



RELEASE NOTES

Visit Presence

Summary

Sometimes providers see a completely black screen when joining a visit and are unsure of what is going on, or if the patient is actually there. To clear up this confusion and expand upon our reliability, we have built functionality that informs the provider when a patient is not present.

Feature Overview

A pop-up message, or modal, will display to the provider when the patient is not present in the visit. It will inform them the patient is not there but may join at any moment (see screenshots below). Here are the following scenarios this will occur:

Web App

The patient closes their browser on the web app. If the patient loses connection to their internet, it will take around 2 minutes for the modal to display to the provider.

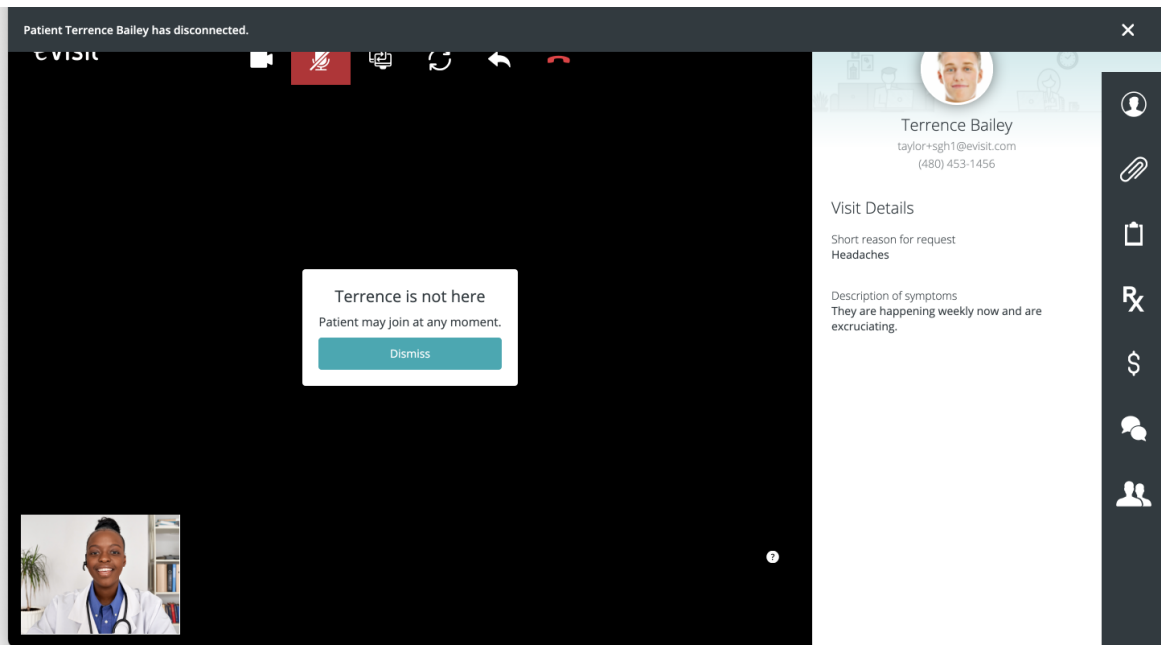
Mobile Web App

The patient closes their browser; they turn their phone off or their phone dies, the modal will display immediately to the provider. If the patient loses connection to their internet or receives an incoming phone call they answer, it will take around 2 minutes for the modal to display to the provider.

Mobile App

The patient force-closes the app; they turn their phone off or their phone dies, the modal will display immediately to the provider. If the patient loses connection to their internet or receives an incoming phone call they answer, it will take around 2 minutes for the modal to display to the provider.

If the app detects audio and video from the patient, the app overrides the modal and it does not appear. However, in the rare case the patient is present and the modal displays, there is a Dismiss button on the modal allowing the provider to get rid of it.



How to get started

This feature will be enabled automatically on all accounts when released.