Updates to Patient Registration Page

What is it?

When a clinical user schedules an appointment for a new patient, the patient is required to create an account before they are able to check in or join their visit. New improvements to this specific account creation process will include: clearer information on collected data and whether a legal guardian is required on an account; relationships between connected users; the flexibility to revisit and correct information; more user-friendly input fields and page components; and a better sense of progress through the account creation flow to encourage completion. This update will be available to all customers automatically.

Why is this particular feature useful?

Patients with a scheduled visit need to get into their appointment as quickly and easily as possible. This means eliminating barriers, confusion, and opportunities for flow abandonment or incorrect account creation. These changes will eliminate duplicate accounts and increase the number of patients who successfully arrive at their scheduled visits. These changes will also improve the registration process for patients that do not have scheduled visits.

How does it work?

A clinical user creates a patient and schedules them for a visit.

The patient user receives an email asking them to complete account creation.

The patient clicks the link in their email and is directed to the “account creation” page.

Their email address is pre-populated (and unchangeable) and they are prompted to create and confirm a password.

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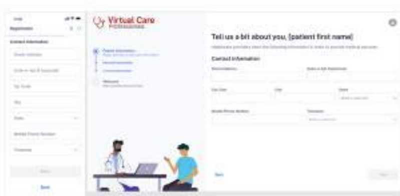
Adult Patient Creating their Own Account

1. The patient sees a page asking them if they are creating the account on their own behalf or on behalf of someone under their care, and makes the appropriate selection.

2. The patient is then asked to verify their personal information that the clinical user documented (which should be pre-populated). This step includes two components: Personal Information & Contact Information.



3. The patient will then progress to the final “Welcome” page where they may add a profile picture (optional) before clicking on the “Finish” button.

Adult Creating Account for Someone Else

1. If someone is creating the account on behalf of someone under their care, they indicate so on the first page and then click “Next.”

2. The user will provide eVisit with the patient’s information. They will verify the pre-populated Personal Information, then provide Contact Information, in two steps.

3. The user will then provide their own information (Personal Information and Contact Information in two steps) and must attest that they are legally authorized to consent to medical treatment on the patient’s behalf.

4. The user will then progress to the final “Welcome” page where they may add a profile picture for the patient (optional) before clicking on the “Finish” button.