

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](#).

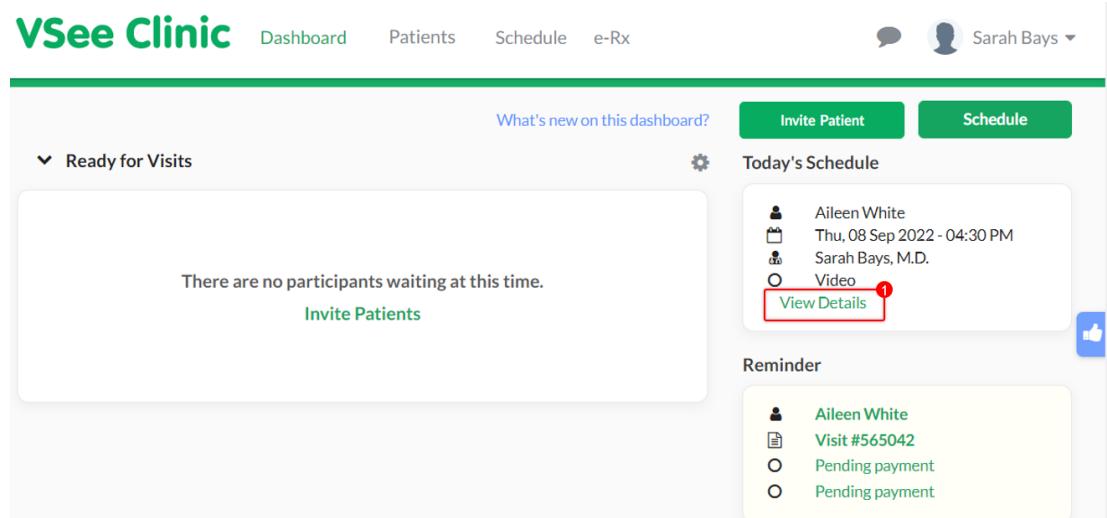
But there are cases when you will need to manually mark a visit as missed:

- [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.



The screenshot shows the VSee Clinic dashboard. At the top, there are navigation links: Dashboard, Patients, Schedule, and e-Rx. On the right, there is a user profile for Sarah Bays. Below the navigation, there are two main sections: "Ready for Visits" and "Today's Schedule". The "Ready for Visits" section is empty, showing a message: "There are no participants waiting at this time." and a "Invite Patients" button. The "Today's Schedule" section shows a scheduled appointment for Aileen White on Thursday, September 8, 2022, at 04:30 PM. The appointment is listed with participants: Sarah Bays, M.D. and Video. The "View Details" button is highlighted with a red box. Below the schedule, there is a "Reminder" section listing the appointment details again.

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 ...

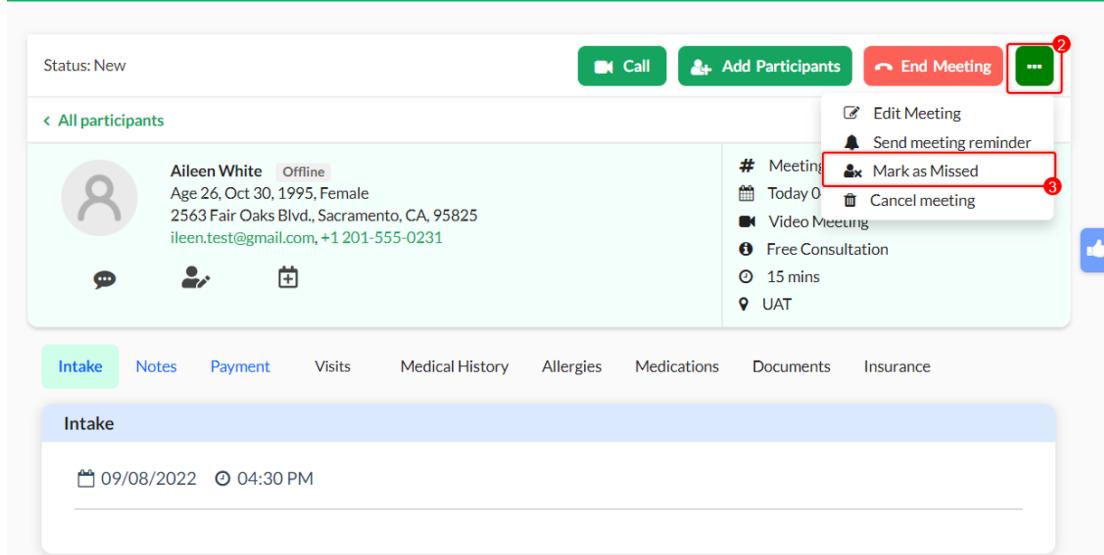
All participants

 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 Today 0 Video Meeting Free Consultation 15 mins UAT
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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 ...

