eVisit®

RELEASE NOTES

Visit Enhancements

What is it and how does it work?

Camera and Microphone Selector

The ability to define set groups of providers that will display to the patient during the intake process on the Select a Provider page. A group may be displayed alone or with another defined group of providers.

Mobile Web
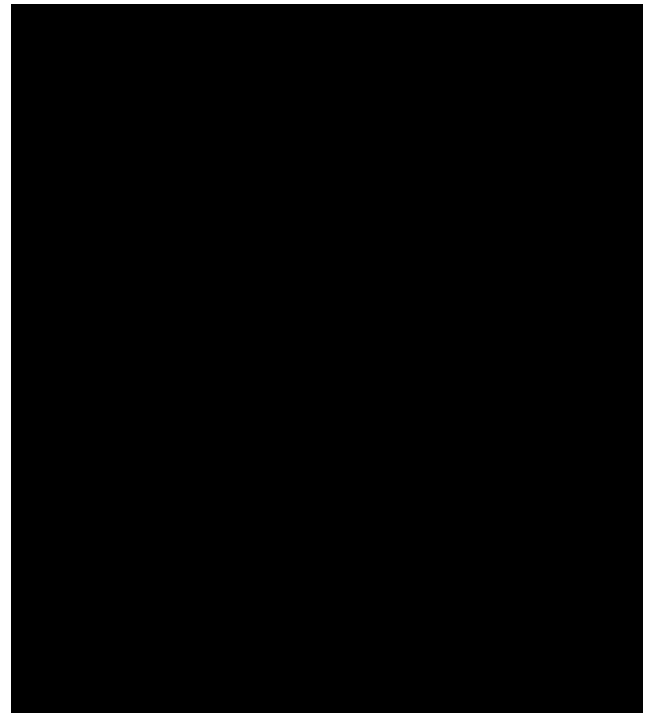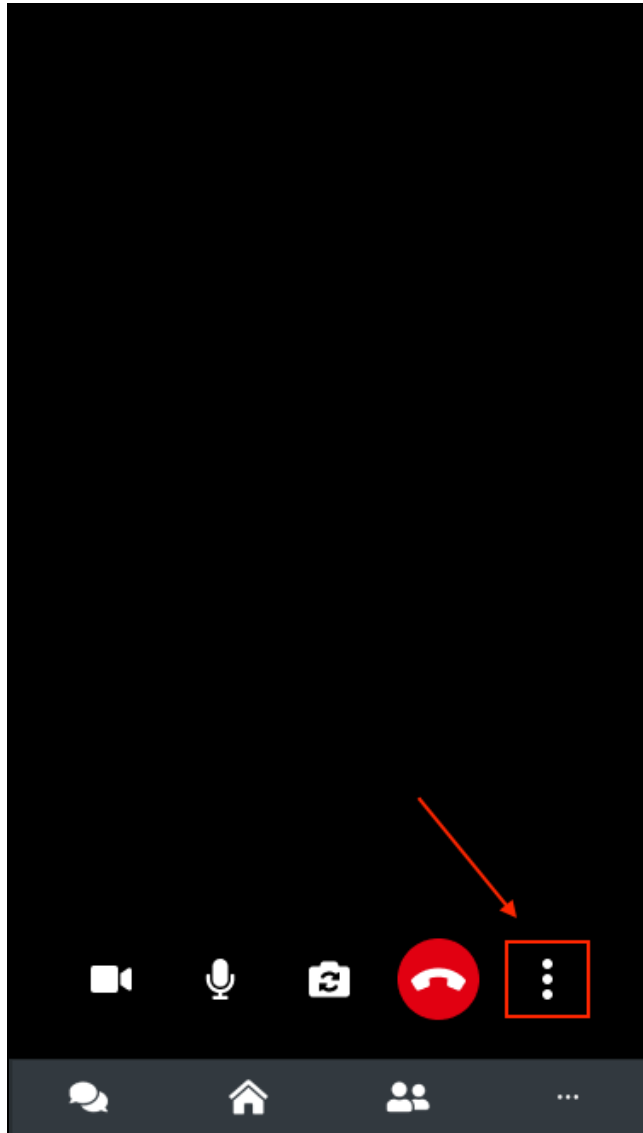
Reassign Patient

