



RELEASE NOTES

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.

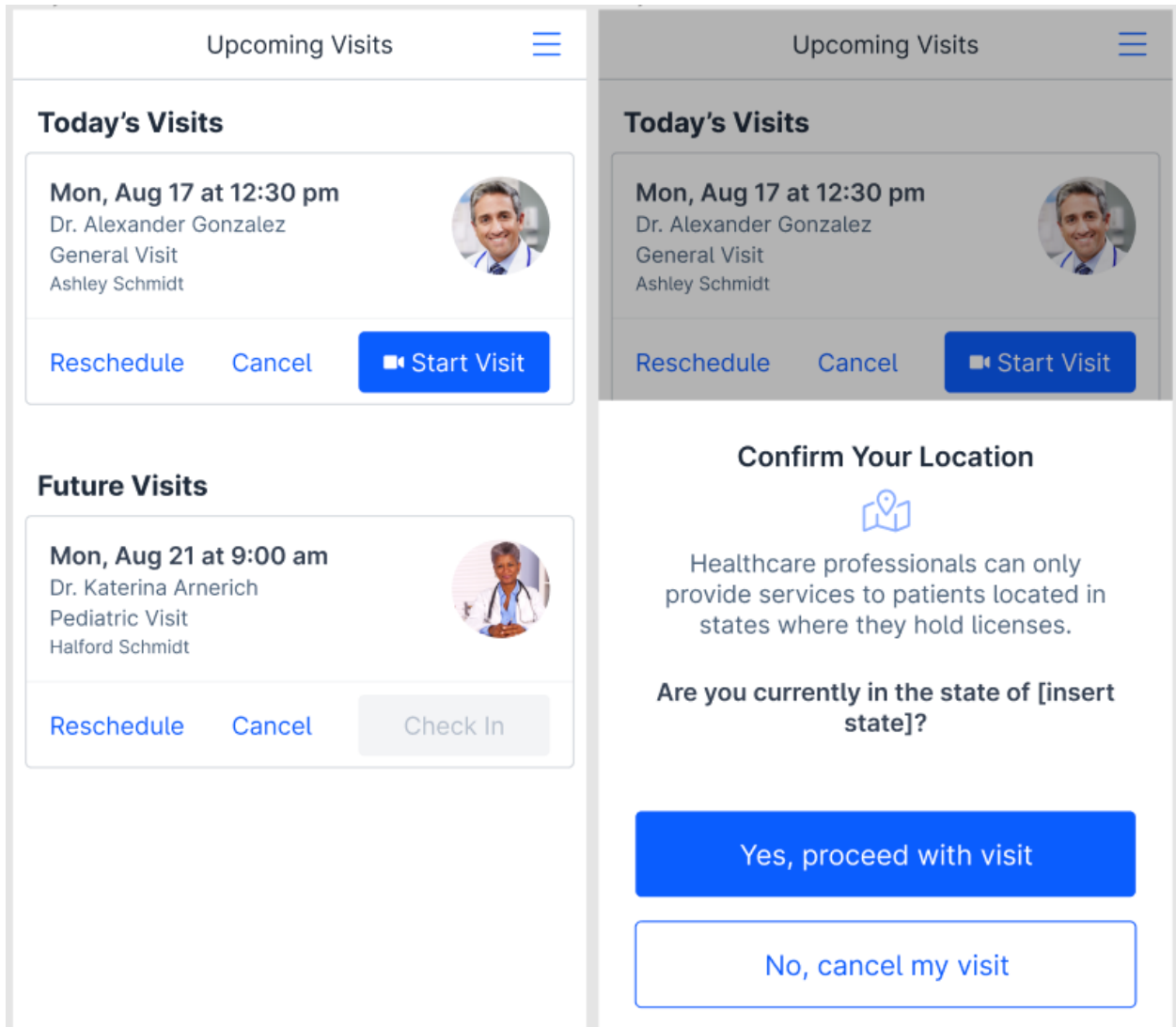
How does it work?

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.

Select a Patient	Back Confirm Your Location	Back Visit Type
<div>Self</div> <div> Jane Doe Female, 25 yrs</div> <div>Dependent(s)</div> <div><div>+</div> Add Dependent</div>	<div></div> <div>Healthcare professionals can only provide services to patients located in states where they hold licenses.</div> <div>Where will you be located at the time of your visit?</div> <div>Arizona</div> <div>Didn't find your state? Unfortunately, we do not currently offer telemedicine services where you are located. Please cancel your visit.</div> <div><input checked="" type="checkbox"/> I confirm that I will be in Arizona at the time of my visit.</div> <div>Continue</div> <div>Cancel Visit</div>	<div><div>General Visit</div> Providers Available <div>Select</div></div> <div>Description General Visit for Seattle Grace Hospital Duration 6 minutes</div> <div><div>Follow Up</div> Providers Available <div>Select</div></div> <div><div>Initial Consult</div> No Providers Available</div>

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.

Back Upcoming Visits	Back Confirm Your Location	Back Visit Information
Today's Visits <div>Check In for Visit  Dr. Alexander Gonzalez General Visit Ashley Schmidt has a visit on Aug 17th, at 12:30 pm. Please check in now and confirm your appointment details. Visits can be joined up to 15 minutes early to enable camera & microphone. Dismiss Check In</div>	 Healthcare professionals can only provide services to patients located in states where they hold licenses. Where will you be located at the time of your visit? Arizona Didn't find your state? Unfortunately, we do not currently offer telemedicine services where you are located. Please cancel your visit. <input checked="" type="checkbox"/> I confirm that I will be in Arizona at the time of my visit. Continue Cancel Visit	Short reason for request Need new Prescription Tell me about the last time you were having a... My last symptoms were yesterday Have you had an eVisit before? No Yes How often are you journaling? (optional) Daily How do you feel? <input type="radio"/> Happy <input type="radio"/> Irritated <input type="radio"/> Content <input checked="" type="radio"/> Upset Attachments Add Attachment <small>Cannot exceed 100 MB per attachment.</small> Continue

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.

