

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's a navigation bar with 'VSee Clinic' in green, followed by 'Dashboard', 'Patients', 'Schedule', and 'e-Rx'. On the right, there's a user profile for 'Sarah Bays'. Below the navigation bar, there's a section titled 'Ready for Visits' with a dropdown arrow and a message: 'There are no participants waiting at this time.' with a green 'Invite Patients' button. To the right of this is a 'Today's Schedule' section. It contains a card for a scheduled visit: 'Aileen White', 'Thu, 08 Sep 2022 - 04:30 PM', 'Sarah Bays, M.D.', 'Video', and a 'View Details' button which is highlighted with a red box and a red '1'. Below the schedule is a 'Reminder' section with a card for 'Aileen White', '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**.

VSee Clinic Dashboard Patients Schedule e-Rx Sarah Bays ▾

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

Chat Video Calendar

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”.

VSee Clinic Dashboard Patients Schedule e-Rx Sarah Bays ▾

Status: Missed

Add Participants End Meeting ⋮

< All participants



Aileen White Offline
Age 26, Oct 30, 1995, Female
2563 Fair Oaks Blvd., Sacramento, CA, 95825
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Intake

09/08/2022 04:30 PM

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

Participants All Meetings								
Show 25 entries			Search:					
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**.

☐ Call Selected

What's new on this dashboard?

Invite Participant

Schedule

Ready for Visits (0)

There are no participants waiting at this time.

Getting Ready (0)


There are no ongoing visits.

In Progress (0)

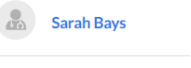
There are no ongoing visits.

Recent (1)

☐ Visit ID 10073999 UAT

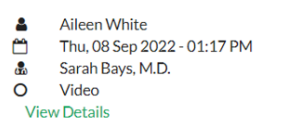


Aileen White Offline
Female, 26 years



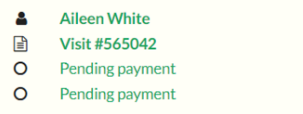
Sarah Bays
Last action by Sarah Bays

Today's Schedule

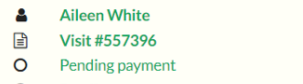


Aileen White
Thu, 08 Sep 2022 - 01:17 PM
Sarah Bays, M.D.
Video
[View Details](#)

Reminder



Aileen White
Visit #565042
Pending payment
Pending payment



Aileen White
Visit #557396
Pending payment
Pending payment

You will be routed to the Visit Details page.

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

VSee Clinic Dashboard Patients Schedule e-Rx Sarah Bays ▾

Status: In Progress Call Add Participants End Meeting ²

< All participants Mark as Missed ³ 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**.

Vac

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