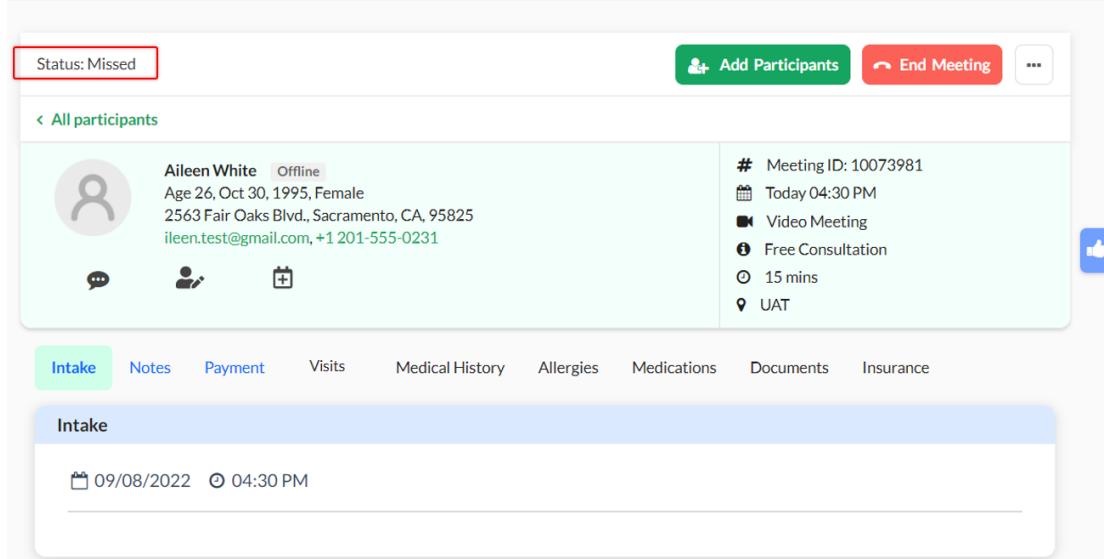
All participants

 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
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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**.

VSee Clinic Dashboard Patients Schedule e-Rx Sarah Bays

Call Selected

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)

<input type="checkbox"/> Visit ID 10073991 UAT	
Aileen White Offline Female, 26 years	Sarah Bays Last action by Sarah Bays

What's new on this dashboard?

Invite Participant **Schedule**

Today's Schedule

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

Reminder

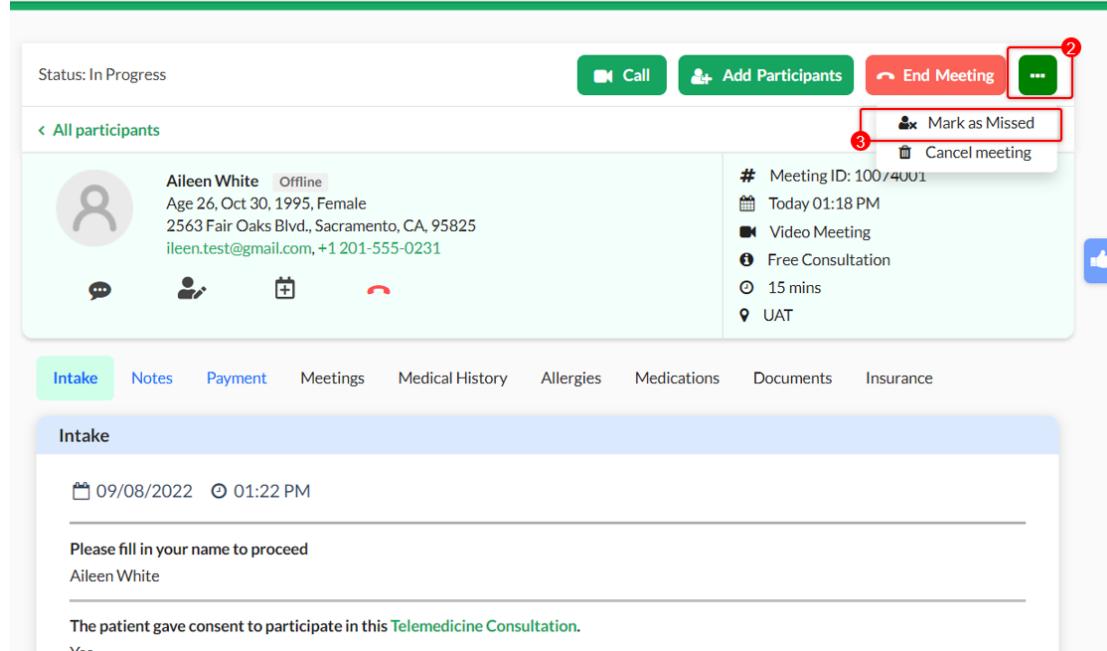
Aileen White
 Visit #565042
 Pending payment
 Pending payment

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**.



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

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](#).
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

Last updated on: 13 September 2022

- Tags
- [insurance](#)
- [mark as missed](#)
- [missed](#)
- [missed status](#)
- [reimbursement](#)