



## System Adjustment for Visits with In-Progress Status

2020-08-24 - - VSee Clinic

Please be informed that the status of some visits across all clinics have been and will be adjusted automatically by VSee system starting 21st Aug 2020.

### Background


The visits included on the Statistics Dashboard are visits with **Completed** status.

The screenshot shows the VSee Clinic Dashboard with the 'Dashboard' menu item circled in red. The page displays a 'Clinic Portal' with two tables: 'Providers' and 'Rooms'. Both tables show visit counts, call percentages, and durations for various providers and rooms. The 'Visit' column in both tables is highlighted in green.

Providers							Rooms						
#	Provider	Visit	Call	%	Duration	Amount paid	#	Room	Visit	Call	%	Duration	Amount paid
1	An Runscope Provider	305	-	-	-	-	1	An's Waiting Room	305	-	-	-	-
2	Marven Camagay	4	3	75%	14m	-	2	Marven Camagay	4	3	75%	14m	-
3	McLloyd Uyanguren	3	3	100%	5m	-	3	McLloyd Waiting Room	3	3	100%	5m	-
4	Kyle Lucido	3	3	100%	48m	-	4	Kyle Lucido's Clinic	3	3	100%	48m	-
5	Joy Cabrera	2	2	100%	1m	-	5	Joy Cabrera's Clinic	2	2	100%	1m	-

In some clinics, a large number of visits that already ended still have **In-Progress** status which may due to one of the following reasons:

- The provider did not check out the patient right away.
- The provider may have directly called from VSee Messenger instead from the Clinic dashboard.
- The provider may have already navigated away from the clinic when the "Checkout Patient" popup window was displayed.



**Edward Patient**  
Age 29, Jan 01, 1991, Male

No Open Visits [+ Create New Visit](#)

Visits
Medical History
Allergies
Medications
Documents

All Visits > [Visit #11510974](#)

Mon, 08/17/2020 12:30 PM Visit type: Video 30 mins Status: In Progress ...

Intake Date: 08/16/2020 01:58 AM

Notes

### Adjustments Done

The status of all clinic visits that follow the criteria below will be changed from **In-Progress** to **Completed** starting 21st Aug 2020.

- Visit start date is July 1, 2020 and onwards.
- Visit call duration is > 60 seconds.
- Visit status is "In-Progress" after 5 hours since start time.

### How It Might Affect You

If you have Clinic Admin access to your clinic, this means you can view the Statistics Dashboard. There is a chance that your clinic's total number of visits have increased. The adjusted visits will appear as completed by "System User". Please note that there will be no change in the Reports view and during export.

Report data Live

A1 Clinic
TODAY
<
AUG 2020

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Clinic Portal

Providers

#	Provider	Visit	Call	%	Duration	Amount paid
1	Erika Chuang	305	301	99%	7,320 m	-

If you have any questions, please email us at [help@vsee.com](mailto:help@vsee.com).