eVisit®

Mobile App Backgrounding

Summary

Most patients using eVisit on a mobile device tend to navigate to other apps on their device while they wait for their visit to start. This can disconnect the audio and video between the patient's device and eVisit. To improve the visit reliability, we expanded app backgrounding to the native app (this functionality already exists on our mobile web app) which maintains an audio and video connection when the eVisit app enters the background. Entering the background can happen when either the device locks or the patient switches to a different app.

Feature Overview

On iPhones, when the eVisit app enters the background, it will display the current time in a red bubble in the top left corner of the screen. Initially, a microphone will display in place of the time to identify that the audio is still streaming to the user. Regardless of where the user navigates to, the red bubble will continue to display.

Clicking on the red bubble will bring the user back to the eVisit app and reconnect all parties. The user will hear an audio alert and the video connection will resume. This functionality will be present to both patients and providers but will be most useful to patients while they wait for their provider to join the visit.

On Android, there may not be a visual indicator when the eVisit app becomes backgrounded but the audio will still stream bidirectionally between the parties.
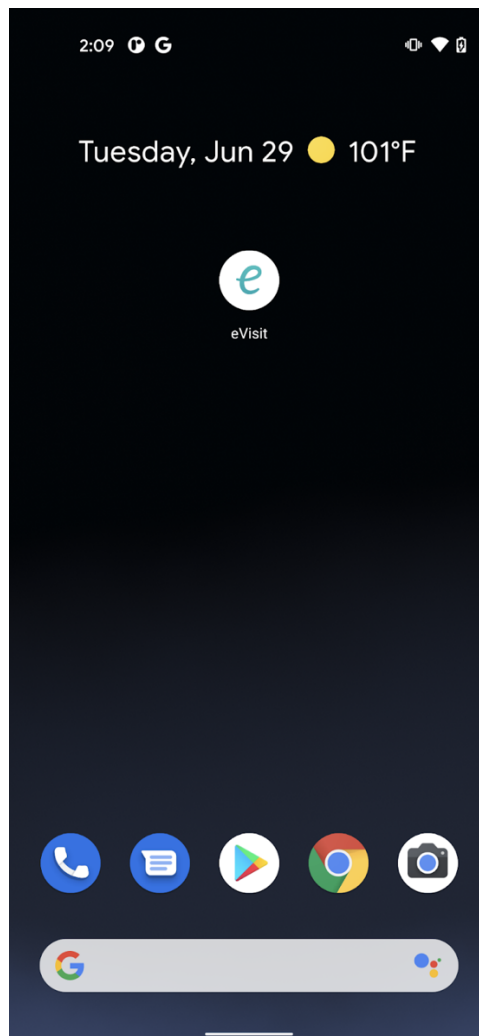
How to get started

This feature will be enabled automatically with the release.