RELEASE NOTES

Call Tree

What is it?

Call Tree enables practice administrators to have their providers deliver more care to more patients. This feature will decrease the overall time patients are waiting to see a provider, especially when additional providers are available at the time a patient is requesting a visit.

Why is it useful?

Predicting adequate provider availability when patients need care is something healthcare organizations constantly monitor. Telemedicine requests from patients have peak hours too, but there is a lot of hesitancy to allow the patient to request a visit due to a concern of a spike in demand, resulting in long wait-times. Organizations then often limit themselves to having the patient call them first and then allowing them to request a visit.

Now, with Call Tree, practice administrators will have an easier time utilizing their providers across the organization or even at a single site. It will also allow provider groups to conduct on-call visits when no primary providers are available. Both features allow organizations to meet contractual agreements via telemedicine for longer service hours while having fewer providers staffed during slow times across multiple sites.

When should I use it?

Consider using Call Tree when you:

- Have patient wait-time agreements that you are working to provide to your patient population
- Want to gradually increase (over time) the number of providers who will see the patient in their waiting room
- Have different groups of providers that a patient can be escalated to when they've been waiting too long
- Want to have shift-supervising providers be available for back-up when volumes increase

How does it work?

Administrators can determine if a provider will be a primary provider or a part of a provider group for a visit type. Then, they will be able to determine how long a patient waits in the main provider(s) waiting room before alerting selected provider groups to come and assist.

Create and Configure Provider Groups & Visit Escalation Levels

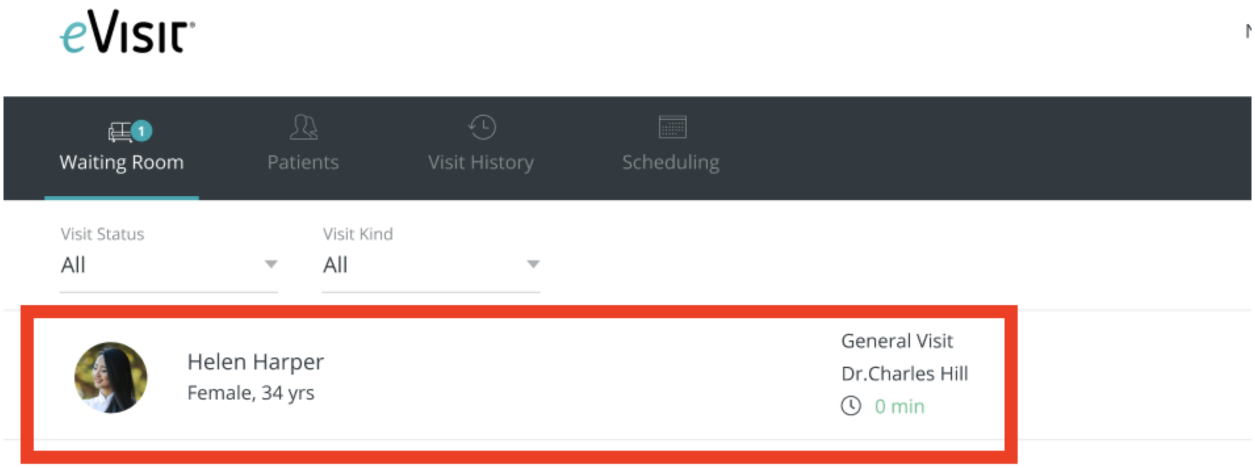
1. Create and configure Provider Groups (this is done at the practice level), grouping anywhere from one to as many providers who should be associated together.

2. Create and configure Visit Escalation Levels (this is done at the visit type level). Visit escalation levels determine the who, when and how a visit is sent to one or more additional provider's waiting room. There are two options available:

