

Update to Post-Visit Patient Survey

What is it?

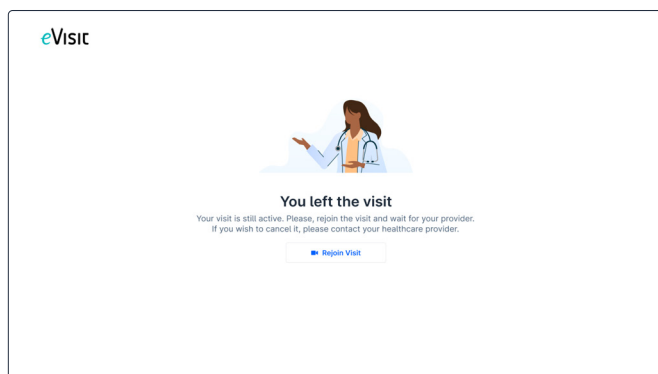
After visits are completed, all patients are prompted with a post-visit survey to provide feedback about their experience with their providers and with using the eVisit platform. This feedback allows care teams to understand how satisfied patients are. Adjusting protocols based on the feedback to improve the patient experience leads to greater patient retention. We have updated the design and flow to improve the user's experience with post-visit surveys.

This feature's update is automatically available to customers using the new visit experience. If you would like to customize your patient survey, please contact your Customer Success representative.

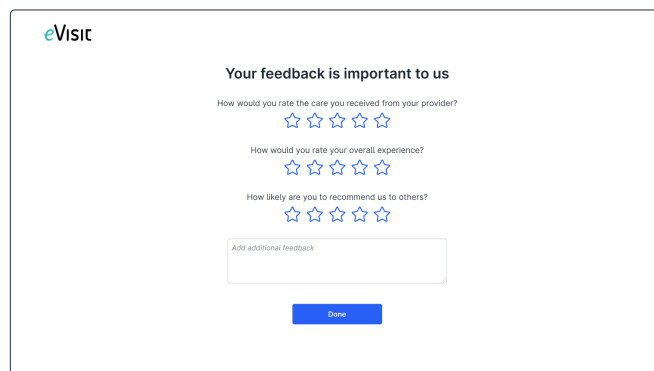
How does it work?

Once the visit is completed, the patient's screen will automatically change from the left visit screen to the post-visit survey screen. Then, they'll see a post-survey screen that confirms the end of the visit.

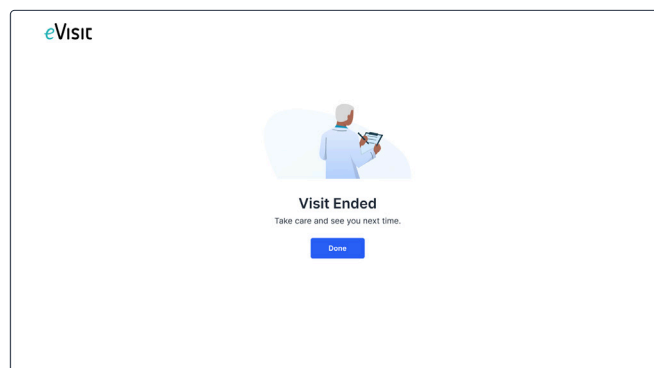
LEFT VISIT SCREEN - DESKTOP VIEW



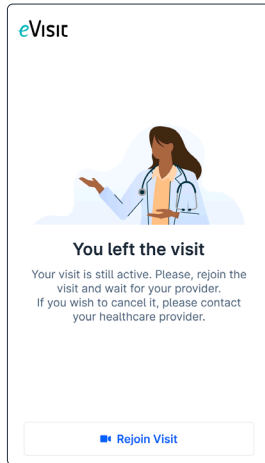
POST-VISIT SURVEY SCREEN - DESKTOP VIEW



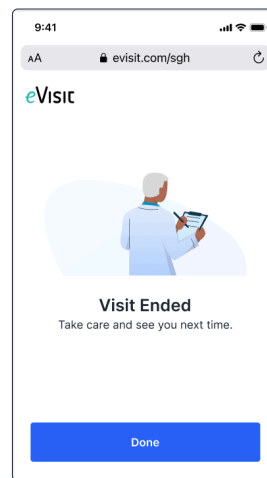
POST-SURVEY PAGE - DESKTOP VIEW



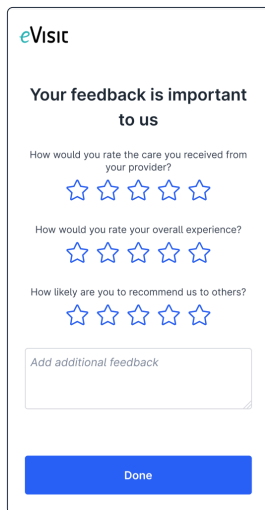
LEFT VISIT SCREEN - MOBILE VIEW



POST-SURVEY PAGE - MOBILE VIEW



POST-VISIT SURVEY SCREEN - MOBILE VIEW



Once a visit survey has been submitted, the survey responses will be viewable by patients and providers in the Visit History in the sidebar.