



## RELEASE NOTES

# Override Patients State Geolocation

## What is it?

Before a visit starts, Override Patients State Geolocation (State Geo Override) provides the ability for clinical users to override the state geolocation of a patient when their physical location differs from the location their device is reporting. Specifically, for cases where a user's device may have location-altering services, such as a VPN.

## Why is it useful?

This is important when a VPN or other location-altering service on a patient's device is inaccurately reporting where they are located. A user can remove restrictions on a provider's filtering because of incorrect data transmission from a patient's device when scheduling a visit or, when a patient accidentally selects the incorrect state during login. This ensures accurate matching between patient location and a provider's medical licensure.

## Why is it useful?

When a clinical user has confirmed a patient's physical location but the patient's device or a self-reporting mistake shows the patient in a geographic area where the provider does not hold a medical license.

# Feature Overview

State Geo Override can ensure a patient is matched with a provider licensed in the state where the patient is physically present. Follow these steps to use State Geo Override:

- A clinical user should verify the patient's physical location and collect any required proof of the patient's location
- Upon scheduling a visit with the patient, the user can select the State Geo Override option and select the patient's correct state
- Once the visit is confirmed, the patient's physical location will reflect the State Geo Override selection and all physicians matching (including reassigning to additional providers) will filter based on the override-state selected

The screenshot displays the eVisit Scheduling interface. At the top, the eVisit logo is on the left, and a status bar shows 'ED' in a purple circle, 'UNAVAILABLE' in a red circle, and 'Prefix Dr. Thompson, Suffix' with a dropdown arrow. Below this is a navigation bar with icons and labels for 'Waiting Room', 'Patients', 'Visit History', and 'Scheduling' (which is highlighted). To the right of the navigation bar is a toggle switch for 'List' and 'Calendar' views, currently set to 'List'.

The main scheduling form contains the following fields:

- Patient:** A dropdown menu.
- Visit Type:** A text input field.
- Provider:** A text input field.
- Date:** A date picker.
- Time:** A time picker.
- Schedule Visit:** A teal button.

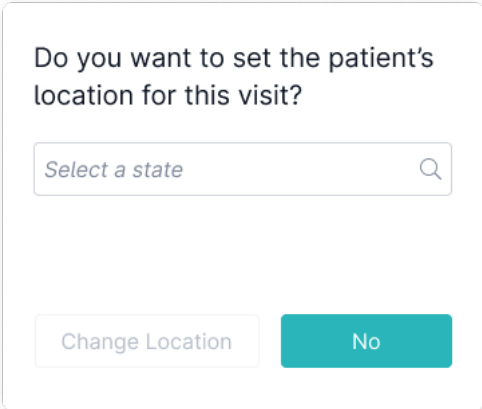
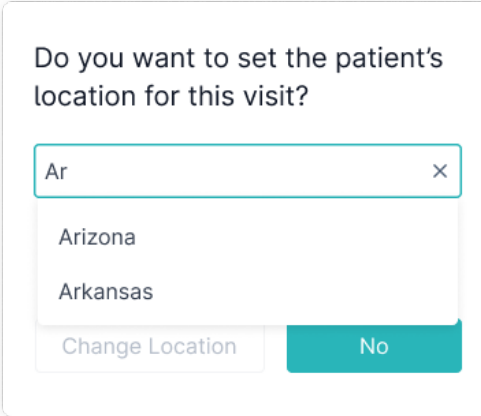
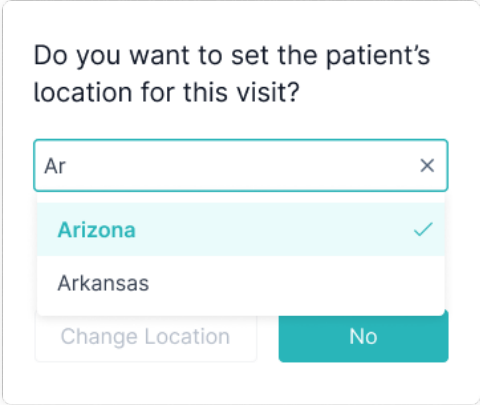
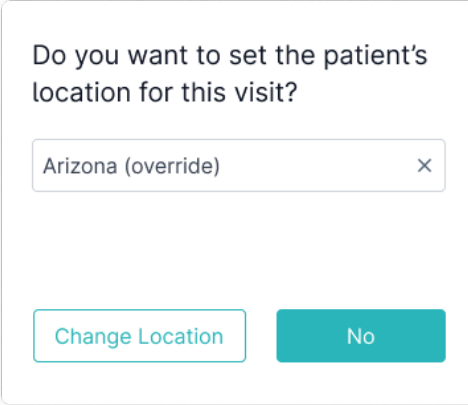
Below the form are filter options:

- Visit Status:** A dropdown menu with 'Patient' selected.
- Provider:** A dropdown menu with 'All' selected.
- Date Range:** A dropdown menu.
- Search:** A search bar with a magnifying glass icon.