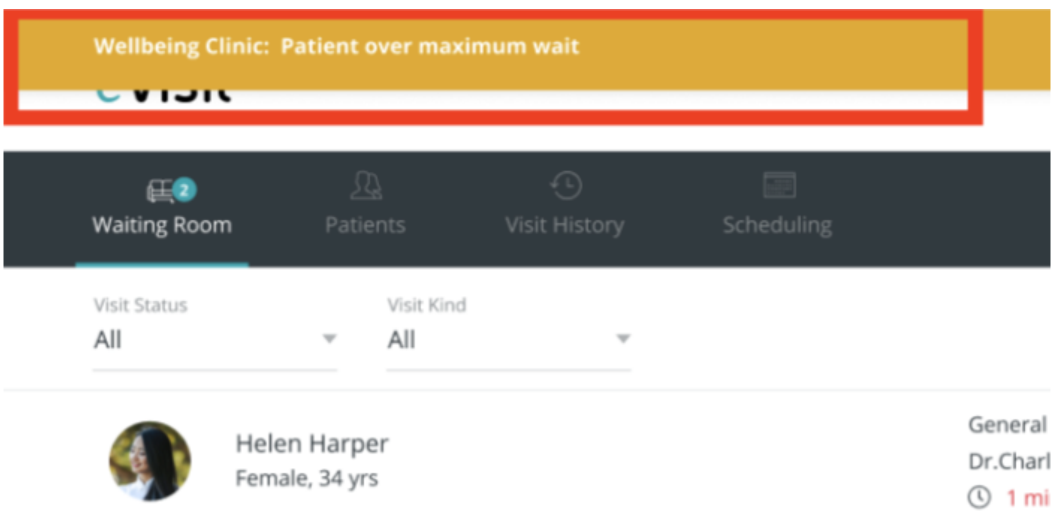
    a) Send the patient to every provider listed at the same time OR
    b) Send the patient to a single provider listed. Criteria for selecting the single provider is (these settings are used together):
        i. Select provider based on: least amount of completed visits or longest time since last visit
        ii. Timing to determine provider: start of day, start of month to date, last seven days, last thirty days
    c) Also, define the max response time (how long a patient will wait) before sending the visit to the provider group(s) and visit escalation level(s)

The Call Tree Workflow

1. A patient using the on-demand visit option submits a visit request and appears in the waiting room.
2. The user-selected or auto-selected provider is assigned to the patient and the visit appears in the provider's waiting room.



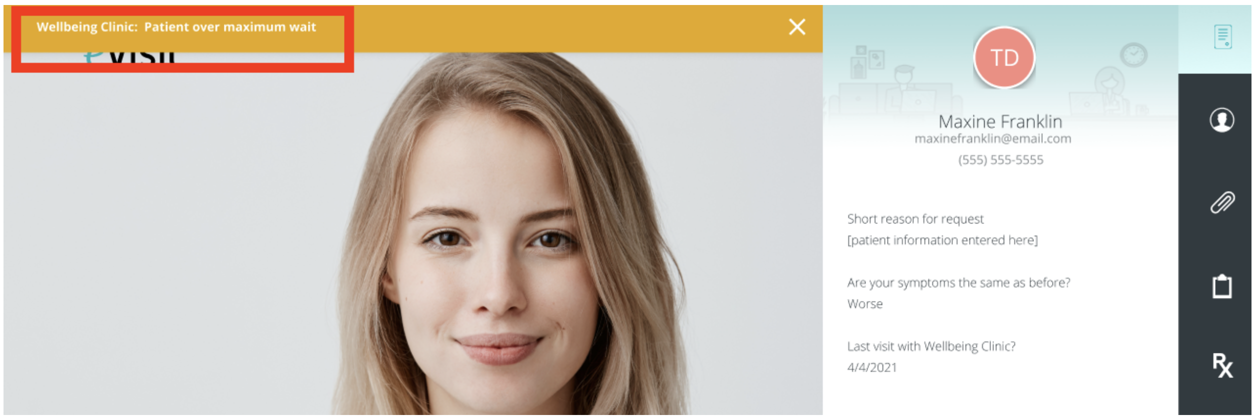
3. When the default max response time is reached, the patient is sent to the provider group identified in the first visit escalation level.



4. If the first visit escalation level max response time is reached, the patient is sent to the provider group identified in the second visit escalation level. This process continues until either the patient visit is started by a provider who sees the patient in his/her waiting room or there are no other visit escalation levels defined.

How Providers are Notified

1. If a provider is a member of a provider group that is associated with a visit escalation level, they will receive the following alerts:
    a) Audio alert will be triggered if the provider is in the same practice's waiting room where the patient reached max response time
    b) An In-app banner alert will display no matter which practice provider is currently in, and
    c) An SMS and/or voice notification will be sent (configurable by providers)



A provider is able to ignore the in-app banner or switch practices to pick up the visit with the patient.

How do I get started?

Contact your customer success representative with the following information ready:

- List of providers that you would like to transition from being main providers to those available for visit escalation levels and provider group(s)
- The visit types you would like to associate with visit escalation levels
- For each provider group; whether the patient should be round-robined to one provider before alerting the others

Note: This feature must be configured. With the release there will be no change to current workflows unless desired.

Additional Information

- There may be additional pricing considerations associated with utilizing this feature
- Contact your CSM for additional information