

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](#).

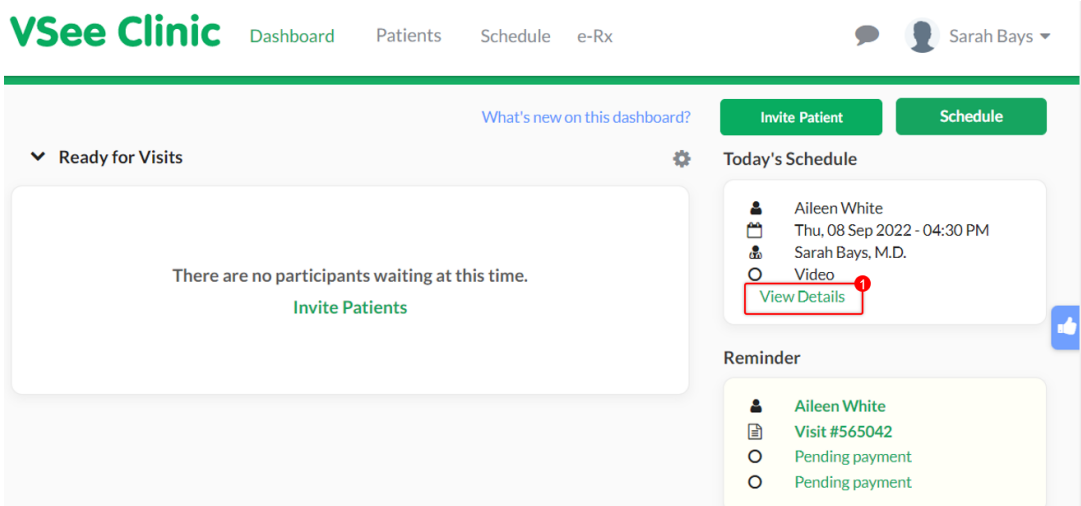
But there are cases when you will need to manually mark a visit as missed:

- [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.



The screenshot shows the VSee Clinic dashboard. At the top, there are navigation tabs: Dashboard, Patients, Schedule, and e-Rx. The user's name, Sarah Bays, is visible in the top right corner. Below the navigation, there are two buttons: 'Invite Patient' and 'Schedule'. A section titled 'Ready for Visits' contains a message: 'There are no participants waiting at this time.' and a button labeled 'Invite Patients'. To the right, under 'Today's Schedule', there is a card for a patient named Aileen White, with the appointment date and time (Thu, 08 Sep 2022 - 04:30 PM) and the provider (Sarah Bays, M.D.). The appointment type is 'Video', and there is a 'View Details' button highlighted with a red box and a red notification badge. Below this, there is a 'Reminder' section with a card for Aileen White, showing 'Visit #565042' and two 'Pending payment' items.

You will be routed to the Visit Details page.

2. Click on the **ellipsis (...)**.
3. Select **Mark as Missed**.

Status: New

Call Add Participants End Meeting

All participants

Aileen White Offline
Age 26, Oct 30, 1995, Female
2563 Fair Oaks Blvd., Sacramento, CA, 95825
ileen.test@gmail.com, +1 201-555-0231

Meeting ID: 10073981
Today 04:30 PM
Video Meeting
Free Consultation
15 mins
UAT

Edit Meeting
Send meeting reminder
Mark as Missed
Cancel meeting

Intake Notes Payment Visits Medical History Allergies Medications Documents Insurance

Intake

09/08/2022 04:30 PM

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

Status: Missed

Add Participants End Meeting

All participants

Aileen White Offline
Age 26, Oct 30, 1995, Female
2563 Fair Oaks Blvd., Sacramento, CA, 95825
ileen.test@gmail.com, +1 201-555-0231

Meeting ID: 10073981
Today 04:30 PM
Video Meeting
Free Consultation
15 mins
UAT

Intake Notes Payment Visits Medical History Allergies Medications Documents Insurance

Intake

09/08/2022 04:30 PM

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

Meeting Time	Participant	Waiting Room	Meeting Host	Gender	Age	Email	Meeting Status	Meeting Type
09/08/2022 04:30 PM ID: 10073981	Aileen White	UAT	Sarah Bays, M.D.	Female	26	ileen.test@gmail.com	Missed	Video
09/07/2022 04:30 PM ID: 10072475	Aileen White	UAT	Sarah Bays, M.D.	Female	26	ileen.test@gmail.com	Missed	Video
09/07/2022 04:28 PM ID: 10072474	Aileen White (Guest)	UAT					Aborted	Video
09/06/2022 06:05 PM ID: 10071022	Aileen White (Guest)	UAT					Missed	Video
09/06/2022 06:04 PM ID: 10071020	Aileen White (Guest)	UAT	Sarah Bays, M.D.				Completed	Video

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**.

Status: In Progress

Call Add Participants End Meeting ⋮

< All participants

Mark as Missed
Cancel meeting

Aileen White Offline
Age 26, Oct 30, 1995, Female
2563 Fair Oaks Blvd., Sacramento, CA, 95825
ileen.test@gmail.com, +1 201-555-0231

Meeting ID: 100/4001
Today 01:18 PM
Video Meeting
Free Consultation
15 mins
UAT

Intake Notes Payment Meetings Medical History Allergies Medications Documents Insurance

Intake

09/08/2022 01:22 PM

Please fill in your name to proceed
Aileen White

The patient gave consent to participate in this **Telemedicine Consultation**.

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

Last updated on: 13 September 2022

- Tags
- insurance
 - mark as missed
 - missed
 - missed status
 - reimbursement