

Visit Statuses

Jay-Ileen (Ai) - 2023-08-12 - Getting to Know Your Dashboard

Status	Last Action by	Action
Missed	-	No action from both provider and patient. It's already past the visit time (past 4 hours by default)
New	-	New visit
In Progress	-	Visit on-going, or the Provider tried to call Patient but was not able to successfully get into the call together due to some issues; Provider can choose to manually mark visit as Completed, Canceled or Missed
Completed	System User	Auto-completed by system after visit started about 5 hours
Completed	Patient	Successful visit and patient clicked End Visit button
Completed	Provider	Successful visit and provider click CheckOut / Complete button
Aborted	Patient	Patient exits the waiting room without having any call with the provider at all - High chance due to provider did not show up
Canceled	Provider/CSR	Provider/CSR clicks Cancel button

If you have any questions, please contact us at help@vsee.com

Last updated on: 15 September 2022

Tags

aborted
canceled
completed

missed

visit

visit status