



Allscripts FollowMyHealth® Mobile 3.4

iOS Release Notes

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What's New in this release

Video visits, email visits consolidated under Appointments menu item

The **Appointments** menu item on the **Home** screen is expanded to include on-demand video visits and new support for email visits. The separate **Video Visits** menu item is removed. A consolidated **New Appointments** screen is displayed as needed to offer various appointment scheduling options as permitted by your connected organizations.

Email visits now available in the mobile app

You can now have a consultation with your provider through secure email messaging. Use the Allscripts FollowMyHealth® Telehealth Email Visit feature under Appointments in the mobile app to select a connected organization and provider, describe your symptoms, specify a reason for the email visit, and optionally attach images to provide additional information.

There are several key features to email visits:

> **Select an organization and provider**

You can select an organization from the list of organizations that you are connected to that allow email visits. Select a provider in your selected organization that allows email visits and one with whom you have had a previous appointment or have an upcoming appointment. If your selected provider is out of office you are asked to select another provider.

> **Telehealth Terms of Service**

You must accept the Telehealth Terms of Service for your selected organization if you have not previously done so, or if the terms of service have expired or were modified, before you can complete an email visit request. After you accept the terms of service, you can view them at any time during subsequent email visit requests.

> **Specify a reason for the email visit**

You are asked to select a reason for the email visit from a predetermined list of conditions that your provider can address through an email visit. If you do not find an applicable reason in the list that addresses your symptoms, you can end the email visit request and schedule an in-office appointment instead.

> **Email Visit notification banners**

In the email visit workflow, several notification banners might be displayed, one as a disclaimer for emergency visit requests, and one for when the selected provider is out of the office. These notification banners are not dismissible, and are not displayed in the Terms of Service screen or from the Forms page onward.

When you start an email visit request, an emergency disclaimer is displayed at the top of the screen in red:



If this is an emergency, please call 911

When you are specifying the reason for your email visit request, if you select a provider who is out of the office for your requested date, an "out-of-office" notification banner is displayed at the top of the screen, below the emergency disclaimer. This notification shows the provider name and out of office dates similar to the following example:



Dr. Robert Jones, M.D. is out of the office
28-Oct-2017 to 1-Nov-2017

This notification is displayed until you select a different provider who is not out of the office.

> **Email Visit attachments and preferences**

After you complete the email visit form, if the organization allows you to add attachments to the email visit request, the Attachments screen is displayed. Here you can upload up to five images (either available on your mobile device or taken with your mobile device camera), each not exceeding 8MB in size, to attach to your email visit request.

When you finish adding attachments, you are then asked to enter or confirm your contact phone number and select or change your preferred pharmacy. Both of these settings are used only for this email visit request and any changes are not reflected in your demographic information in your account.

> **Progress indicators for form completion during email visit requests**

When you are requesting an email visit, after selecting the reason for the visit, an accompanying form is displayed. You are asked a series of questions to help qualify your email visit request. Based on your responses, you might be asked to schedule an in-office visit instead to address a more serious condition or symptom.

At the top of each page in the form, the current step you are on and the total number of steps to complete the form are displayed. The number of steps includes the number of pages in the form, any (optional) attachments, specifying contact preferences, and making a payment for the visit. You can navigate between previous and next pages as needed and as your input is validated. You can go back one or more steps in the request process, or cancel the email visit request at any time.

> **Paying for your email visit**

After confirming your preferences, if payment is required by your organization, the Payment screen is displayed so you can complete that portion of your email visit request. The reason for your visit, the provider, and payment amount are displayed, and you can change the information before confirming payment. Tap **Pay Now** to display the applicable payment vendor information to complete your payment.

> **Email Visit summary screen**

When you complete all of the steps for your email visit request, a final summary screen is displayed. If you made a payment as part of your email visit request, a confirmation of your payment is included in the summary.

> **Email Visit Action Center item and Recent Activity**

When you submit an email visit request, it is recorded as a recent activity that is displayed in your account. When your provider replies to your email visit request, an Action Center item is displayed to inform you. You can tap the Action Center item to be taken to your messages.

Enhancements to on-demand video visits

Several enhancements are made to on-demand video visits in the mobile app:

> **Access on-demand video visits from Appointments**

The **Video Visits** menu item is removed from the main menu of the mobile app. You can now access all features of on-demand video visits from the **Appointments** menu item.

