eVisit®

An Early Visit Workflow / Copy Links For Attendees / Share Visit Links w. Patients

What is it?

We've unlocked new capabilities for sharing and distributing visit links. An entirely new user initiated workflow empowers clinical staff with the ability to start scheduled visits earlier than the scheduled time. Rather than having to cancel and reschedule a visit, or cancel and start an immediate On Demand visit, users can simply start an existing visit with minimal clicks.

Why is it useful?

We've created a new workflow for clinical staff by providing them with the ability to initiate visits as early as they'd like. This gives more control and time back to providers.

With integrations connecting disparate systems, down-time procedures and alternative workflows are necessary due to a multitude of use cases. Facilitating care often involves varying touchpoints throughout the patient journey, however the prerequisite to providing any care is providing users and patients with an invitation link. Providing access to virtual care on eVisit's platform is easier than it's ever been.

When should I use it?

Insurance Verification Applicable use cases include, but are not limited to:

- Patients arriving early to their visits creating a challenging clinical process.

- If your clinical workflow warrants the need for involving multiple attendees in a patient's visit (e.g., additional clinicians, specialists, interpreters). Users can copy their visit link for the benefit of distributing outside of eVisit's platform.

- If your process needs an alternative method for delivering visit invitation links to patients and or users.

- Providing a simple button for sharing visit invitation links with patients who are experiencing issues accessing their link.

How does it work?

Clinical Staff can access a new menu on the visit row from the Waiting and Schedule tabs. What was once a button for expanding patient details on the side panel is now a menu with new capabilities. The new menu is available in the old waiting room and new Virtual Clinic, however the visuals below are from the virtual clinic.

From the Scheduled tab, users can share visit links via email and or text message with patients. This includes all visit types. If a user has both the time and desire from their patient to begin a scheduled visit early, the user can now do so. By clicking **Start Visit** from the Schedule tab, users are presented with an option to start their visit early. Users can also optionally send the patient a notification via the practice's configured notification channel.
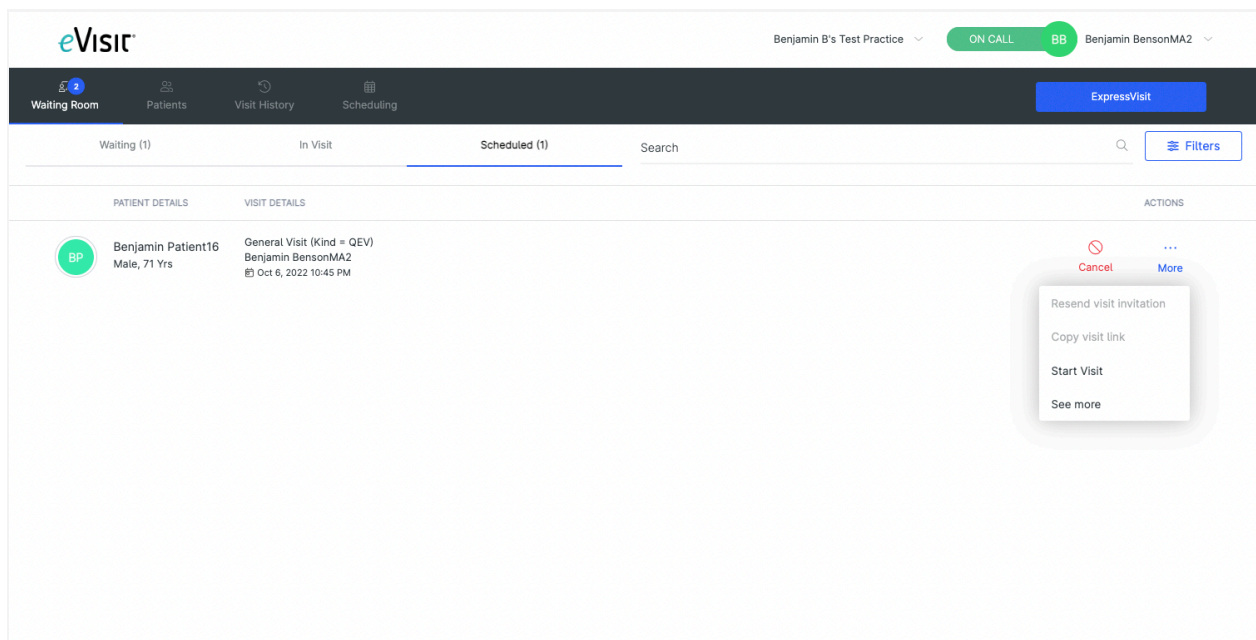
After starting their visit early, users have the option to immediately join the visit or return to their virtual clinic until the patient arrives. By starting a scheduled visit early, the visit will remain in the Schedule tab until your patient arrives and the visit automatically transitions to the Waiting tab.

