



## RELEASE NOTES

# Waiting Room Management

### Beta Feature

## What is it?

A redesign of the eVisit waiting room built to focus clinical users on the most relevant patients and designed to facilitate a more efficient clinical workflow from scheduled to being seen.

## Why is it useful?

What we've included within Waiting Room Management are for the benefit of clinicians and clinical staff. We've identified enterprise problems impacting the scalability of patient management.

## When should I use it?

When managing high volumes of patients, including scheduled and on-demand visits.

## How does it work?

Here is a [clickable prototype](#) for the Provider and Medical Assistant personas (note their different view in the menu on the left in the prototype).









### MA view

The screenshot displays the Texas Health Medical Assistant (MA) view interface. At the top, the Texas Health logo is on the left, and a user profile for a Medical Assistant is on the right, showing 'ON CALL' status. Below the header is a navigation bar with four icons: Waiting Room, Patients, Visit History, and Scheduling. The main content area features a tabbed interface with 'Waiting (3)', 'In Visit (2)', and 'Scheduled (2)' tabs. A search bar is located to the right of these tabs. Below the tabs is a table with four columns: Patient Details, Patient Status, Visit Details, and Actions. The table lists three patients: Janice Jacobs (READY), Josh Tolman (ARRIVED), and Tasha Strosin (ARRIVED). Each patient row includes their name, gender, age, status, visit type, provider, date, time, and duration, along with 'Start Visit', 'Cancel', and 'More' action buttons.

PATIENT DETAILS	PATIENT STATUS	VISIT DETAILS	ACTIONS
Janice Jacobs Female, 38 yrs	READY	General Visit Dr Jake Jones Jul 19, 2021 11:00AM 5 min. (joined at 10:55)	Start Visit  Cancel  More
Josh Tolman Male, 27 yrs	ARRIVED	General Visit Dr Jake Jones Jul 19, 2021 11:15AM 0 min. (joined at 11:00)	Start Visit  Cancel  More
Tasha Strosin Female, 34 yrs	ARRIVED	General Visit Dr Meredith Grey Jul 19, 2021 10:55AM 0 min. (joined at 11:00)	Start Visit  Cancel  More

## Provider View

The screenshot displays the Texas Health eVisit Provider View interface. At the top, the Texas Health logo is on the left, and a green 'ON CALL' button with a profile picture of Dr. Jake Jones is on the right. Below this is a dark navigation bar with icons for 'Waiting Room', 'Patients', 'Visit History', and 'Scheduling'. The 'Waiting Room' tab is active, showing two tabs: 'Waiting (2)' and 'Scheduled (2)'. A search bar is located to the right of these tabs. Below the tabs is a table with four columns: 'PATIENT DETAILS', 'PATIENT STATUS', 'VISIT DETAILS', and 'ACTIONS'.

PATIENT DETAILS	PATIENT STATUS	VISIT DETAILS	ACTIONS
 Janice Jacobs Female, 38 yrs	READY	General Visit Dr Jake Jones Jul 19, 2021 11:00AM 5 min. (joined at 10:55)	 Start Visit  Cancel  More
 Josh Tolman Male, 27 yrs	ARRIVED	General Visit Dr Jake Jones Jul 19, 2021 11:15AM 0 min. (joined at 11:00)	 Start Visit  Cancel  More

## How do I get started?

Beginning with the *January 27, 2022* public release, eVisit's new waiting room will be available upon request. The new waiting room is a **beta feature**, with *ongoing active* product development. We encourage using the new waiting room from a preview or test practice before enabling in any production practice.

Please contact your customer success representative if you are interested in trying the new Waiting Room Management feature.