9:41

Welcome



Welcome

Please review and confirm the agreements below before continuing.


☒ I agree to the eVisit [Terms & Conditions](#) and [Privacy Policy](#).

☒ I have read and I confirm that the information is correct to the best of my knowledge.

Continue

9:41

Confirm Your Location



Healthcare professionals can only provide services to patients located in states where they hold licenses.

Where will you be located at the time of your visit?

Arizona

Didn't find your state?
Unfortunately, we do not currently offer telemedicine services where you are located.
Please cancel your visit.



☒ I confirm that I will be in Arizona at the time of my visit.

Continue

Cancel Visit

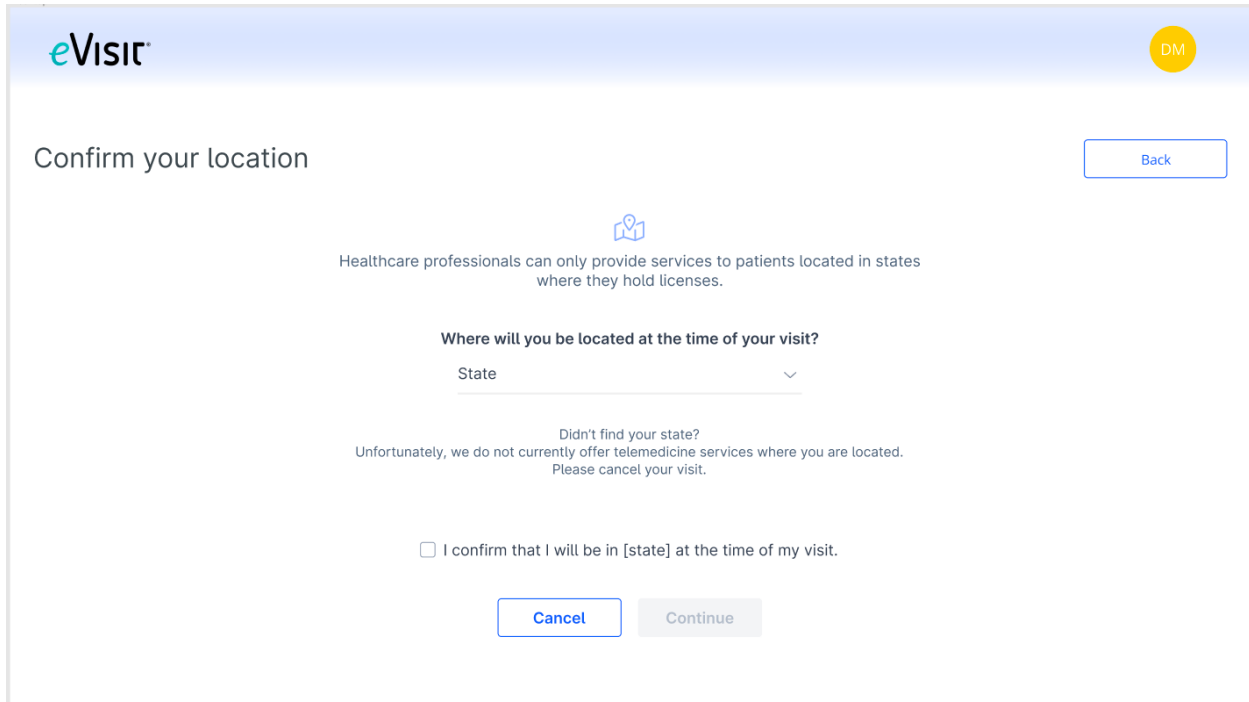
Mobile Cancellation

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:

Upcoming Visits	Upcoming Visits	Upcoming Visits
Today's Visits Mon, Aug 17 at 12:30 pm Dr. Alexander Gonzalez General Visit Ashley Schmidt Reschedule Cancel Start Visit	Today's Visits Mon, Aug 17 at 12:30 pm Dr. Alexander Gonzalez General Visit Ashley Schmidt Reschedule Cancel Start Visit	Today's Visits Mon, Aug 17 at 12:30 pm Dr. Alexander Gonzalez General Visit Ashley Schmidt
Confirm Your Location  Healthcare professionals can only provide services to patients located in states where they hold licenses. Are you currently in the state of [insert state]? Yes, proceed with visit No, cancel my visit	Future Visits  Dr. Alexander Gonzalez General Visit Are you sure you want to cancel this visit? Yes, Cancel Visit No, Keep Visit	Why are you canceling your visit? <input type="radio"/> I don't need this visit anymore <input type="radio"/> I chose the wrong patient, visit or provider <input type="radio"/> I waited too long for my provider <input type="radio"/> I am having technical difficulties <input type="radio"/> I am not currently located in a provided state <input type="radio"/> Other Submit

Web

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



The screenshot shows the eVisit web interface. At the top left is the eVisit logo, and at the top right is a yellow circular button labeled "DM". The main heading is "Confirm your location". In the top right corner of the form area is a "Back" button. Below the heading is a blue icon of two people. The text reads: "Healthcare professionals can only provide services to patients located in states where they hold licenses." Below this is the question "Where will you be located at the time of your visit?" followed by a "State" dropdown menu. Below the dropdown is a message: "Didn't find your state? Unfortunately, we do not currently offer telemedicine services where you are located. Please cancel your visit." At the bottom is a checkbox labeled "I confirm that I will be in [state] at the time of my visit." and two buttons: "Cancel" and "Continue".

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