RELEASE NOTES

eVisit Performance and Design System Upgrade

What is it?

eVisit's latest strategic engineering initiative fundamentally improves the code that eVisit operates from. With little to no impact on existing user workflows, we're bringing enormous customer benefits by upgrading our front-end codebase. The result will be a myriad of benefits including improved:

• **Performance** - eVisit will load faster and pages will be snappier and more responsive.

• **Consistency** - This upgrade will implement a standard design system across eVisit, creating a more consistent experience for all users.

• **Quality** - eVisit will have less unexpected behavior; and what remains will be significantly easier to fix.

• **Predictability** - eVisit development timelines will be more reliable.

• **Accessibility** - This upgrade will significantly improve eVisit's accessibility support, making telehealth more inclusive and user-friendly.

• **Mobile support** - This upgrade will not only improve performance on mobile devices, it will allow for greater consistency across the variety of mobile devices (phones, tablets, touch screen laptops, etc.).

• **Development speed** - This upgrade will enable eVisit to increase the speed at which it can develop more features, further improving user experience and efficiency.

Why is it useful?

The variety of these improvements will reduce barriers to using and adopting telehealth — for both patients and clinical users — and ensure that care is delivered consistently and reliably.

This upgrade also *improves* eVisit's web accessibility support - broadening the availability of telehealth to those with physical or situational disabilities.-

How does it work?

Upgrading eVisit's codebase will happen gradually, page by page, through mid-2023. Each page will function as it did before the upgrade, but after the upgrade users should notice:

1. Performance of that page will be noticeably faster (pages will load faster, components will respond quicker, etc.)

2. Visual improvements and consistency (see examples below)

3. Accessibility improvements for users using assistive technology (tab navigation, support for screen readers, ability to resize text & images, etc.)

   a. Note that eVisit will not yet have full accessibility support with this upgrade (that will come later), but accessibility support will be improved.

4. Looking ahead: eVisit will have several different layouts depending on the size and type of the user's device/window.

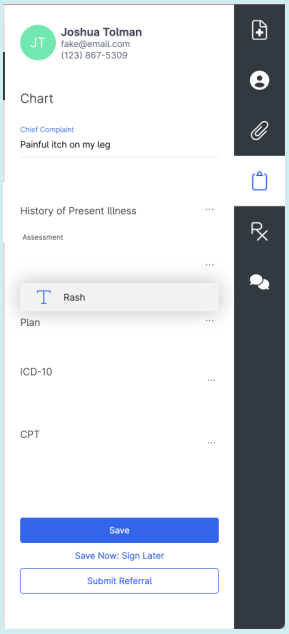
If a page requires more substantial changes that alter how the feature functions, that change will be a part of a different project. Any product change that requires training and enablement will be communicated to eVisit customers.

Visual improvements and consistency

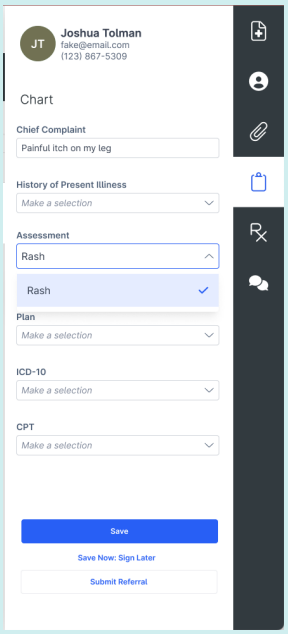
After a page has been upgraded it will function as it did before the upgrade, meaning that the various page actions (buttons, dropdowns, side panels, etc.) will be in essentially the same location on the page and perform the same functions they did before.

Visually, there will be differences as the pages are upgraded - these visual updates are necessary to gain the performance and accessibility improvements mentioned above. Below are a few examples of the visual changes that will come with this upgrade.

Charting side panel *before* the upgrade:



Charting side panel *after* the upgrade:



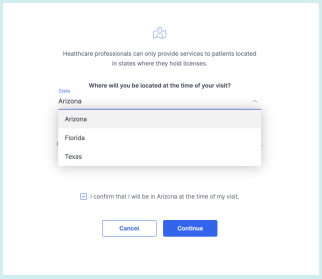
How do I get started?

This upgrade will be available to all customers, no action is necessary.

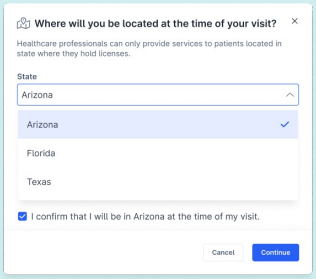
These pages will be gradually updated between Oct 2022 and the following quarters.

All new pages will use the upgraded front-end codebase, also receiving the user experience and accessibility improvements.

Geolocation dropdown *before* the upgrade:



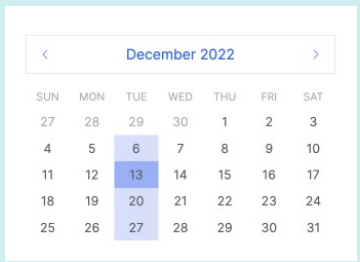
Geolocation dropdown *after* the upgrade:



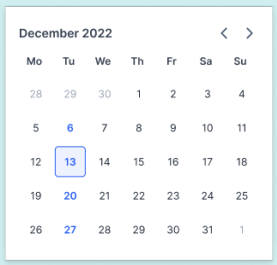
Additional Information

While this upgrade doesn't grant full accessibility support, it will *improve* accessibility support and is a significant milestone to eVisit's objective of offering *full* accessibility to our users, particularly patients. After this upgrade is completed in Q1 2023, our accessibility support will be expanded in the 2nd half 2023, which will focus on alt text, keyboard navigation and other accessibility features. Then, eVisit will contract a 3rd-party firm to conduct an accessibility audit of the patient experience. Our goal is to have a minimum AA WCAG compliant rating across all dimensions. That audit report will be made available to all clients.

Date picker *before* the upgrade:



Date Picker *after* the upgrade:



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