Before this feature, a patient with scheduled visits could only join their visit within 15 minutes of their scheduled visit time. After the patient joined, other attendees could then be invited. The impending 15 minutes is no longer a constraint. If both clinical staff and patients find value in starting a visit early, clinical users can do so via "Start Visit".
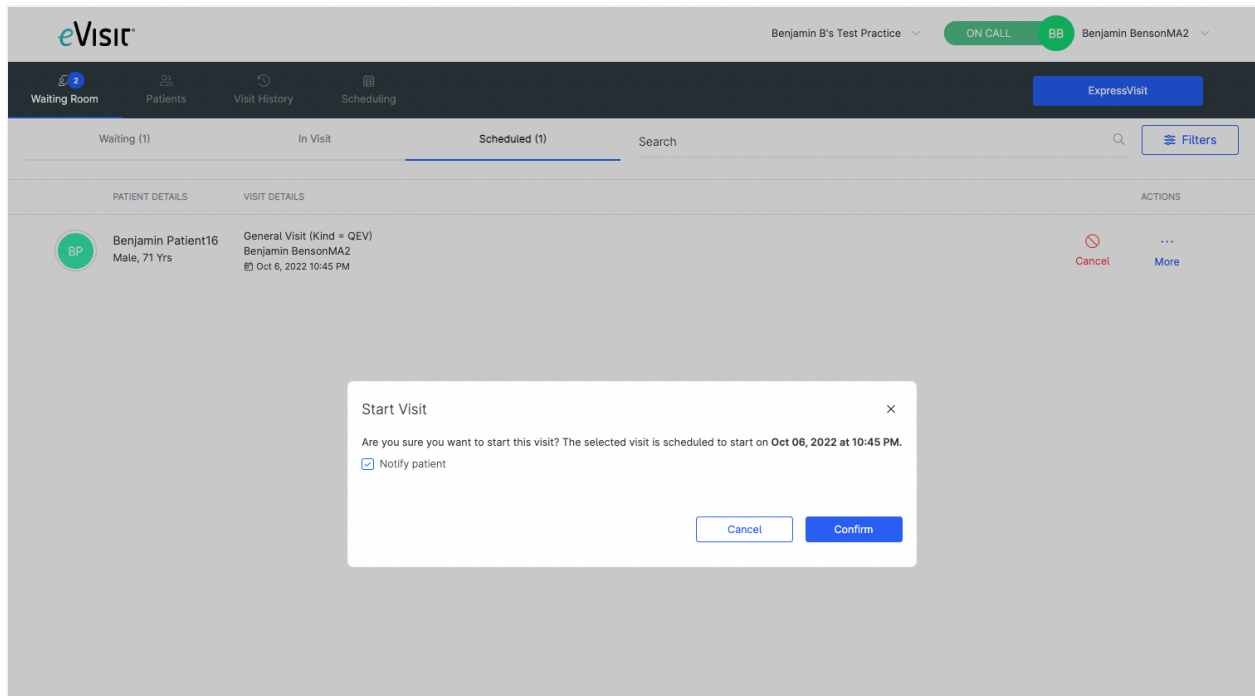
While sharing invitation links is specifically for patients, copying visit links empowers users with the ability to invite additional attendees who are registered or unregistered users of the practice. Meaning users can copy and share visit links outside of eVisit's platform!

When "Copy Visit Link" is selected, the visit link is automatically copied to the user's clipboard. Notice the menu options are slightly different depending on which tab the user is on and what state the visit is in.

When users click "See More" the patient side-panel is expanded. The side-panel continues to expand after users click on patient details.

eVisit

Benjamin B's Test Practice   ON CALL BB   Benjamin BensonMA2

Waiting Room (2)   Patients   Visit History   Scheduling   ExpressVisit

Waiting (1)   In Visit   Scheduled (1)   Search   Filters

PATIENT DETAILS	VISIT DETAILS	ACTIONS
BP Benjamin Patient16 Male, 71 Yrs	General Visit (Kind = QEV) Benjamin BensonMA2 Oct 6, 2022 10:45 PM	Join Visit Cancel More

Call   Invite

Email
benjaminjaybenson+patient16@gmail.com

Send invite

Cancel

An invitation has been sent to benjaminjaybenson+patient16@gmail.com.   ✕

Waiting Room (2)   Patients   Visit History   Scheduling   ExpressVisit

Waiting (1)   In Visit   Scheduled (1)   Search   Filters

PATIENT DETAILS	VISIT DETAILS	ACTIONS
BP Benjamin Patient16 Male, 71 Yrs	General Visit (Kind = QEV) Benjamin BensonMA2 Oct 6, 2022 10:45 PM	Join Visit Cancel More

How do I get started?

Customers using the new Virtual Clinic, as well as those with waiting room management enabled, will automatically receive access to the new menu with Copy and Share Visit link functionality.

Customers using the basic waiting room will not receive access to the new functionality delivered in this Feature Brief.