eVisit®

Improving Clinical Efficiency With Video Picture-in-Picture Functionality

What is it?

Video picture-in-picture allows desktop users (all users, including care team and patients) to pop out and watch the in-visit experience in a smaller window while simultaneously working in other browser tabs, windows or applications such as an EHR. This update will be available automatically.

Why is this particular feature useful?

This functionality allows clinicians to multitask on multiple platforms as they would in-person, documenting while engaging with the patient — this leads to greater clinical efficiency and documentation accuracy. Ensuring clinicians can maintain visibility of patients is crucial for interpreting potential symptoms conveyed through body language and physical conditions, and contributes to heightened patient satisfaction by enabling direct eye contact instead of diverting attention to a separate screen.

When should I use it?

Consider using picture-in-picture when:

Talking to the patient and documenting clinical notes in your EHR

Talking to the patient and communicating with other clinicians in a separate application

Talking to the patient while sharing screen to review together with patient tests such as x-rays or MRIs

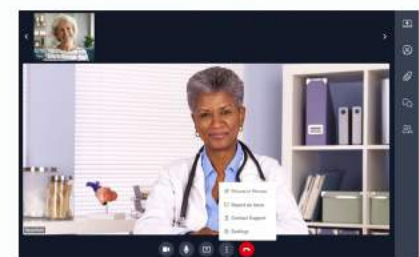Patients and attendees are also able to use this functionality.

How does it work?

Note: This functionality is currently available on the desktop experience on Edge and Chrome browsers

1 While in-visit, users will locate the video control bar and click on the 3-dot ellipsis.
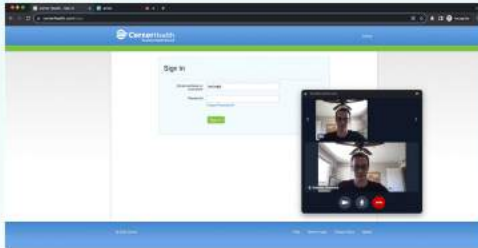
2 Click on **Picture in Picture**.

CLINICIAN EXPERIENCE

PATIENT & ATTENDEE EXPERIENCE
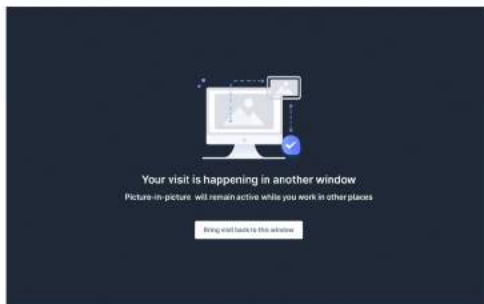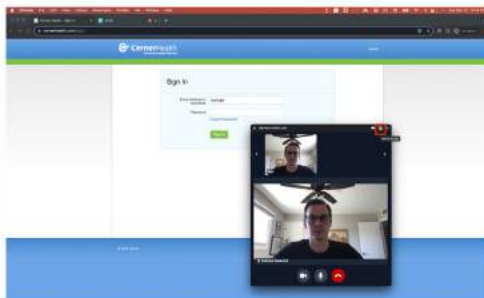
3 The video picture-in-picture can now be freely moved around and overtop of whichever application the user is using.

Note: Video controls are limited when in picture-in-picture view — users can mute themselves and others, turn off their own camera, hang up, and pin participants. The following functionality is only available when in the main window view: initiating screen share and granting permission for new attendees to join the visit.

④ To exit picture-in-picture and return to the original video visit tab or window, users can click the **Back to Tab** icon or **X** icon within the picture-in-picture window, or click the **Exit PiP** button in the main visit window. Clicking the camera icon in the picture-in-picture window will open camera and microphone permissions.

Note: While on Mac and using Edge, users must click the main window to close picture-in-picture — they cannot close picture-in-picture directly from the picture-in-picture window.

Main window while picture-in-picture is active