eVisit®

Geolocation Rearrangement

What is it?

Healthcare professionals are only authorized to provide services to patients who are in their legal jurisdiction. Our geolocation feature enables customers to verify this information and appropriately assign patients to a licensed healthcare professional.

In its current implementation, the geolocation feature is being presented to patients as soon as they log in to eVisit. This can be jarring to patients who are logging in to accomplish other tasks like creating an account for the first time, looking at visit histories, etc.

This improvement will move the geolocation page so that it appears only where most appropriate — in the visit flow.

Why is it useful?

By moving this page, we collect the patient's location when it matters:

- Right before provider selection when requesting a visit
- When checking in for a visit scheduled by the clinic

We will also now provide a way for patients to cancel the visit or abandon the flow if the state they're located in cannot be found in the dropdown. Currently this page is a dead end – patients' only option is to logout or leave the page.

This change empowers patients to control the experience they have by allowing them to make decisions only when they are relevant to the task they are accomplishing and improves the overall patient experience.

When should I use it?

This improvement affects customers who have geolocation enabled.

How does it work?

The geolocation page will continue to display as expected based on the setting enabled, however, it will now display within the visit flow. Here are the four visit flows and where the geolocation page will display after this feature is released. In all scenarios listed below and for both settings the geolocation page will look the same:

1. Patients requesting an OnDemand visit will now see the geolocation page after choosing the patient being seen and before choosing the visit type.

2. Patients scheduling a future visit will now see the geolocation page after choosing the patient being seen and before choosing the visit type (see image above). Additionally, they will be asked to confirm this information upon starting the scheduled appointment if it's 24 hours from the time the appointment was scheduled.
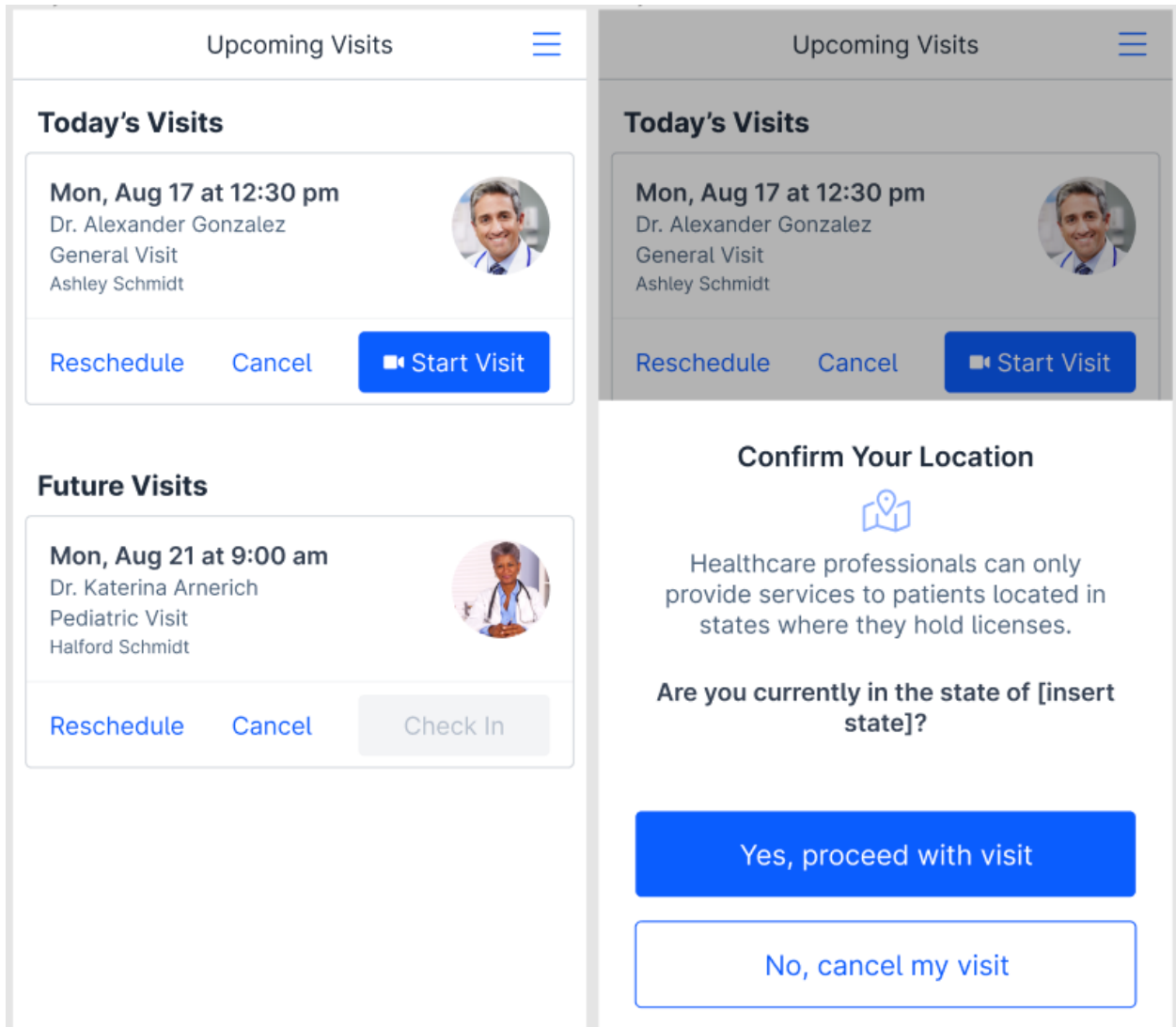
3. Patients who have had a visit scheduled for them by a clinical user will now see the geolocation page when they "check in" for their visit, which is available 24 hours ahead of the scheduled appointment time. It will appear right before the intake questions.

