



## RELEASE NOTES

# Enhanced Video

## Summary

eVisit is upgrading our video solution to ensure a seamless, enterprise level experience that patients and providers can consistently trust. We know that reliable technology solutions create delightful experiences and improve patient retention.

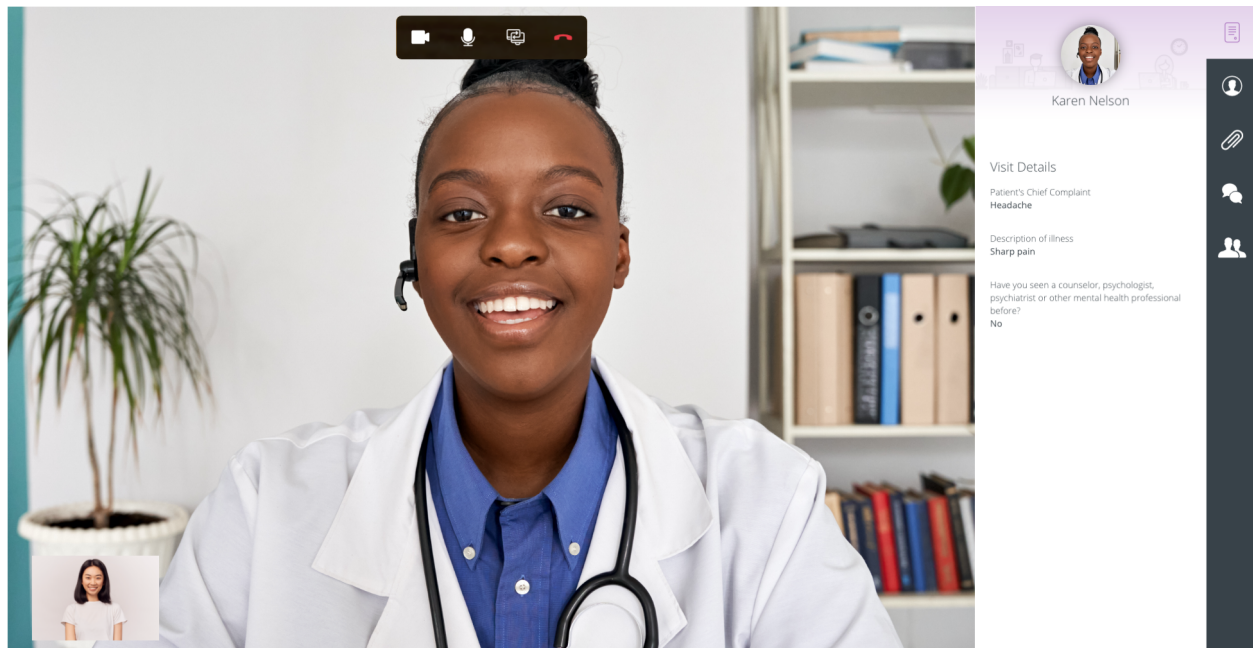
We are upgrading the video component in our core application to improve reliability and stability during visits. There are no changes to the user *interface* (this upgrade will be invisible to the user) but we are excited that the user's *experience* will be dramatically improved through improved video success.

## Problems Solved

- Decreased load time to connect both parties
- Improved video connection
- Less technical issues

# Feature Overview

Users will not see any change in the appearance of the video but should experience a significant change in the connection of the video. Additionally, there will be improved reporting available for our technical support team to help diagnose issues.



## What you need to do

Because this feature has no impact on the UI, this feature will start a gradual rollout beginning with the June release. We will be monitoring that rollout closely to ensure improved quality as we expand the percent of visits that use this new underlying video technology. There is nothing you need to do, but if you have questions or would like to be more involved in this rollout please contact your customer success representative.

Critical Technical Note: For security reasons some organizations use a firewall to restrict internet traffic. If your organization uses a firewall, those restrictions may need to be updated to allow internet traffic from our new video servers. For the latest firewall requirements, please have your IT administrator review the [eVisit recommended firewall configuration](#).

Fortunately, if you are currently able to use Express, then your firewall is already configured to allow internet traffic from these new video servers.