

Clinicians Can Reset Video/Audio Connection to Increase Visit Completion

What is it?

Clinicians will have the ability to reset patient and attendee video connections. This feature will be available to all customers automatically.

Why is this particular feature useful?

Two of the most significant aspects to the connection success of a visit are a participant's network bandwidth and access to microphone and camera. If the network is constantly changing or inconsistent, the visit is very unlikely to be successful. Giving clinicians the ability to reset all participants' connection can improve the audio/video, particularly when the participant's network has changed or when the participant has used another application in the background that overrides the microphone and camera permissions.

When should I use it?

This feature will be available during all core video visit interactions. Consider using the reset video connection when:

The clinician cannot see or hear someone. Resetting their video connection will send the person back through the video lobby and then into the visit. Going back through the video lobby is important because this is where participants are guided on how to allow access to camera and microphone permissions.

Someone has backgrounded the application and when they return, their audio or video is no longer working as expected.

Someone has received a phone call or used another application that might be concurrently using the user's audio and video.

Someone is in the native app and cannot "refresh" their page.

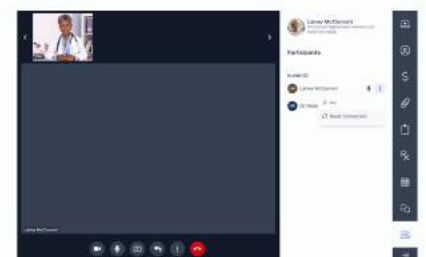
Clinicians, when in the native app, can reset their connection through this method

How does it work?

The following capability is available for clinicians only:

ON DESKTOP

- 1 Access the participant list by opening the sidebar and selecting the participants tab.
- 2 Identify the attendee with the poor connection or audio/video issues in the list, and click on the ellipsis icon next to their name. This will reveal a menu with the "Reset Connection" option inside. The user may access this feature for anyone currently in the visit, including themselves.



- 3 After clicking "Reset Connection," the participant's video stream will temporarily disappear from the visit as they navigate through the video lobby and back into the visit. The clinician will also see a message that says the participant's connection has been reset.

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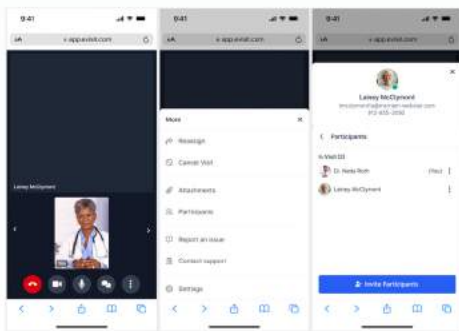
When a patient's connection is reset, their status in the Virtual Triage Center will display as "Lobby" while they are on the video lobby page. When they successfully get back into the visit, it will change back to "In Visit."

- 4 After successfully allowing hardware permissions on the video lobby, the participant will rejoin the visit with a restored connection.

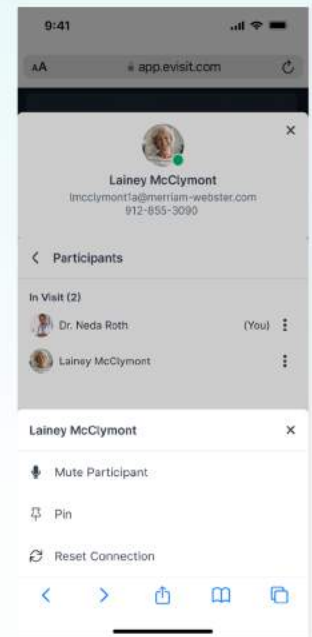


ON MOBILE

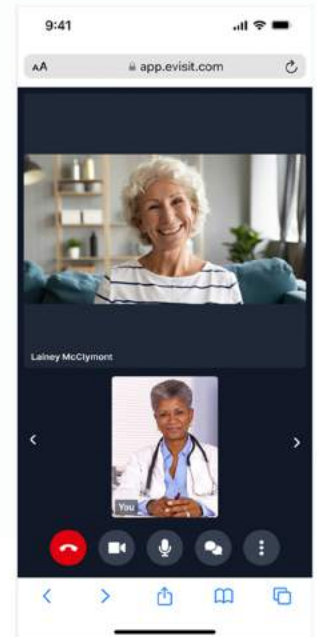
- 1 Access the participant list by tapping the ellipsis video control, then selecting "Participants" from the drawer.



- 2 Identify the attendee with the poor connection in the list, and click on the ellipsis icon next to their name. This will reveal a new drawer with the "Reset Connection" inside. The user may access this feature for anyone currently in the visit, excluding themselves.



- 3 After clicking "Reset Connection," the participant's video will temporarily disappear from the main window as they navigate through the video lobby and back into the visit.



- 4 After successfully allowing hardware permissions on the video lobby, the attendee will rejoin the visit with a restored connection.

Note: Super Admin users can understand which users performed resets within the eVisit admin portal.