

Allowing Providers to Cancel an Active Visit While In-Visit

Why is this useful?

Before this update, this action could only be performed in the Virtual Triage Center or using the Admin portal. Additionally, while in-visit, a provider was only able to complete a visit or reassign/requeue. By allowing visits to be canceled in-visit, it reduces the number of steps required to perform the desired action.

Who should use it?

Anyone with the provider role (providers, care coordinators, medical assistants) who finds themselves in-visit and determines that a visit needs to be canceled (examples below). This feature will be available to all customers automatically who are using the new visit video experience

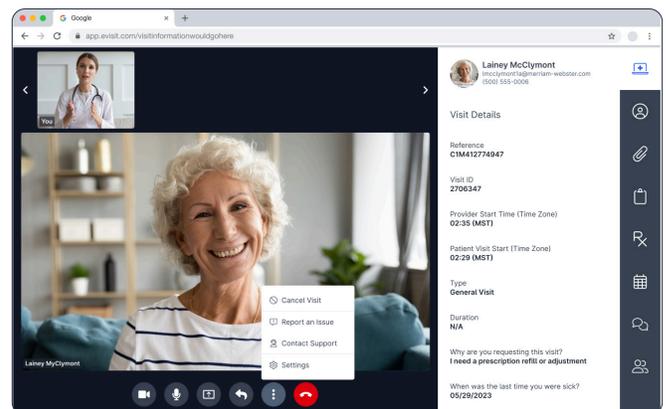
When should I use it?

- A participant is experiencing technical issues (ex. video is frozen or audio is not working).
- A patient is experiencing insufficient network bandwidth to support a video visit.
- A patient that was expected to join has not joined the visit yet, resulting in falling behind schedule.

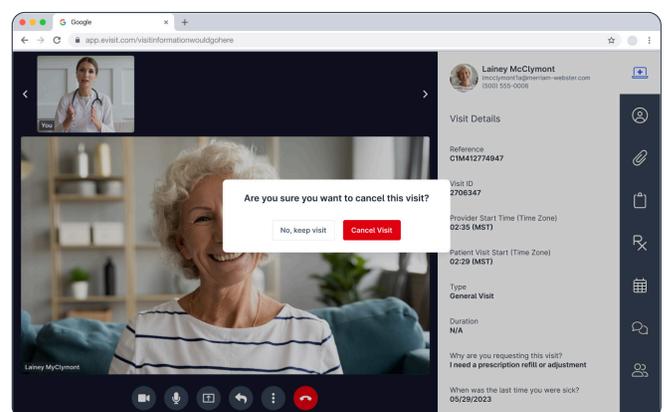
How does it work?

PROVIDERS ON DESKTOP

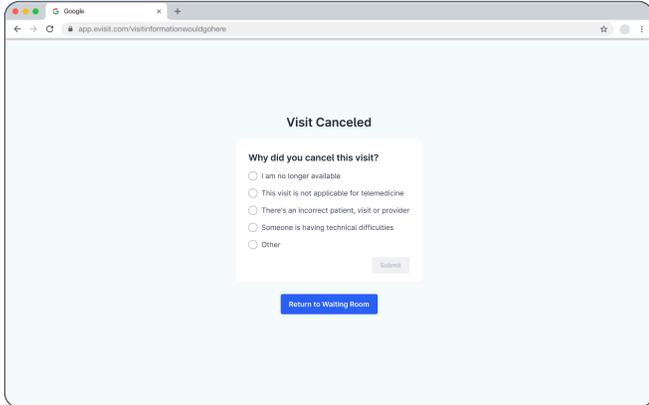
- 1 Providers should access the menu triggered when clicking on the “ellipsis” button in the video controls. This menu now includes an option for canceling the visit.



- 2 Clicking on “Cancel Visit” will open a dialog asking them to confirm their choice.



3 The user can then provide a cancellation reason if desired, or skip the cancellation survey by clicking on the “Return to Waiting Room” button.



PROVIDERS ON MOBILE

All steps are the same on mobile as illustrated below.

