

Improving Clinician Experience by Differentiating Guardians For The Same Dependent

What is it?

Dependent accounts in eVisit do not exist independently, but are instead accessed through the guardian account they are attached to. Because of this, it is possible that multiple guardians can each create separate instances of the same patient. For example, two adult parents (Helen & Sam) who have their own eVisit accounts can each add their child (Harvey) to their account as a dependent.

This update differentiates these guardians when searching for a dependent across various clinical touchpoints.

Why is this useful?

In the case where multiple eVisit accounts exist for the same dependent patient, this feature will allow clinical users to easily identify which guardian is attached or needs to be attached to a visit. This helps ensure that clinical users know which guardian will be receiving notifications and arriving with the dependent to the visit. This improvement will be available to all customers automatically.

How does it work?

1 On the Scheduling page, clinical users must first select a patient from a dropdown and then continue with the scheduling request. This dropdown is used to distinguish patient records for the same dependent only by the email address associated with them,

which is the guardian's email address. They will now also display the guardian's name.

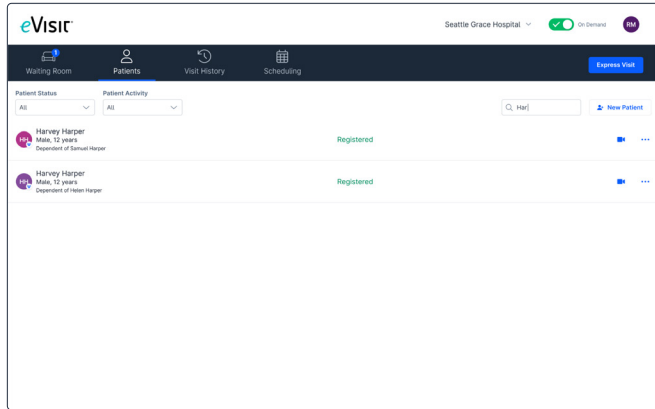
BEFORE

AFTER

2 On the Patients page, individual patient rows will now display the name of the guardian.

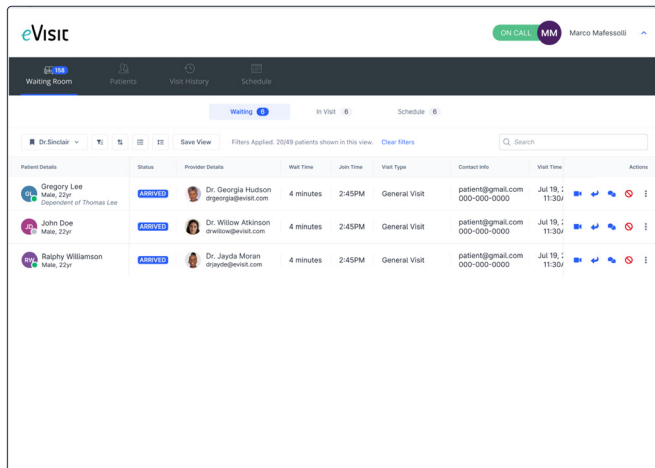
BEFORE

AFTER



3 Across the data table where patient details are present (Waiting Room, Visit History, Scheduling), we will now display “Dependent of [guardian name]” everywhere we used to display “Dependent”.

Example: Waiting Room View



4 This information will also continue to display on the sidebar header when expanded. The sidebar can be accessed from the waiting room, patients page, visit history page, scheduling page, and in visit.