Reset Patient Connection

Call using Phone Audio

Settings

Web

Settings

Camera
FaceTime HD Camera (Built-i...
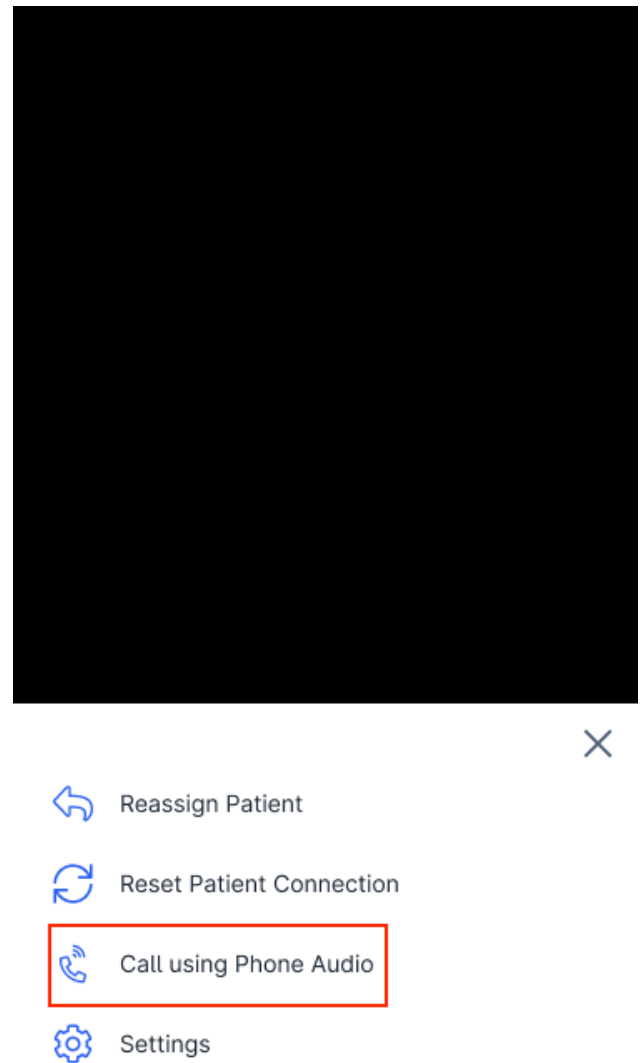
Microphone
Default - MacBook Pro Micro...

