



RELEASE NOTES

Connected Accounts – Shared child accounts for integrated customers

What is it?

When an account is integrated and an external patient ID is provided, child accounts can now be linked to multiple guardian accounts.

Why is it useful?

Matching patients from eVisit to an EHR is a critical value proposition for all types of use-cases, but is a more complicated problem for pediatric use-cases. This change reduces the possibility of duplicate patient accounts and ensures that the right patient account in eVisit is correctly linked to the matching account in the EHR.

When should I use it?

This feature should be used in every pediatric workflow. This feature does require an EHR integration. eVisit strongly encourages EHR integrations for all workflows to improve efficiency and reliability.

How does it work?

First, an EHR integration or other type of integration that provides a unique patient identifier is required.

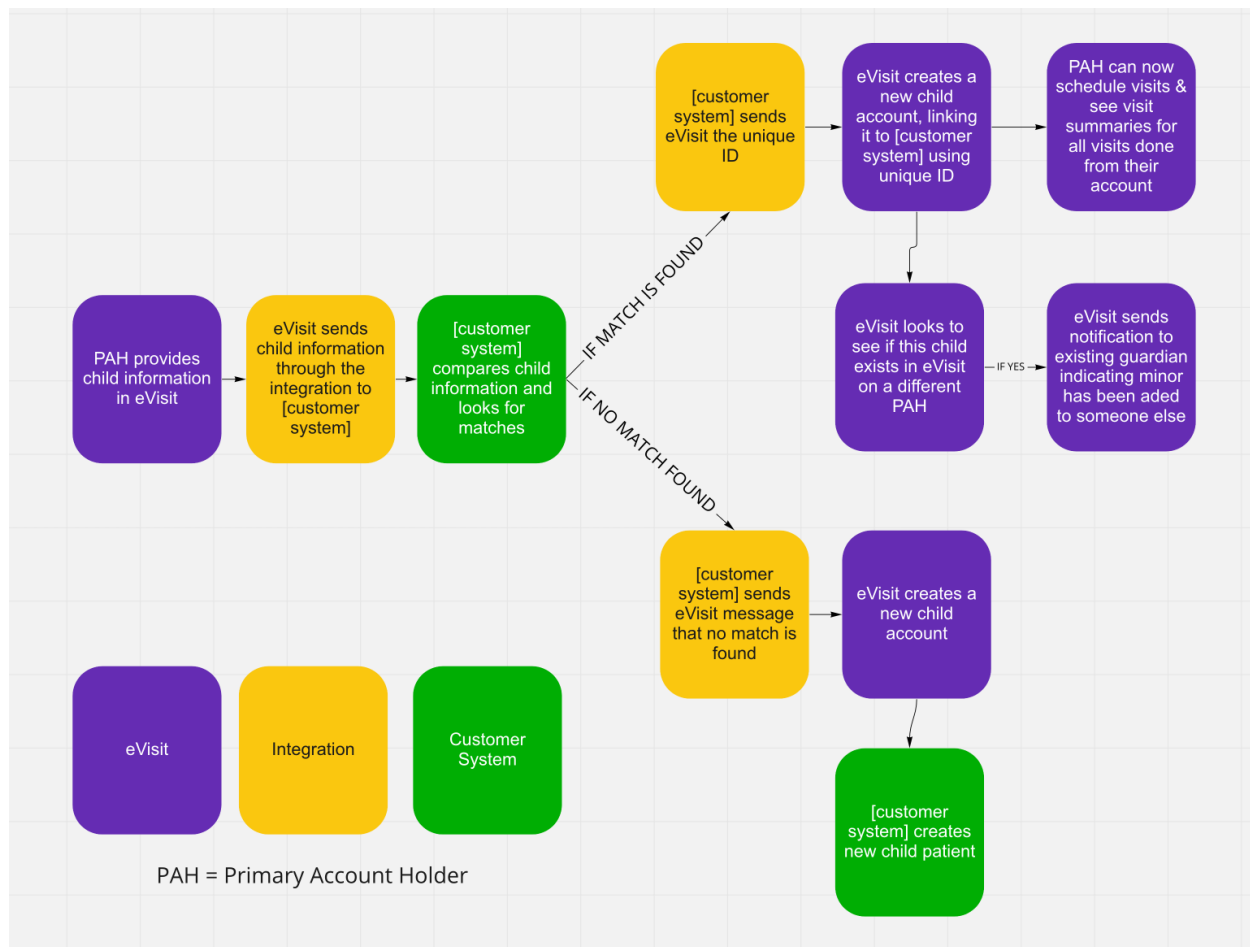
When a child patient is created (either through the integration or inside eVisit by the child's guardian), eVisit will use the integration to request that child's unique patient ID. eVisit will then use that patient ID to check if the child patient account matches any already existing child patient accounts associated with other guardians. If a match is found, the current guardian(s) for that child will be notified that their child is linked to a new additional guardian.

