



RELEASE NOTES

Hide On-Demand Availability from Patients

What is it?

Hide On-Demand Availability from Patients will enable you to utilize workflows where your provider needs to be toggled On-Call, but also needs to be able to prevent a patient from initiating a See-Now visit with them.

Why is it useful?

You will now be able to allow a provider to be On-Call while preventing a patient from initiating their own See-Now visit. This functionality mirrors the current ability to disallow a patient to self-schedule while still maintaining the ability to schedule a visit for providers within eVisit. It will also reduce or eliminate the need to manage an availability schedule outside of eVisit.

When should I use it?

The Consider using Hiding On-Demand Availability from Patients when a provider must be on-call but your practice admin or intake teams want control of routing the patient to a specific provider. In conjunction with the Availability Filtering in Reassign functionality, the Hide On-Demand Availability from Patients feature will provide you a way to see accurate availability statuses while still maintaining control of the flow of patients through eVisit.

- You don't want patients self-selecting a provider to see.
- You have a triaging workflow where a patient hand-off is necessary and you need immediate visibility to the on-call providers without risking patients being directly assigned to a provider prior to triage/check-in.

Feature Overview

Your Customer Success representative enables this setting for each provider within each Visit Type where you wish to hide a provider's on-demand availability from patients.

- When a patient logs in, they will see that no providers are currently available.



No providers are currently available

Please contact Marissa's Test Practice at [5555555554](tel:5555555554) to schedule an appointment.

- When a clinical user uses the Reassign function in eVisit, on-call providers will display as available in the reassign window without appearing as available to the patient in the Visit Request or Check-In process.



Hi Emily,

There are no patients in your waiting room.

How do I get started?

This feature will be available to all customers automatically, though it will need to be configured. Contact your Customer Success Manager or eVisit Technical Support for assistance with that configuration.

Additional Information

Please note the following additional details about the Hide On-Demand Availability from Patients feature:

- This feature only applies to On-Demand visit availability and is separate from the ability for patients to self-schedule a visit.
- If On-Demand availability and Self-Scheduling is disabled for all users within all Visit Types in your eVisit practice, your patients may receive a “No Providers Available” message, which can include custom instructions for your patients on how they should proceed. Your provider’s hidden availability and schedulability will still remain.