Update
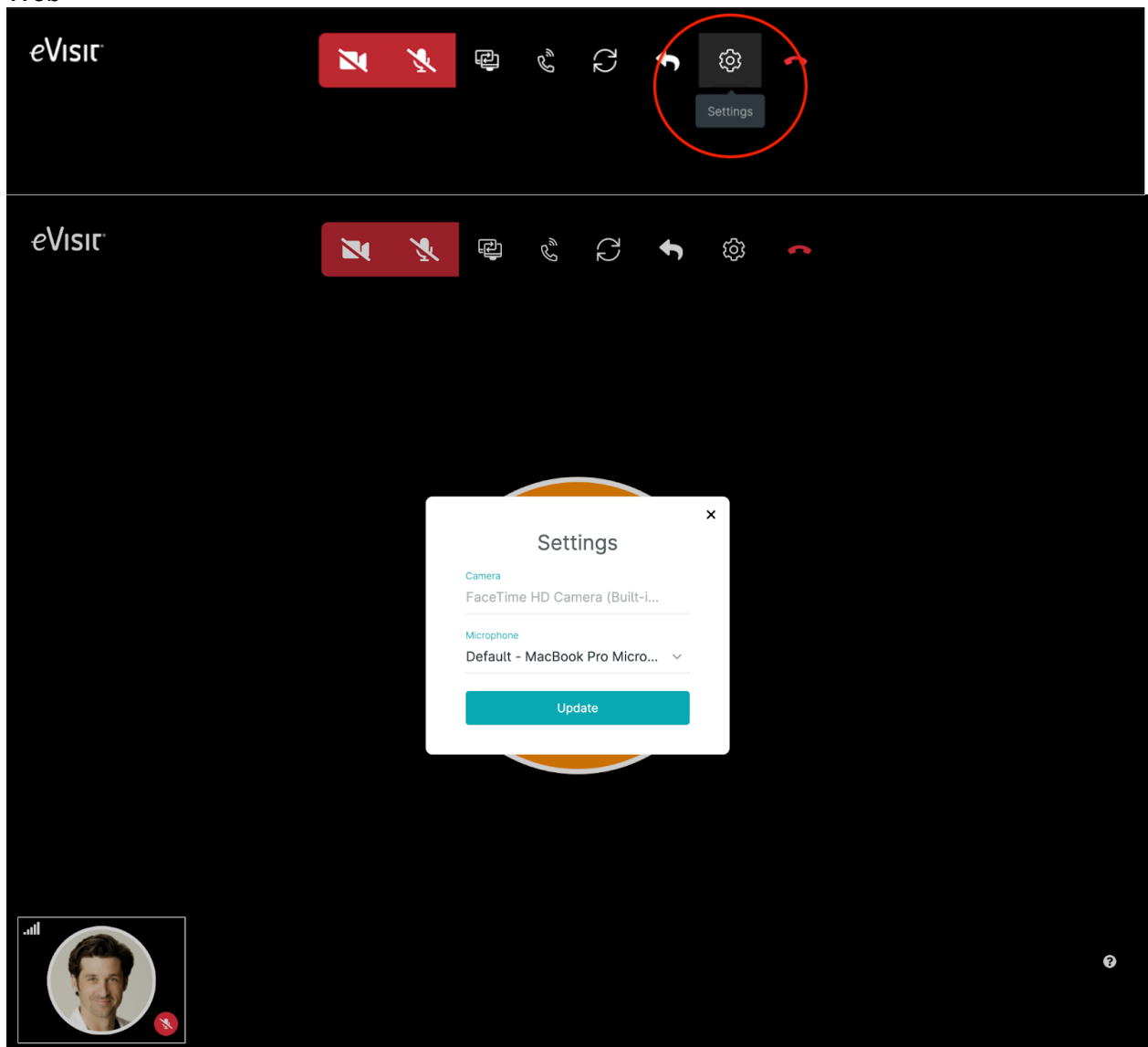
Call Patient Phone

Having this enabled allows the provider to call a patient directly in case there are unforeseen audio problems by just clicking on the button in the control bar. This functionality was previously available in Core and has now been re-implemented in our latest video technology. It is available on the web app, mobile web app and the native app.

