

Increased Patient Access to Visit Notes

What is it?

Patients can now see notes sent by clinical users in the application without having to download the summary. This update will be available to all customers automatically.

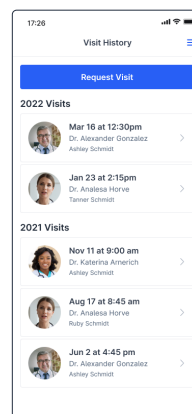
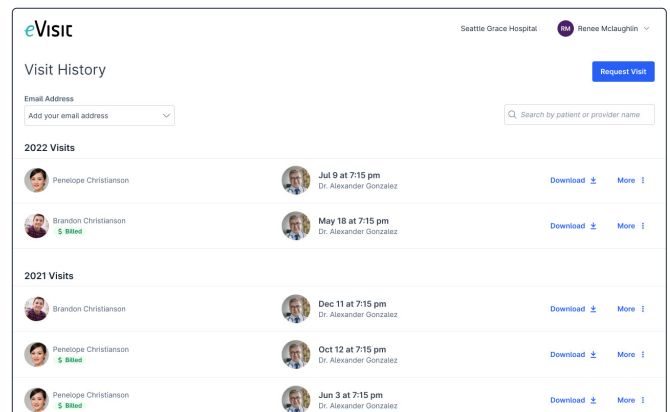
Why is it useful?

This feature saves patients time and makes it easier for them to see any patient-facing notes. Previously, patients had to download the PDF of the entire visit summary in order to see any patient-facing notes. This update will be particularly useful to patients who are using a workplace computer where downloading files may be disabled.

How does it work?

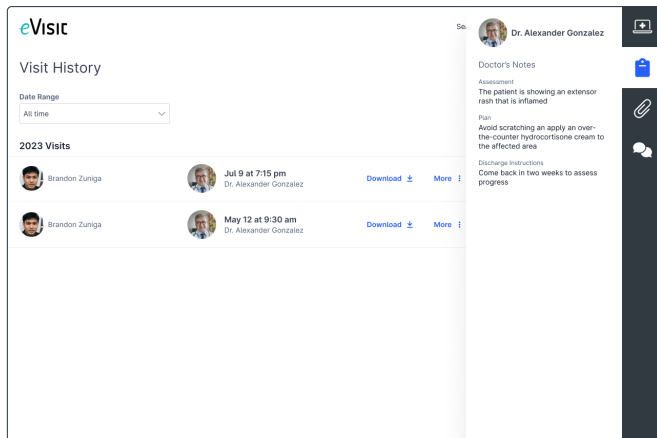
To view notes from a provider as a patient:

- 1 On desktop, navigate to the Visit History and select 'More'. On mobile, select the visit that you'd like to see more details for.



2 The sidebar will appear. Select the Clipboard icon (on mobile or desktop) to see if there are any notes. If there are no notes, patients will see: “Your doctor has not added any notes”. If there are notes, patients will see the following.

DESKTOP



MOBILE

