

## 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. The main content area is divided into two sections. On the left, under 'Ready for Visits', there is a message: 'There are no participants waiting at this time.' with an 'Invite Patients' button. On the right, under 'Today's Schedule', there is a card for a scheduled appointment with the following details: Patient: Aileen White, Date/Time: Thu, 08 Sep 2022 - 04:30 PM, Provider: Sarah Bays, M.D., and Modality: Video. A red box highlights the 'View Details' link, which has a red notification badge with the number '1'. Below the schedule card, there is a 'Reminder' section with a yellow background, listing the patient name, visit ID (#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  
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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

**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

Mark as Missed  
 Cancel meeting

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](mailto:help@vsee.com)

Last updated on: 13 September 2022

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