Mobile

Reassign Patient

Reset Patient Connection

Call using Phone Audio

Settings
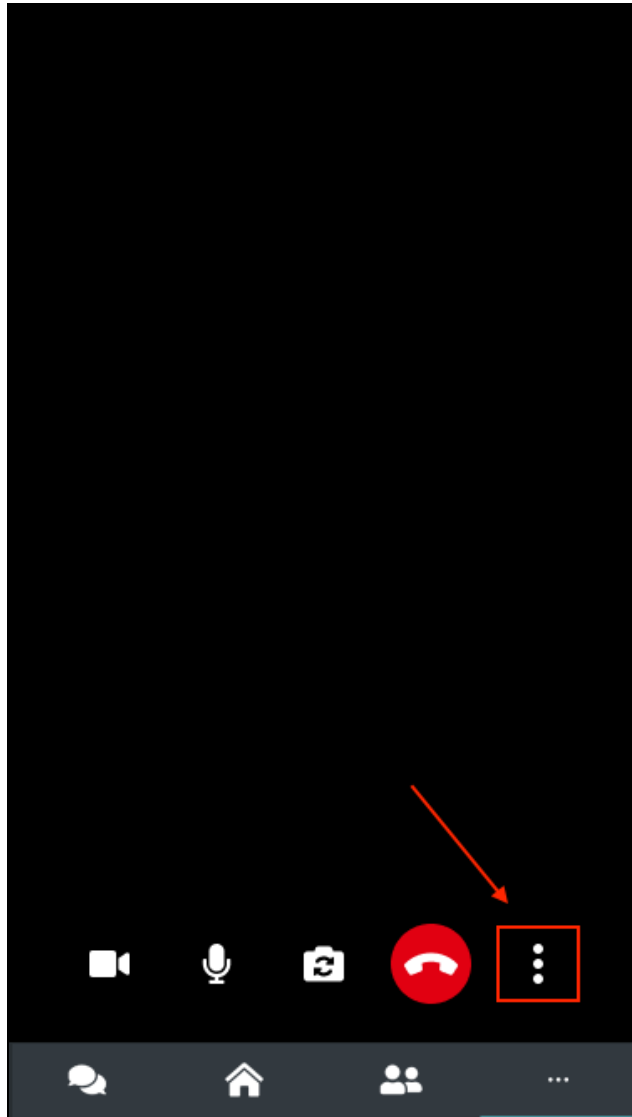
Web
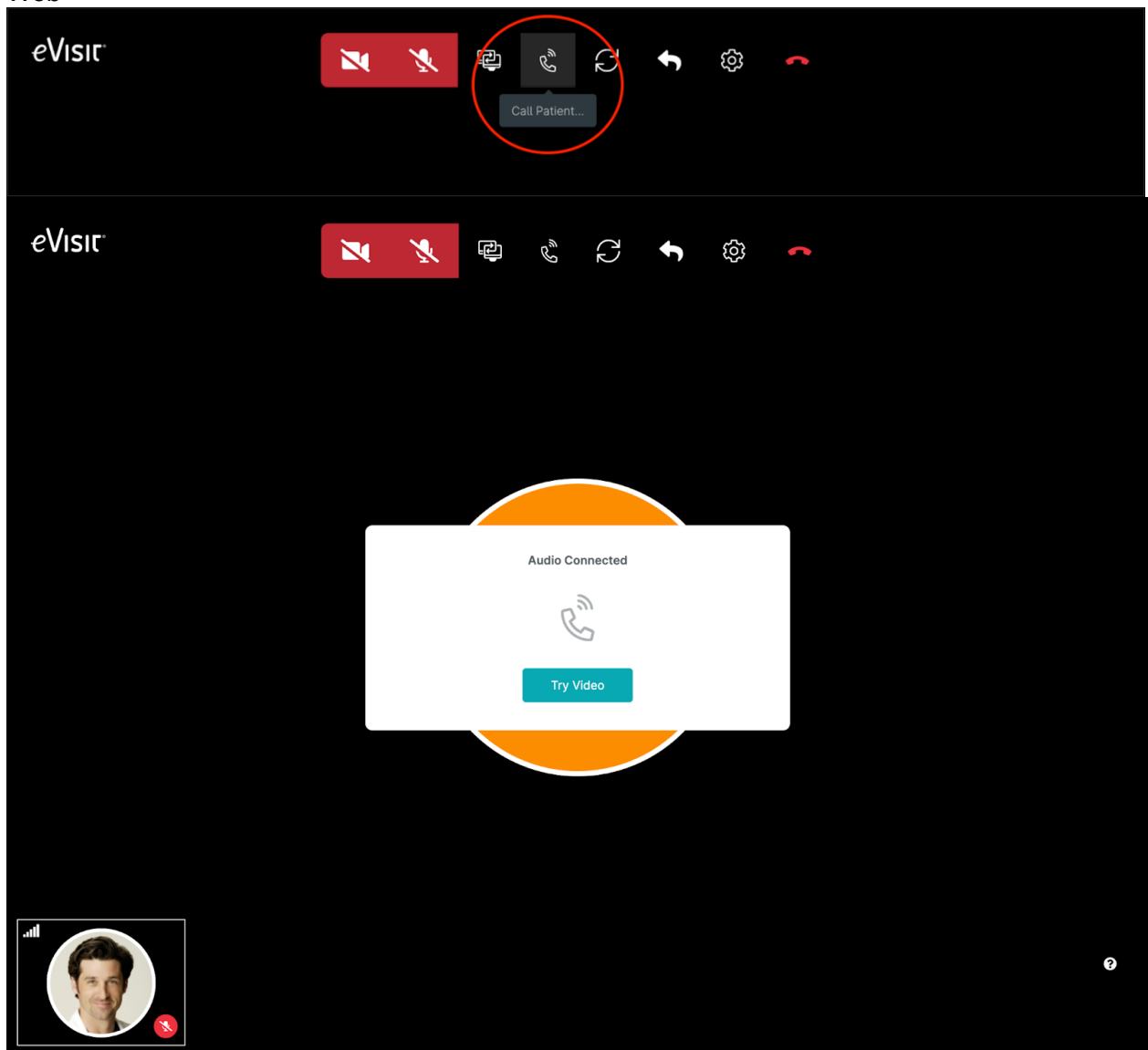
Audio/Video Access Alerts

