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VSee Clinic - System Adjustment for Visits with In-Progress Status

2020-08-25 - - [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. The top navigation bar includes 'Dashboard' (highlighted with a red circle), 'Clinic', 'Rooms', 'Schedule', 'Users', 'Report', 'Record', and 'Developers'. The user is logged in as 'Dr. April Incio...'. The dashboard displays 'Report data' as 'Live' and 'Select Waiting Room' as a dropdown. The date range is 'TODAY' to '17 AUG 2020 - 23 AUG 2020'. The timezone is 'America/Los_Angeles'. The dashboard is divided into two main sections: 'Providers' and 'Rooms'. Each section contains a table with columns: '#', 'Provider/Room', 'Visit', 'Call', '%', 'Duration', and 'Amount paid'.

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



| Rooms | | | | | | |
|-------|----------------------|-------|------|------|----------|-------------|
| # | Room | Visit | Call | % | Duration | Amount paid |
| 1 | An's Waiting Room | 305 | - | - | - | - |
| 2 | Marven Camagay | 4 | 3 | 75% | 14m | - |
| 3 | McLloyd Waiting Room | 3 | 3 | 100% | 5m | - |
| 4 | Kyle Lucido's Clinic | 3 | 3 | 100% | 48m | - |
| 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 be 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 x ▾

TODAY < AUG 2020

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.