



RELEASE NOTES

Reset Visit Connection

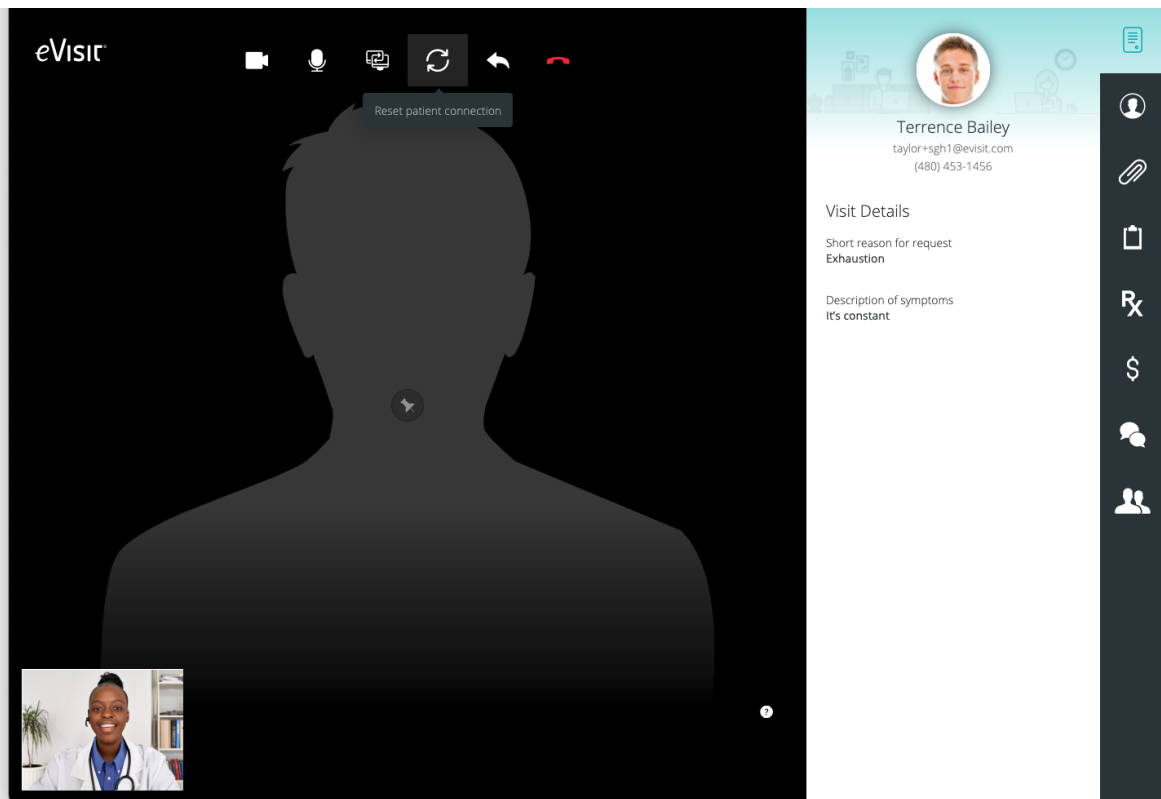
Summary

The most significant aspect to the connection success of a visit is the patient's network and bandwidth. If that network is constantly changing or inconsistent, the visit is very unlikely to be successful. To help improve the connection, eVisit has added two features to the visit for both patients and providers that gives them the ability to reset their connection which improves the audio/video particularly when the patient's network has changed.

Feature Overview

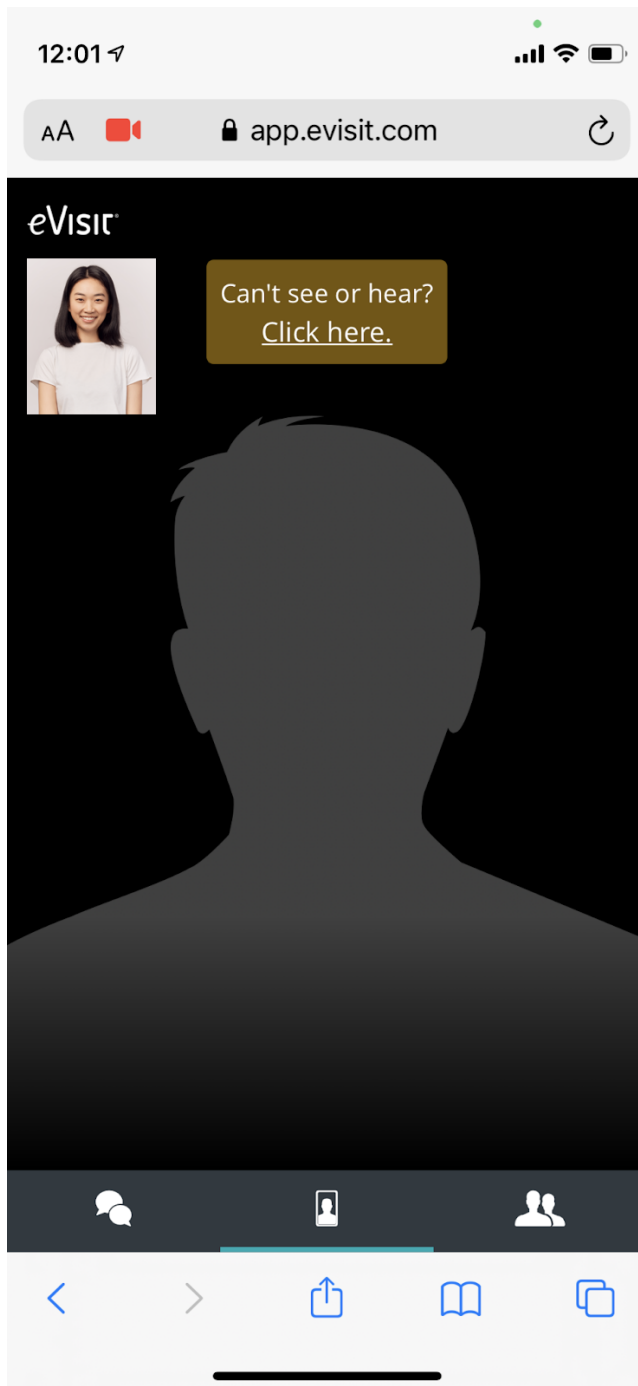
Provider

There is a new button in the video controls bar that, when clicked, will refresh the patient's browser. Patients will not see any difference in controls on their end, but will see their screen refresh if on web or mobile web.



Patient

The patient will see a message display at the top of their screen during a visit. This highlighted message will persist and displays "Can't see or hear? [Click here.](#)" When the patient clicks this button, it will refresh their browser. This only occurs when the patient is on the Safari browser via the mobile web app.



How to get started

This feature will be enabled automatically with the release.