At times, errors are encountered when attempting to acquire a user's camera and/or microphone. To ensure users understand why they have a black screen and how they can try to get rid of it we will now display helpful error messages on the web app and mobile web. There are three scenarios users can encounter and the corresponding error message.

Access Denied
We can't access your camera or microphone. Please enable access in your browser and OS settings then reload this page.
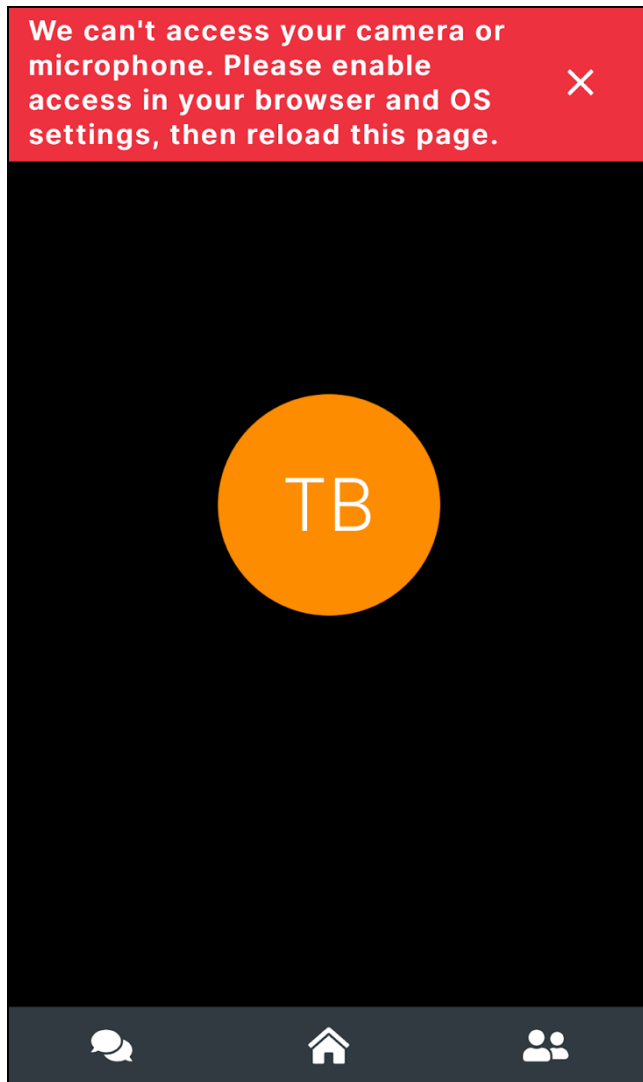Device Not Found
We can't find a camera or microphone. Please double check you have them plugged in then reload this page.
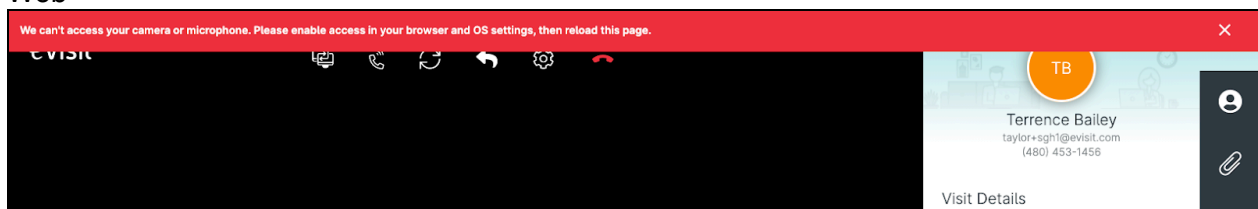
Generic