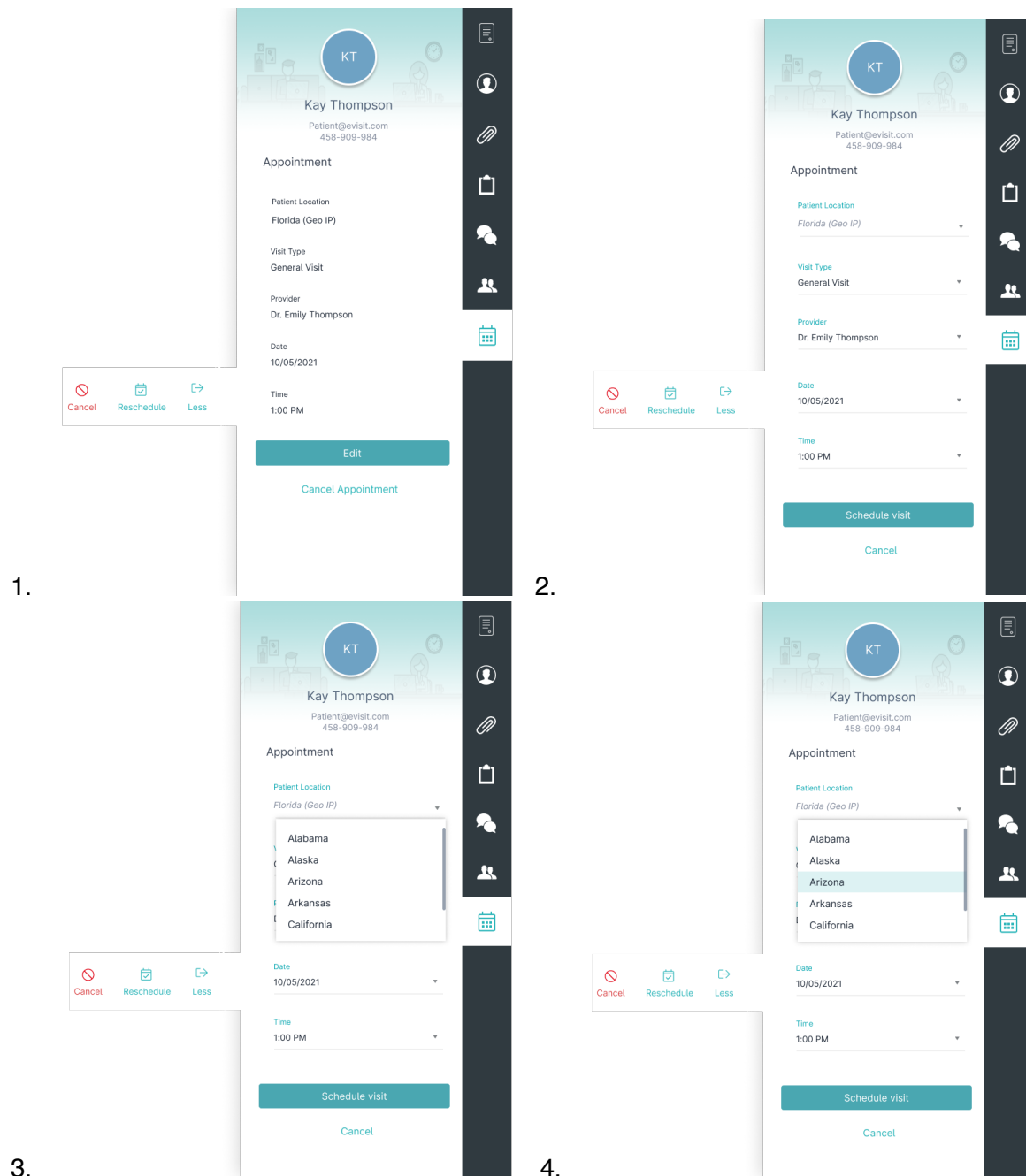
The results section shows a single visit entry:

- Patient:** A circular icon with 'KT' and the text 'Kay Thompson, Female, 28 Yrs'.
- Visit Details:** 'General Visit', 'Prefix Dr. Thompson, Suffix', and a calendar icon followed by 'Oct 7, 2021 12:25 PM'.
- Actions:** Three buttons: 'Cancel' (red with a prohibition icon), 'Reschedule' (teal with a calendar icon), and 'More' (teal with a three-dot icon).

*After selecting a patient, but before selecting a visit type a pop-up box will appear where the user can set the patient's location.*

- A pop-up box titled "Do you want to set the patient's location for this visit?". It contains a search input field with the placeholder text "Select a state" and a magnifying glass icon. At the bottom, there are two buttons: "Change Location" (disabled) and "No" (active).
- The search input field now contains "Ar". A dropdown menu is open, showing "Arizona" and "Arkansas". The "Change Location" button is now enabled.
- The dropdown menu is still open, and "Arizona" is highlighted with a checkmark. The "Change Location" button remains enabled.
- The dropdown menu is closed, and the input field now displays "Arizona (override)". The "Change Location" button is still enabled.

*A user will also be able to change the location after setting it by editing the visit.*



## How do I get started?

Please contact your customer success representative to discuss eligibility for this feature and assistance & training on how to use the feature.