

Updated Patient Intake Experience

Summary

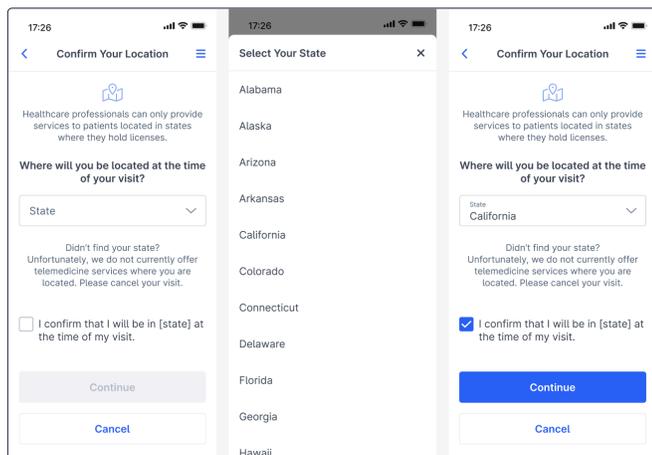
“Intake” consists of all the steps and pages a patient may possibly encounter when requesting, scheduling, or checking in to a visit. Steps vary depending on settings and configurations of each practice – some pages may be skipped altogether or only appear under certain circumstances.

What has changed?

The overall intake patient journey has stayed largely the same, with no major new features being introduced. However, some improvements have been made to optimize these pages. This includes both updated design components and a few new behaviors, called out below.

“Geolocation / Confirm Your Location” Page

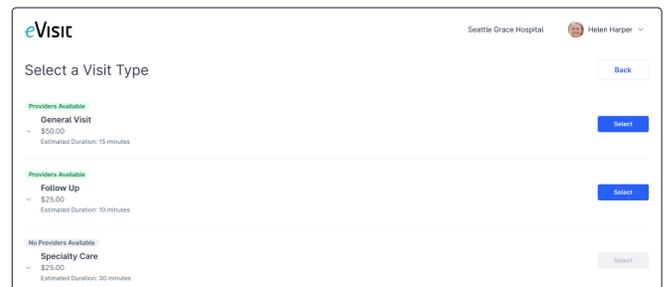
On the mobile version of this page, the state selector will now reveal options in a drawer for more accessible tap-targets and better patient experience.



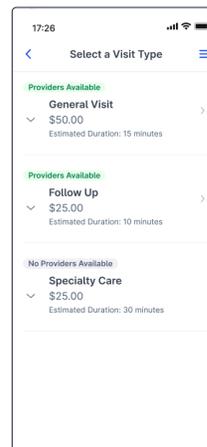
“Visit Type” Page

This page will now directly indicate whether or not there are providers available for each visit type. If there are no available providers, that visit type cannot be selected.

DESKTOP VIEW



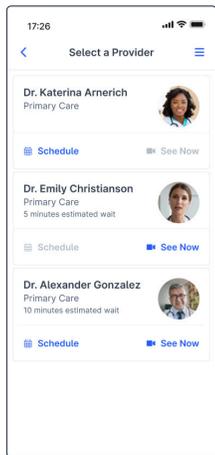
MOBILE VIEW





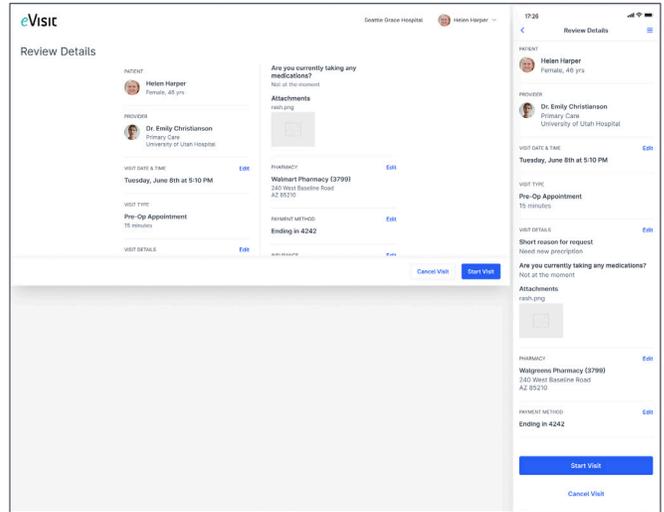
“Select a Provider” Page

This page now displays providers in alphabetical order according to their last name rather than according to first name. Additionally, rows have been turned into cards on the mobile experience to better surface important provider information, make content more readable, and leave more room for See Now and Schedule buttons.



“Review Details” Page

On this page, patients can no longer edit the Patient, Provider, or Visit Type without canceling and starting over. This change will ensure patients cannot change a visit detail that could cause an error.



“Visit Information” Page

This page has been optimized for better form field handling. We now support text wrapping, in-line error messaging, indication of required fields, and larger tap targets on mobile devices.

