



RELEASE NOTES

Upcoming Visits

What is it?

The “Upcoming Visits” page is a redesigned experience for patients joining or preparing for their scheduled visit that decreases patient confusion and improves usability.

Why is it useful?

Patients are looking for clues as to when and how they can enter a visit, especially patients who log in early. When they don’t find those clues, they begin going down erroneous paths like submitting help tickets or requesting a new (additional) visit.

These usability enhancements to the upcoming visits page will increase the likelihood patients find the correct path to take and get the care they seek.

When should I use it?

The Upcoming Visits page is a key step to any scheduling workflow and will especially add value when the patient joins early to prepare for their scheduled visit.

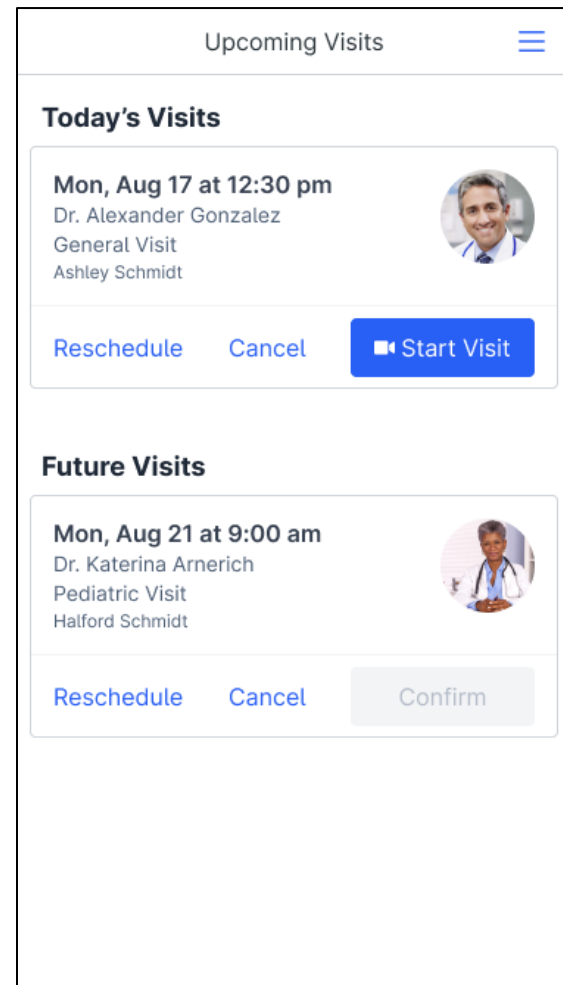
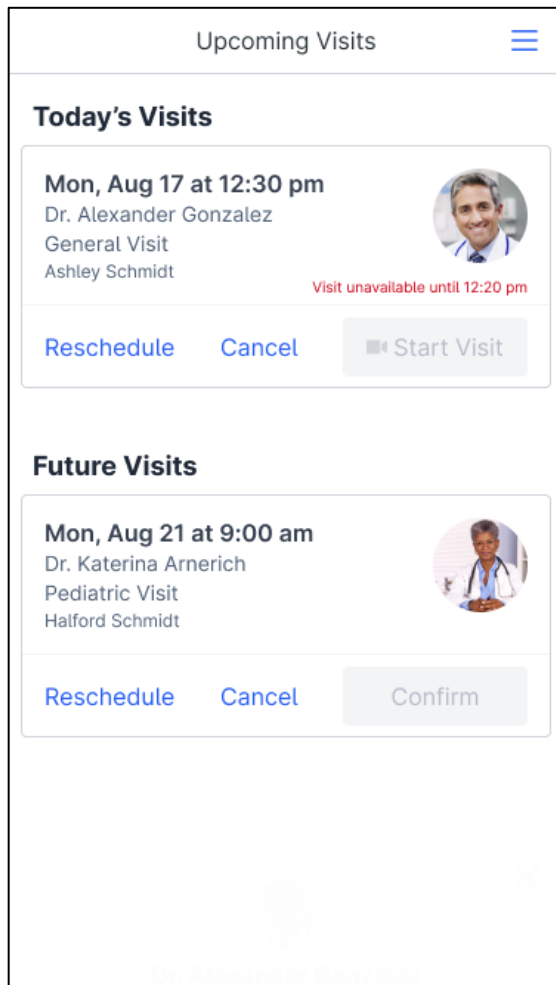
Feature Overview

The upcoming visits page will have the following updates:

- Remove the “Request Visit” button from this page as it is not the primary action desired, is misleading patients, and is available from the side menu should patients need it.
- Prioritize presenting patients with critical appointment information (appointment time, provider name, visit type), instead of patients’ personal information.
 - Include provider avatar which provides contextual clues about the appointment itself (who it’s for, what type of visit, etc).
- Show patients what action they can and should take, even if it is disabled at the moment (“Check In” or “Start Visit”) so that they have a visual clue of where to click when the appointment time approaches.
- Clearly separate today’s visit from all future visits.
- Tell the patient what time they will be able to join a visit.
- Redesign all buttons for better accessibility and consistency.
- Remove the “Edit” button and flow.
- Add ability to reschedule into the mobile experience (currently only exists on desktop).

Mobile View

The screen on the left displays when a patient arrives early to their scheduled visit and the screen on the right displays when the scheduled visit becomes startable.



Web View


This screen displays when a patient arrives early to their scheduled visit.


eVisit

DM

Upcoming Visits

Today's Visits


Penelope Christianson


Fri, Jul 9 at 7:15 pm
Dr. Alexander Gonzalez
General Visit

[Reschedule](#) [Cancel](#) [Start Visit](#)


Not available until 7:05 pm


Future Visits

Johnathan Harper

Mon, Aug 21 at 9:00 am
Dr. Katerina Arnerich, MD
Pediatric Follow-Up

[Cancel](#) [Check In](#)

Johnathan Harper

Mon, Aug 21 at 9:00 am
Dr. Katerina Arnerich, MD
Pediatric Follow-Up

[Reschedule](#) [Cancel](#) [Check In](#)


This screen displays when the scheduled visit becomes startable.


eVisit

DM

Upcoming Visits


Today's Visits


Penelope Christianson

Fri, Jul 9 at 7:15 pm
Dr. Alexander Gonzalez
General Visit


[Reschedule](#) [Cancel](#) [Start Visit](#)


Future Visits

Johnathan Harper

Mon, Aug 21 at 9:00 am
Dr. Katerina Arnerich, MD
Pediatric Follow-Up

[Cancel](#) [Check In](#)

Johnathan Harper

Mon, Aug 21 at 9:00 am
Dr. Katerina Arnerich, MD
Pediatric Follow-Up

[Reschedule](#) [Cancel](#) [Check In](#)

How do I get started?

This improved page will be available to all customers automatically with the release. No action is necessary.