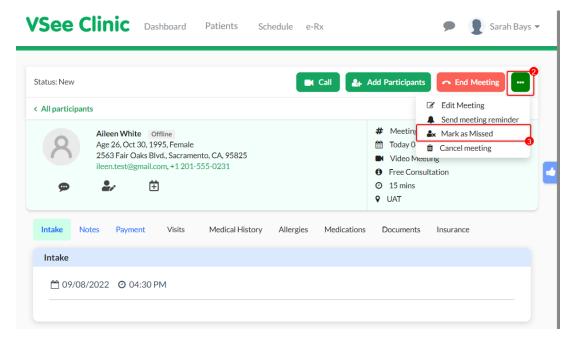- Disconnected from the Call

On a Scheduled Appointment

In case a patient does not show up for a scheduled appointment, you can manually mark a visit as missed.

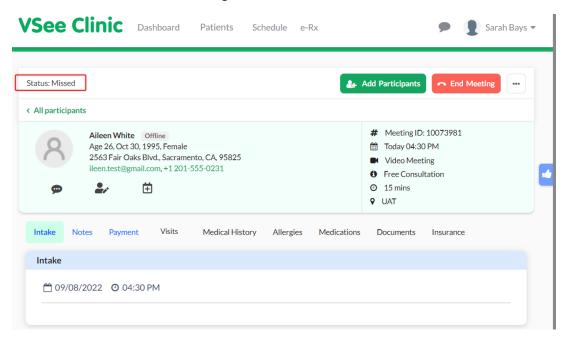1. From your Dashboard, click on **View Details** of the scheduled appointment under Today's Schedule.
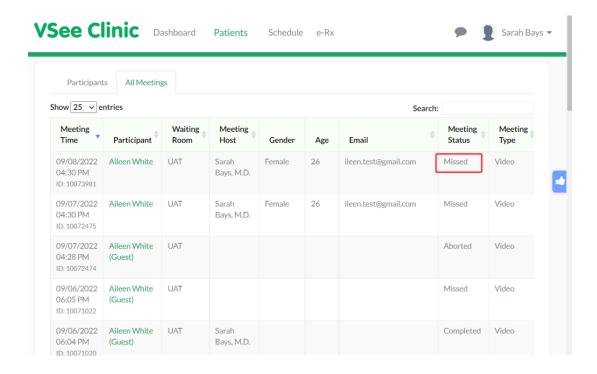

You will be routed to the Visit Details page.

2. Click on the **ellipsis (...).**

3. Select **Mark as Missed**.

You will then see the status change to "Missed".

When you check under the Patients tab, you will also see the status reflect as "Missed".
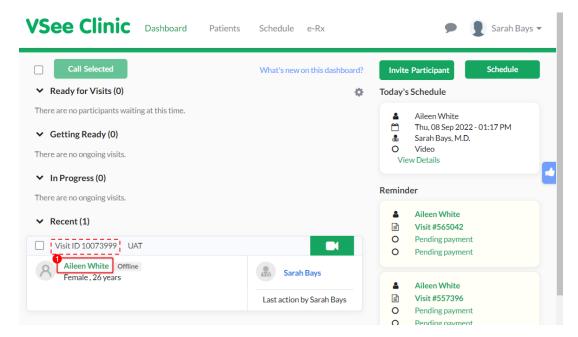
Disconnected from the Call

You can also mark the visit as missed when the patient was not able to continue and complete the session with you.
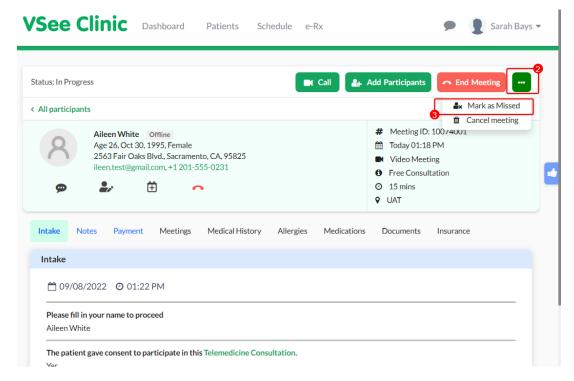
You will find the patient under the **Recent** phase.

1. Click on the **Patient's name** or the **Visit ID Number.**

You will be routed to the Visit Details page.

2. Click on the **ellipsis (...).**

3. Select **Mark as Missed**.

Instead of canceling the visit, you can select to mark it as a missed visit. This is primarily helpful for insurance reimbursement purposes.

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

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Tags
insurance
mark as missed
missed
missed status
reimbursement