

Universal Linking

Universal links are a standard mobile feature. If a user has the eVisit native app (the one they downloaded from an app store) already installed on their device, eVisit will use the installed app rather than the mobile web version of eVisit.

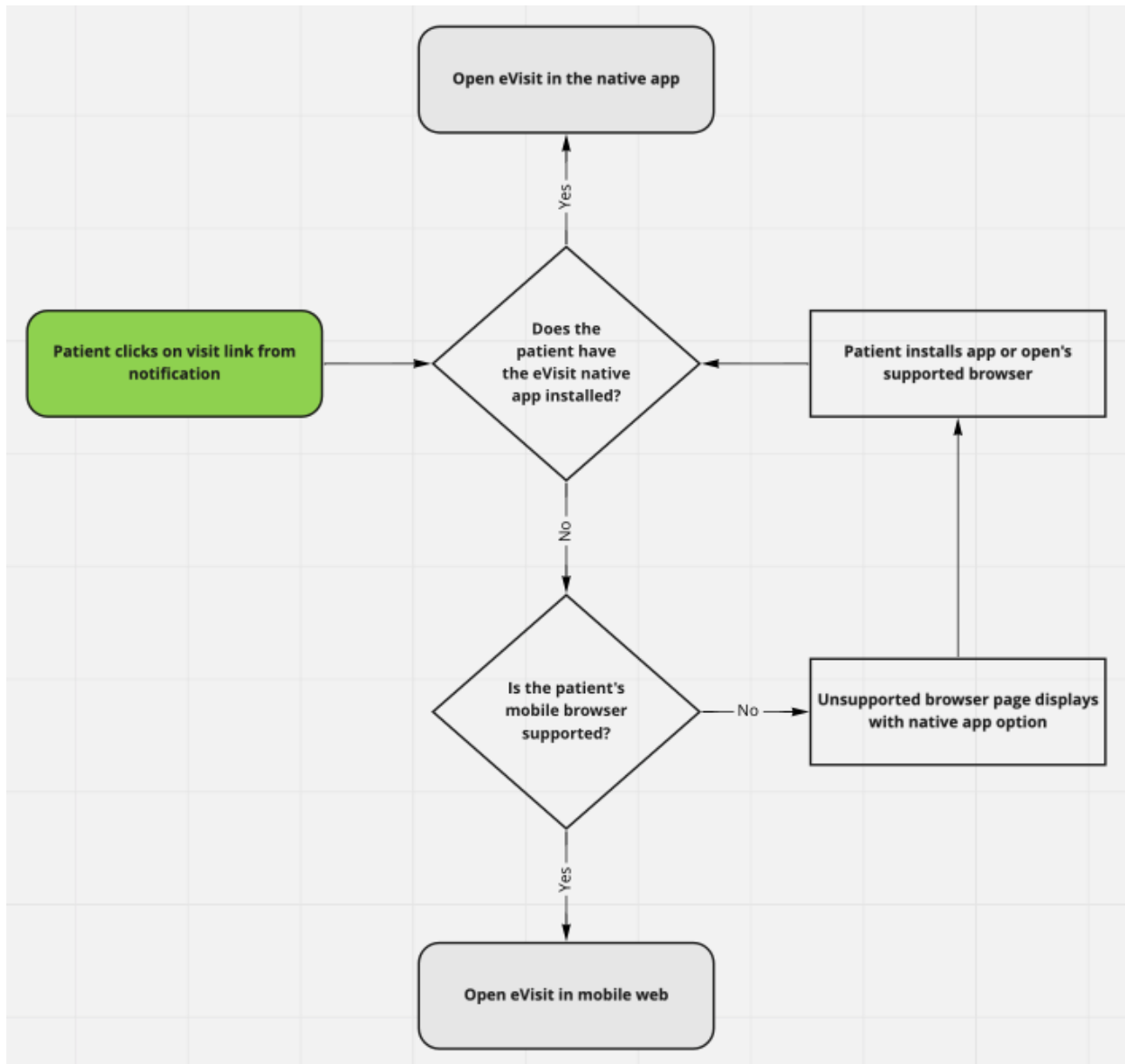
This feature will improve visit quality as - particularly on Mac iOS - mobile native has superior video/audio support than mobile web.

When should I use it?

However, mobile native is a better overall experience once the app is downloaded and installed. If a patient is having technical difficulties or does repeated visits, they may wish to install the eVisit native app. This feature will benefit those use-cases, particularly if the patient does repeated visits on eVisit.

How does it work?

When a patient clicks on any eVisit link within a notification, we will first check to see if the native app is installed. If that native app is installed, eVisit will open in the native app instead of opening in mobile web.



How do I get started?

This feature will be available to all customers automatically.

Additional Information

Note, that this will work with CBAs. *Also, patients will not be prompted to download eVisit's native app. If you would like patients to use eVisit native app you will need to inform them.*

Apple refers to this feature as “universal links” while technically Android refers to this feature as “app links.” We will support this feature in both platforms and for the purposes of this document “universal links” refers to both Apple and Android support.