> **New Overview page displays for on-demand video visits**

When you request an on-demand video visit, a new **Overview** page is displayed to let you know what to expect during your video visit session.

> **New Summary screen replaces Virtual Waiting Room for on-demand video visits**

Among the changes made for on-demand video visits, there is no longer a Virtual Waiting Room. Instead of tapping **Go To Virtual Waiting Room**, tap **Summary** at the end of the on-demand video visit workflow to display a summary of the on-demand video visit request. If payment is required for the visit you must complete that step before viewing the **Summary** screen. Tap **OK** on the **Summary** screen to return to the **Upcoming Appointments** screen, where the new on-demand video visit is available for you to tap and view details about the visit request.

> **Telehealth Terms of Service presented for on-demand video visits**

When you request an on-demand video visit from the FollowMyHealth mobile app with an organization for the first time, you are now presented with the Telehealth Terms of Service. This agreement is also presented if the existing terms of service agreement expires, or is modified. You must agree to these terms of service before you can access on-demand video visits. Proof of your consent is saved in your FollowMyHealth account under **Documents**.

> **Option to attach files to video visit requests now requires organization permission**

Attachments to video visit requests are allowed only if the organization is configured to enable attachments. If the organization allows attachments, then the attach files option is displayed.

Handling video visits in Pending Cancellation state

When a scheduled video visit appointment is in Pending Cancellation state, **Check In** or **Join Visit** buttons and associated text are not displayed for the appointment. If this is your only scheduled video visit appointment, then no action center item is displayed.

If there are no other video visits in an actionable state, then you can request an on-demand video visit. Even if the Pending Cancellation video visit is within the check in time, no warning message is displayed for the on-demand video visit.

Presentation of Telehealth Terms of Service

Terms of Service for Telehealth services are now presented to users as part of scheduling video visits, on-demand video visits, and email visits. These terms of service are displayed when the terms of service have not yet been accepted for the connected organization, or when the terms have expired or are modified.

Telehealth terms of service are presented to the user during the following workflows.

- > When signing in to the mobile application with an account that has one or more scheduled video visits.
- > When scheduling an appointment and the selected appointment slot is designated as a video visit slot.
- > When requesting an on-demand video visit.
- > When requesting an email visit.

You must accept the terms of service before you can continue with scheduled video visit appointments, on-demand video visits, or email visits.

Upgrade to iOS 10 or later required

To use this version of the FollowMyHealth mobile app, users are required to upgrade their mobile device operating system to iOS 10 or later. When you attempt to download and install v3.4 of the mobile app, a check of the current operating system level is made, and a message is displayed if an upgrade is required.

Duplicated medications and prescriptions from multiple sources now displayed separately

Previously, when the same medications or prescriptions came from multiple sources, they were displayed in the patient account as a single medication or prescription.

Because the same prescription might have a different refill count or even different directions when prescribed from different providers, each medication or prescription is now displayed separately. This change allows you to more easily see which provider you can refill the prescription with, and what the refill count is from each source.

Medications are displayed sorted by date (newest to oldest). You can now renew the prescription from either source, depending on if the associated provider allows renewal requests.

(Allscripts Professional EHR integrations only) Send messages directly to nursing staff of your provider

When you compose a message in the mobile app to your provider, you might also be able to direct the message to the provider's support (nursing) staff if the provider has enabled that option in

FollowMyHealth. If available, you can select **Nurse of** *provider_name* from the list of providers to send the message to.



What's New in this release

Resolved Issues

Proxy can request connection for a dependent through "No Connections" dialog

Issue: When you sign in to a new installation of the mobile app with a proxy account, and then switch to a dependent account that is not connected to any organizations, the "No Connections" message displays unexpectedly, and you can tap **Add Healthcare Organization** to add a connection for the dependent account.

Resolution: The "No Connections" dialog is not displayed for a dependent account when accessed from a proxy account.

Communication between patients and message only providers is not working in the mobile app

Issue: Communication with message only providers is not working in the mobile app.

Resolution: Communication with message only providers now works as expected in the mobile app.

Viewing prescription renewal page multiple times causes errors in the mobile app

Issue: After displaying the **Prescription Renewal** screen in the mobile app and navigating elsewhere, upon return to the **Prescription Renewal** screen the mobile app encounters an error.

Resolution: The **Prescription Renewal** page can be displayed multiple times with no errors in the mobile app.



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