



RELEASE NOTES

Patient Self-Scheduled Page Swap

What is it?

This project optimizes the patient self-schedule flow by placing the provider availability page immediately after the “Select a Provider” page.

Why is it useful?

In its current implementation, the self schedule flow for patients can be quite labor intensive and frustrating. Patients who would like to schedule their own future appointments must choose a provider, then answer the intake questions in order to reveal the chosen provider’s availability. If desired availability is not found, the patient must cancel the visit request and start the process all over again from the Select a Patient page. This leads to frustration and in many cases, patients drop off.

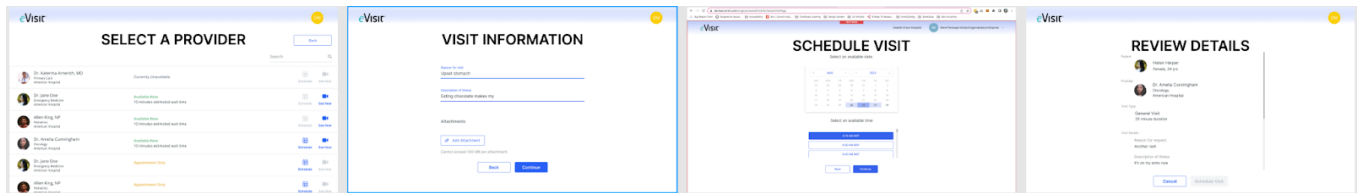
By switching the order of the “Visit Information” and “Availability” pages, patients will spend less time filling out repetitious steps and increase the likelihood of completing their task at hand.

When should I use it?

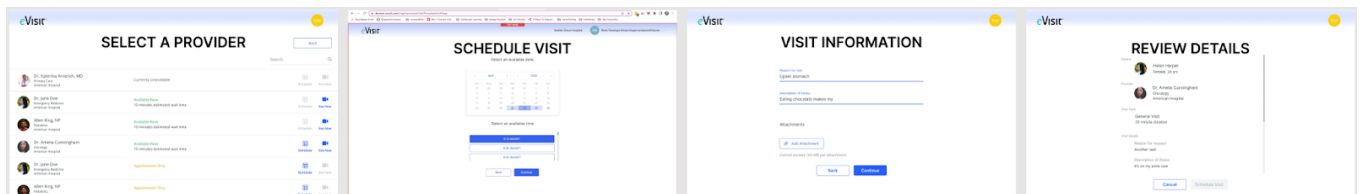
This improved flow will be available to all practices who allow patients to self schedule.

How does it work?

OLD ORDER - Visit information page must be filled out in order to see availability for the selected provider



NEW ORDER - Provider availability is shown immediately after choosing a provider, and before any other visit information is required by the patient



How do I get started?

This feature will be available to all customers automatically.

Additional Information

With our recent rearrangement of the Geolocation functionality this page will display in the new flow if enabled.