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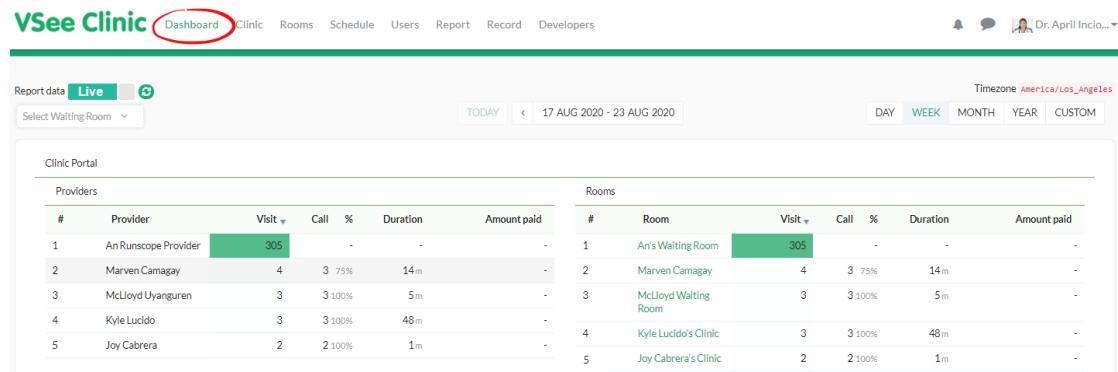
## VSee Clinic - System Adjustment for Visits with In-Progress Status

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.



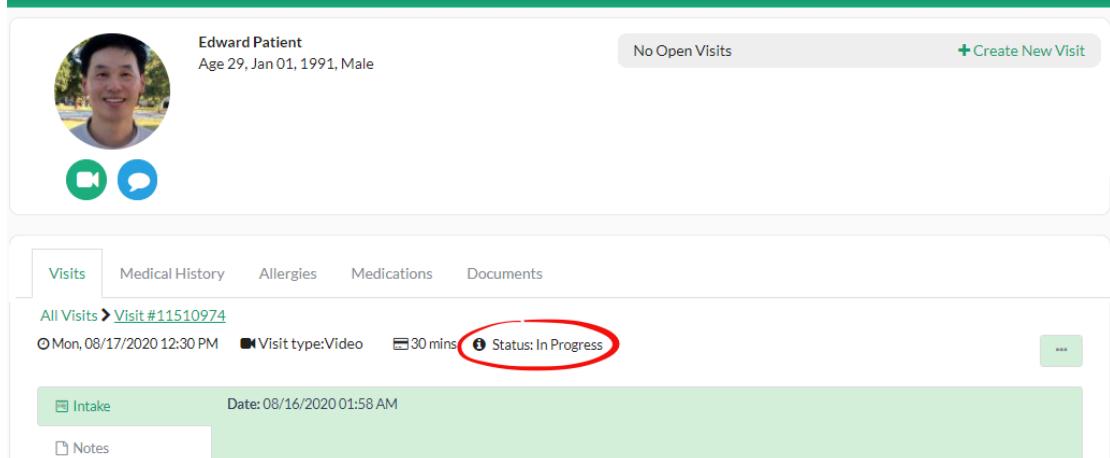
The screenshot shows the VSee Clinic Statistics Dashboard. At the top, there are tabs for 'Clinic', 'Rooms', 'Schedule', 'Users', 'Report', 'Record', and 'Developers'. Below the tabs, there are buttons for 'Report data' (set to 'Live'), 'Select Waiting Room' (set to 'All'), and date range '17 AUG 2020 - 23 AUG 2020'. To the right, there are buttons for 'DAY', 'WEEK', 'MONTH', 'YEAR', and 'CUSTOM', and a 'Timezone' dropdown set to 'America/Los\_Angeles'. The user 'Dr. April Incio...' is logged in. The main area is titled 'Clinic Portal' and contains two tables: 'Providers' and 'Rooms'. The 'Providers' table lists 5 providers with their visit counts, call percentages, and duration. The 'Rooms' table lists 5 rooms with their visit counts, call percentages, and duration. Both tables have columns for '#', 'Provider/Room', 'Visit', 'Call %', 'Duration', and 'Amount paid'.

#	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	-

#	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** (circled in red)

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

Notes

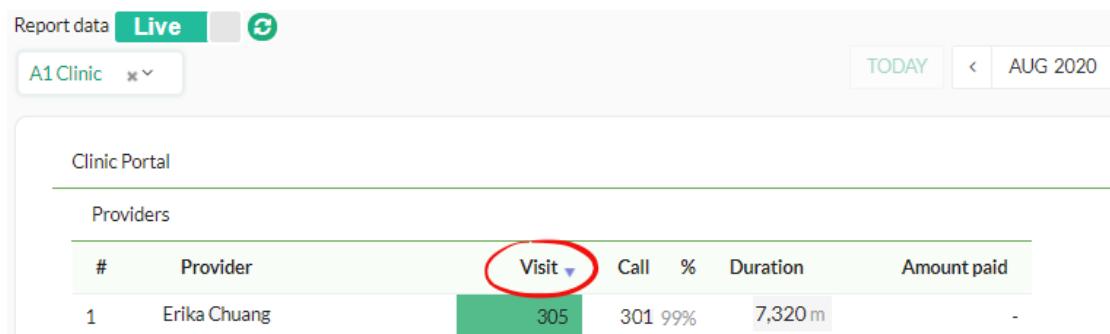
## Adjustments Done

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** TODAY < AUG 2020

A1 Clinic

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).