An error occurred when trying to get access to your camera or microphone. Please close any other apps currently using the camera or microphone and reload this page
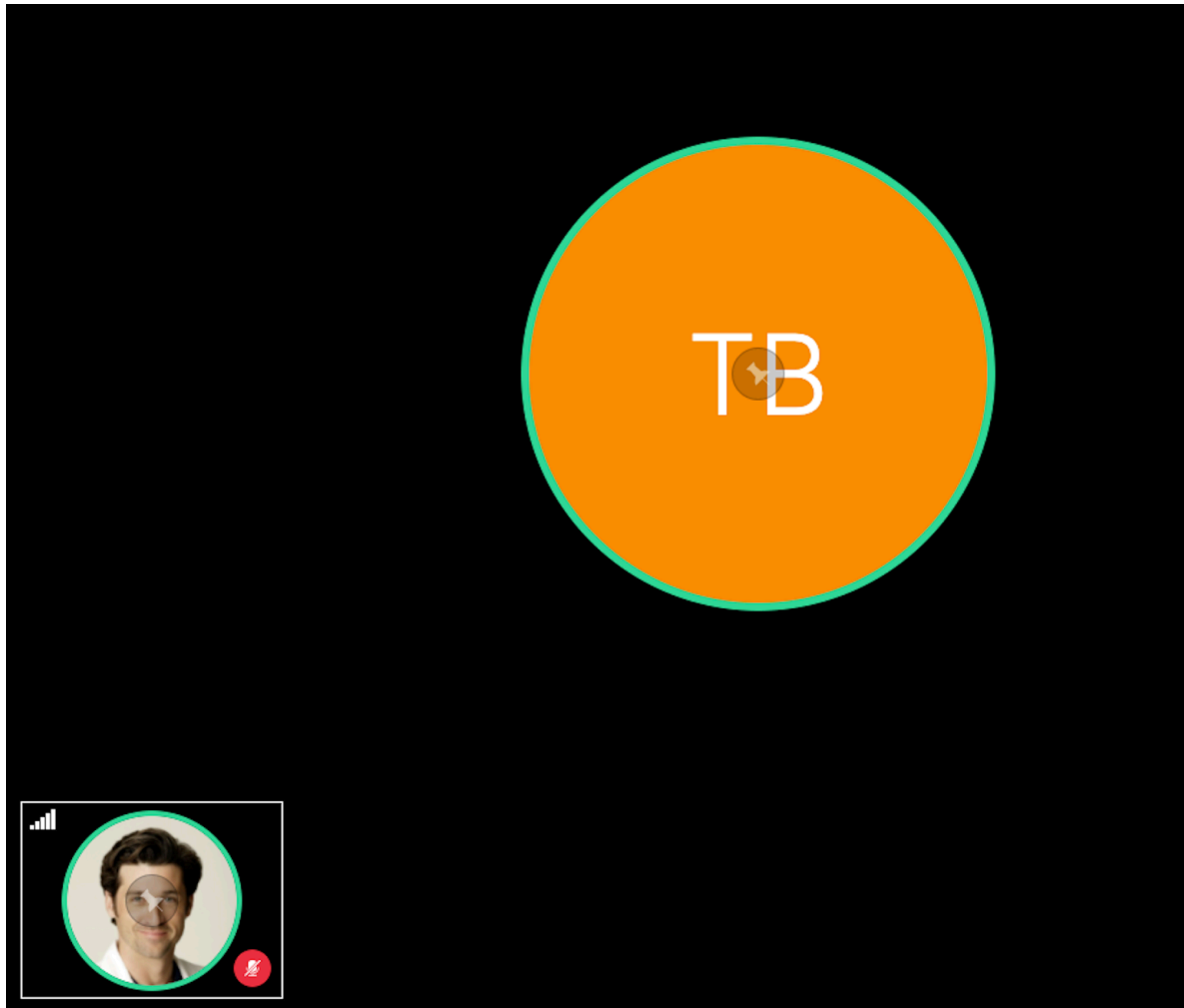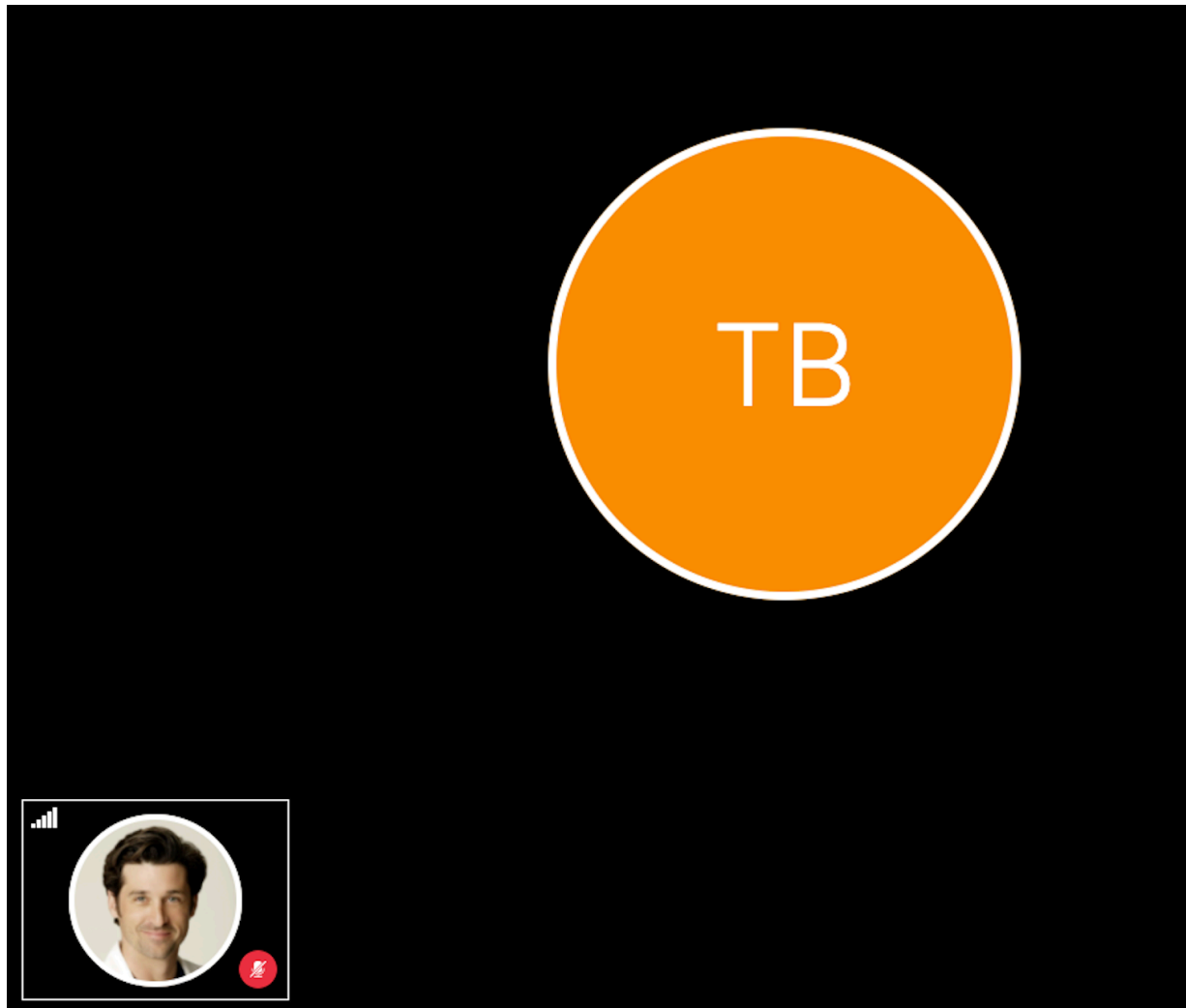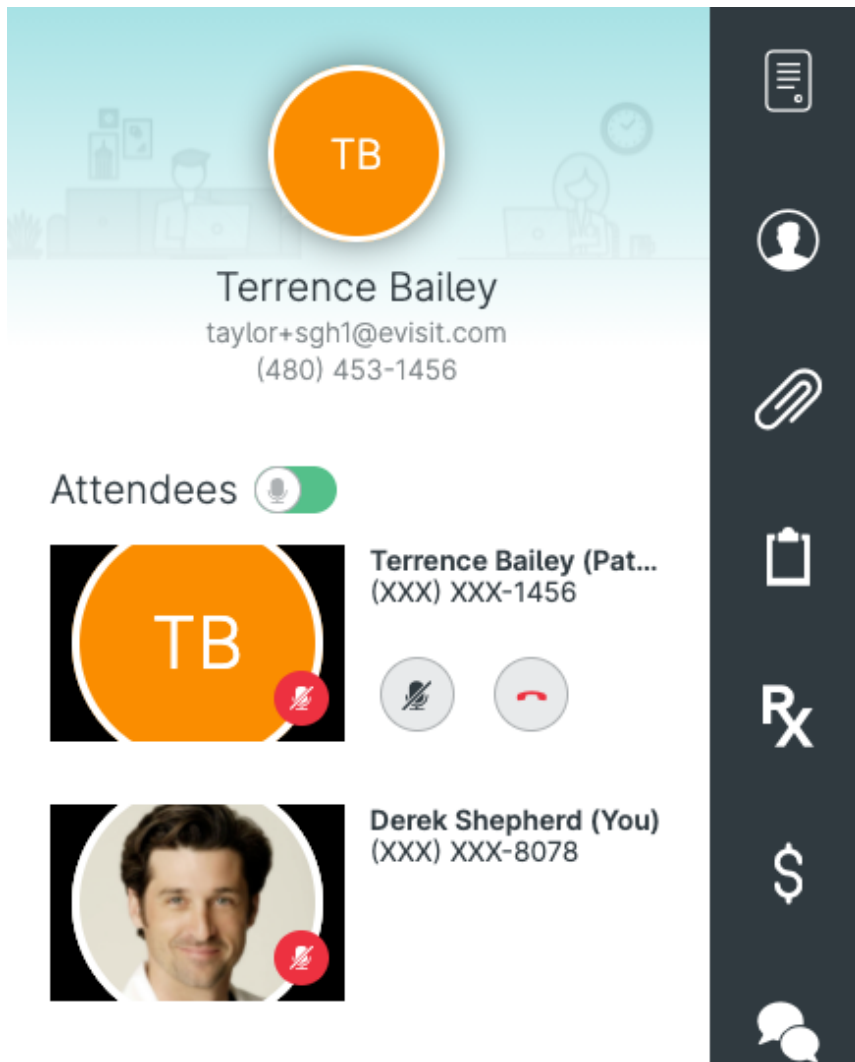
Mobile Web

Web

Video Pinning

Pinning a user in a video brings focus to a specific participant regardless of who is actually speaking. In a visit there is no need for either the patient or the provider to pin one another if they are the only two participants. With this change we removed the pin icon that displayed in the middle of the video and Picture-in-Picture (PiP) in this scenario as users reported it was distracting. We also removed it from the PiPs within the Attendees' sidebar. This change will be noticeable on the web app, mobile web app and the native app. The only time the pin icon and behavior will be present is when a MultiParty visit includes the patient, provider and at least one other attendee.

Before

TB

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Attendees

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Derek Shepherd (You)
(XXX) XXX-8078

After

How do I get started?

All enhancements but "Call Patient Phone" will be available to all customers automatically with the release. "Call Patient Phone" will need to be configured if desired. Contact your Customer Success Manager or eVisit Technical Support for assistance with that configuration.

Additional Information

There are two more phases of the getUser Media Errors to come that will improve the experience both before and during a visit as it relates to denying access to the camera and/or microphone.