



RELEASE NOTES

Video Lobby (Mobile Web)

What is it?

Our new video lobby feature provides physicians, patients and attendees the ability to check their video and audio before joining a visit on the mobile web application.

Why is it useful?

When a user tries to join a visit, the eVisit platform requests permission to use their camera and microphone. Sometimes access to a user's camera and/or microphone is denied. When this happens, our platform allows the user to get into the visit anyway, though this now creates audio and video issues for both parties (black screens, unable to hear, etc.) An enormous volume of visits are impacted by this issue every day. By presenting users with a pre-visit lobby before joining their visit we will be able to not only inform but help them to resolve audio/video problems, reducing this issue before the visit occurs so that the physician can focus solely on providing care.

Additional benefits of the video lobby include:

- A positive user experience allowing microphone and camera to be muted or turned off before entering a visit
- Space for *future* feature upgrades to be available (like choosing custom backgrounds, equipment diagnostics tests, etc.)

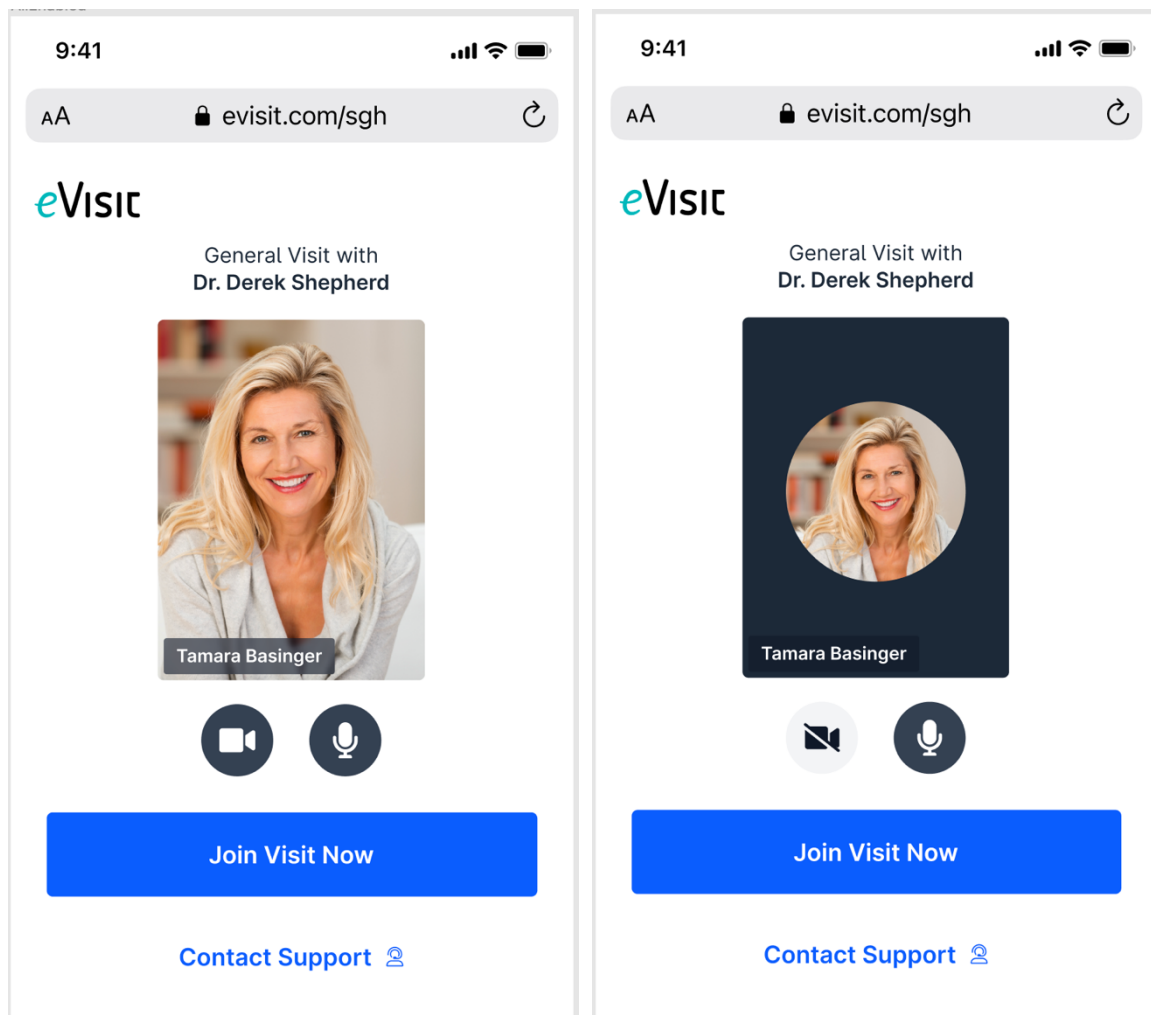
When should I use it?

Users only need to grant permissions to their microphone and camera once per device/browser (unless they specifically change settings after granting them). However, the video lobby itself will be presented to users that participate in visits every time.

How does it work?

When a user initiates a visit for the first time on any given device or browser (by clicking the “Start Visit” button), they will be presented with a series of screens or modals asking for permission to access their microphone and camera. After permissions have been requested, the video lobby will display in a state that reflects users’ selections:

- If the user grants access to the microphone and camera, they will see a video preview window of themselves and will also have microphone and camera controls at their disposal. They can mute themselves or turn off their camera before entering the visit.
- If the user blocked access to their microphone and camera, they will not see a live preview of themselves, but instead will see an error message and helpful instructions indicating how users can rectify the permissions before they are able to join the visit.



→ Users **must** grant permissions to both their microphone and camera in order to be able to join a visit. They will not be able to join until they have done so!

How do I get started?

This feature will be available to all customers automatically.

Additional Information

Please note the following additional details about the mobile video lobby feature:

- Patients and Clinical Users will hit the video lobby before every single visit with the exception of when a physician starts their next visit after just completing one in the visit flow.
- We will be introducing a new patient status into the waiting room called “Lobby.” As soon as patients click on the “Start Visit” button and begin this process, they will be in the Lobby status. Once they have completed steps and joined the visit, their patient status in the waiting room will be updated to “Ready.”
- We will not be making changes to the order patients and providers join visits at this time, meaning the patient will still need to get all the way through the permissions and lobby into the visit before the clinical user can join.
- This feature will only be added to our core platform, not to Express.
- Again, users who do not allow permissions to their microphone and camera will be prevented from entering a visit.