



[Knowledgebase](#) > [VSee Clinic for Providers](#) > [How to Mark a Visit as Missed](#)

## How to Mark a Visit as Missed

Jay-Ileen (Ai) - 2022-09-15 - [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](#).

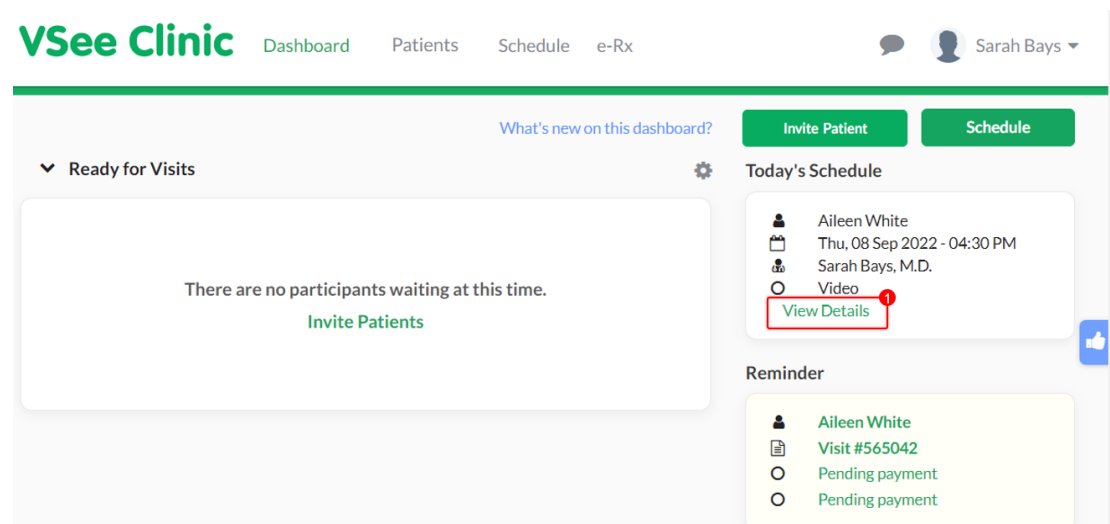
But there are cases when you will need to manually mark a visit as missed:

- [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**.

**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

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  
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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”.



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 ▾

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Status: In Progress   📞 Call   👤 Add Participants   🔴 End Meeting   ⋮ <sup>2</sup>

< 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

Intake   Notes   Payment   Meetings   Medical History   Allergies   Medications   Documents   Insurance

**Intake**

📅 09/08/2022   ⌚ 01:22 PM

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Please fill in your name to proceed  
Aileen White

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

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](#)