eVisit®

Post Visit Messaging

Summary

Interactions with the patient do not end when they leave the clinic and now eVisit makes it much easier to communicate with the patient after a visit. Most staff handle that communication via a phone call, but now that communication can happen quickly and asynchronously via eVisit messaging thereby freeing up staff to spend more time on higher value activities and improving their efficiency.

Problems Solved

- Having to call or schedule a visit with a patient for a follow up item of a previous visit.
- Patients having no time period or way to asynchronously communicate with the staff or provider after a visit.
- Patient with canceled visits and not being able to send them a chat message to reschedule or call the office.

Feature Overview

This feature will impact the following:

- In visit history, the chat tab will now have the ability for a member of the practice to send a message, not only see previous correspondence.
- A new SMS notification will be sent to the patient informing them that a message is waiting for them in eVisit.
- Visit types can be configured to set time limits on how long the patient can respond after a visit, if at all.
- Visit types can be configured to set time limits for how long the patient can respond to a chat message sent to them, if at all.
- Visit types can be configured to turn post visit messaging on and off.
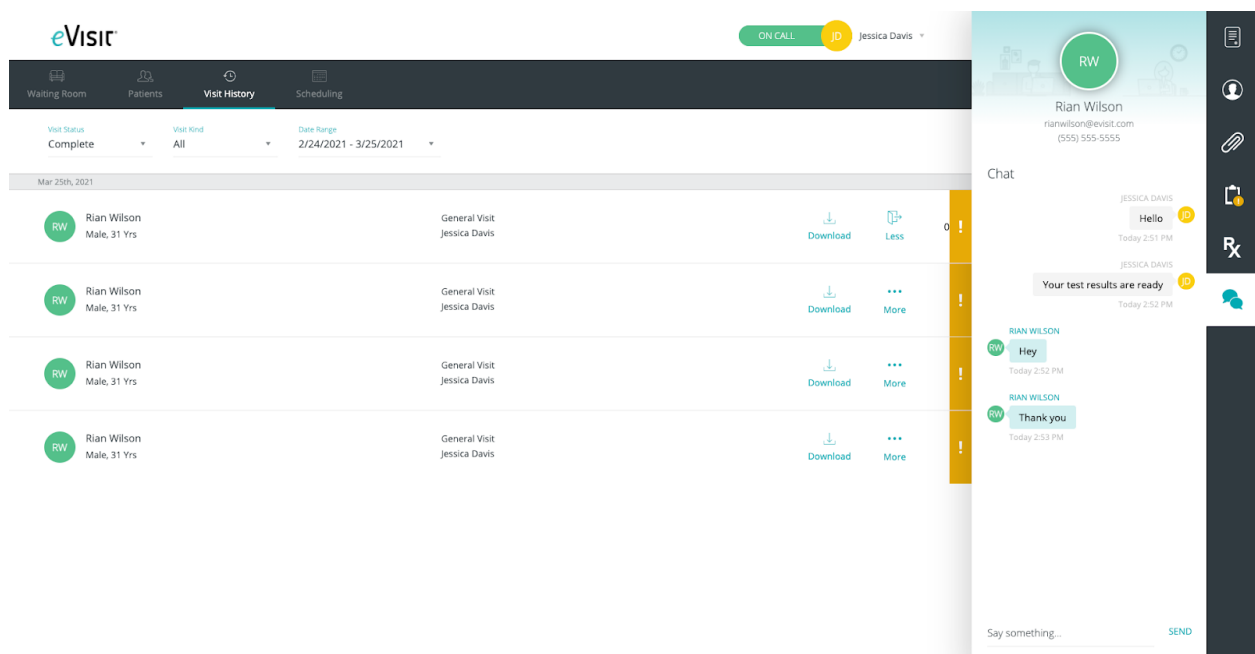
Provider view on web

When messaged, the patient will receive a text message with a link so they can respond in eVisit ensuring compliance and security.

Patient view on web

Patient view on mobile

What you need to do

This feature will be automatically available, though will need to be configured. Contact your customer success or eVisit support for assistance with that configuration.