

## 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 lists a patient 'Aileen White' with a visit on 'Thu, 08 Sep 2022 - 04:30 PM' by 'Sarah Bays, M.D.'. The visit type is 'Video'. A red box highlights the 'View Details' link next to the visit type. Below the schedule is a 'Reminder' section for the same patient, showing 'Visit #565042' and two 'Pending payment' items. A blue thumbs-up icon is visible on the right side of the dashboard.

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  
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)**

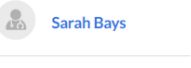
There are no ongoing visits.

**Recent (1)**

☐ Visit ID 10073999 UAT

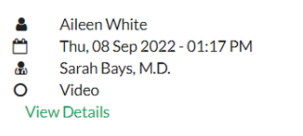


Aileen White Offline  
Female, 26 years



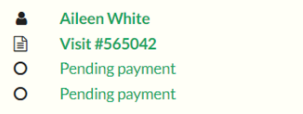
Sarah Bays  
Last action by Sarah Bays

**Today's Schedule**

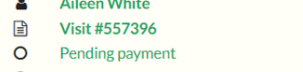


Aileen White  
Thu, 08 Sep 2022 - 01:17 PM  
Sarah Bays, M.D.  
Video  
[View Details](#)

**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 ▾

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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**

📅 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**.

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](mailto:help@vsee.com)

Last updated on: 13 September 2022

#### Tags

insurance  
mark as missed  
missed  
missed status  
reimbursement