4. Patients who have been invited to a Quick Entry Visit will see no change as the geolocation page displays after the patient agrees to terms and right before they enter the visit.
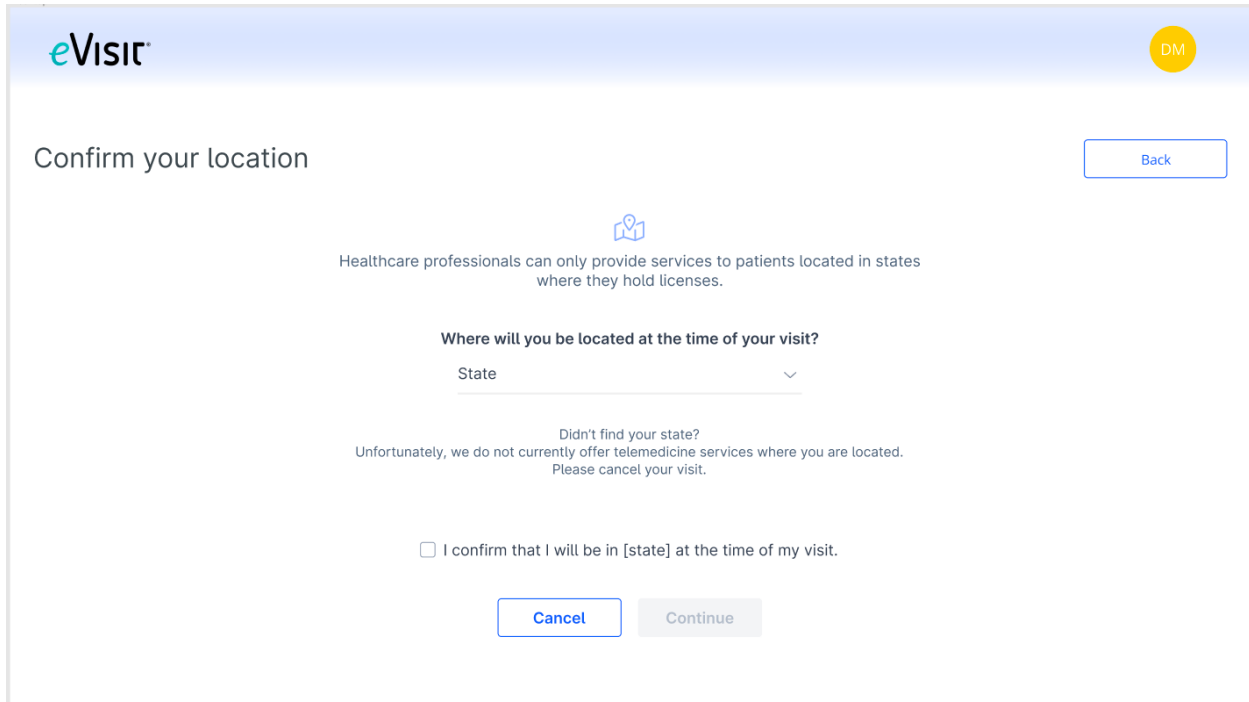
Mobile Cancelation

The geolocation page will continue to display as expected based on the setting enabled, however, it will now display within the visit flow. Here are the four visit flows and where the geolocation page will display after this feature is released. In all scenarios listed below and for both settings the geolocation page will look the same:

Web

All flows described above will also apply to desktop. This is what the desktop version looks like:

How do I get started?

This feature will be available to all customers automatically, though it will only appear when geolocation is enabled for the practice.

Additional Information

For reference, our geolocation page can be set one of two ways:

1. IP Address Geolocation - Displays to patients when our system detects their IP address is in a state that the practice does not serve

2. Always Geoblock - Displays to patients always