Visit Statuses

Jay-Ileen (Ai) - 2023-08-13 - 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

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- Tags
- aborted
- canceled
- completed
- missed
- visit
- visit status