Example:

Claire (mom) creates an eVisit account and adds Nora (child) as a dependent. After Claire fills out the necessary information on the Add Dependent page eVisit will communicate with the integration to get Nora's unique patient ID from the EHR system. Nora now has the same patient ID in both eVisit and the EHR and Claire is able to proceed with requesting or scheduling a visit for Nora.

A few months later, Toby (dad) creates an eVisit account and also adds Nora. After Toby fills out the necessary information on the Add Dependent page, eVisit again requests the unique patient ID for Nora from the EHR system. But this time, eVisit uses that patient ID to recognize that Nora already exists in eVisit and is currently linked to Claire. When this happens, eVisit links Nora to both Claire and Toby's eVisit accounts. Toby is able to proceed with requesting or scheduling a visit for Nora and Claire is notified about Nora being linked to Toby.

This is how the logic works in a flow diagram:



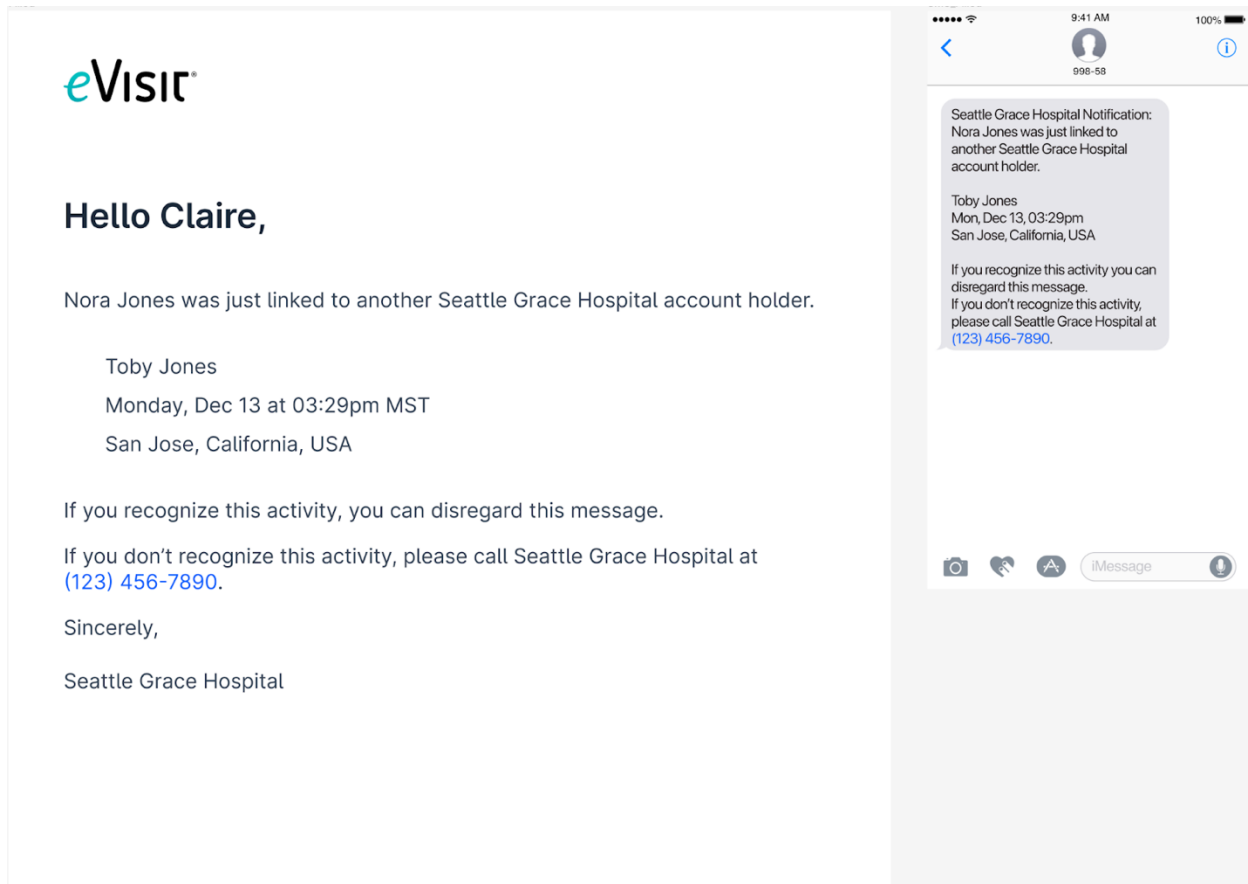
When a child patient belongs to more than one guardian the guardians themselves should *only* be able to see the visits that occur within their account. Also, the guardians name should display in the header of the sidebar for the child patient they are associated with.

How do I get started?

This feature will be automatically available to all integrated customers, no configuration is necessary.

Additional Information

As mentioned above, a notification will be sent to the currently linked guardian in addition to the account linking when a child account is linked to a new guardian account. This notification will say:



Script for Voice Notification:

This is a message from Seattle Grace Hospital. Nora Jones was just linked to another Seattle Grace Hospital account holder, whose name is Toby Jones. If you recognize this activity, you can disregard this message. If you don't recognize this activity, please call Seattle Grace Hospital at (123) 456-7890.