



Allscripts FollowMyHealth® Mobile 3.4

Android Release Notes

Published Date: August 20, 2018 for release 3.4 of Allscripts FollowMyHealth® Mobile
For further information about this manual or other Allscripts Healthcare, LLC products, contact Global Product Support Services, as follows:

Global Product Support Services

Allscripts Central Website: <https://clientconnect.allscripts.com/welcome> (Allscripts Central login is required. Contact information varies by product.)

Telephone: <http://www.allscripts.com/contact-us/phone-numbers>

The Documentation Center of Excellence welcomes your opinion regarding this document. Please email your comments and suggestions to userdoc@allscripts.com.

Proprietary Notice

© 2018 Allscripts Healthcare, LLC and/or its affiliates. All Rights Reserved.

This document contains confidential and proprietary information protected by trade secret and copyright law. This document, the information in this document, and all rights thereto are the sole and exclusive property of Allscripts Healthcare, LLC and/or its affiliates, are intended for use by customers and employees of Allscripts Healthcare, LLC and/or its affiliates and others authorized in writing by Allscripts Healthcare, LLC and/or its affiliates, and are not to be copied, used, or disclosed to anyone else, in whole or in part, without the express written permission of Allscripts Healthcare, LLC and/or its affiliates. For authorization from Allscripts Healthcare, LLC to copy this information, please call Allscripts Global Product Support Services at 888 GET-HELP or 888 438-4357. Notice to U.S. Government Users: This is "Commercial Computer Software Documentation" within the meaning of FAR Part 12.212 (October 1995), DFARS Part 227.7202 (June 1995) and DFARS 252.227-7014 (a) (June 1995). All use, modification, reproduction, release, performance, display, and disclosure shall be in strict accordance with the license terms of Allscripts Healthcare, LLC and/or its affiliates. Manufacturer is Allscripts Healthcare, LLC, and/or its affiliates, 222 Merchandise Mart Plaza, Suite #2024, Chicago, IL 60654.

IMPORTANT NOTICE REGARDING GOVERNMENT USE

The software and other materials provided to you by Allscripts Healthcare, LLC include "commercial computer software" and related documentation within the meaning of Federal Acquisition Regulation 2.101, 12.212, and 27.405-3 and Defense Federal Acquisition Regulation Supplement 227.7202 and 52.227-7014(a). These materials are highly proprietary to Allscripts Healthcare, LLC and its vendors. Users, including those that are representatives of the U.S. Government or any other government body, are permitted to use these materials only as expressly authorized in the applicable written agreement between Allscripts Healthcare, LLC and your organization. Neither your organization nor any government body shall receive any ownership, license, or other rights other than those expressly set forth in that agreement, irrespective of (a) whether your organization is an agency, agent, or other instrumentality of the U.S. Government or any other government body, (b) whether your organization is entering into or performing under the agreement in support of a U.S. Government or any other government agreement or utilizing any U.S. Government or any other government funding of any nature, or (c) anything else.

Allscripts FollowMyHealth® Mobile is a trademark of Allscripts Software, LLC and/or its affiliates.

All trademarks, service marks, trade names, trade dress, product names, and logos are property of their respective owners. Any rights not expressly granted herein are reserved.

The names and associated patient data used in this documentation are fictional and do not represent any real person living or otherwise. Any similarities to actual people are coincidental.

Images and option names used in this documentation might differ from how they are displayed in your environment. Certain options and labels vary according to your specific configuration. Images are for illustration purposes only.

Fee schedules, relative value units, conversion factors and/or related components are not assigned by the AMA, are not part of CPT, and the AMA is not recommending their use. The AMA does not directly or indirectly practice medicine or dispense medical services. The AMA assumes no liability for data contained or not contained herein.

Excel and Microsoft are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Adobe, the Adobe logo, Acrobat, and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

iPhone® and iPad® are trademarks of Apple Inc., registered in the U.S. and other countries.

Perceptive Content, Lexmark, and the Lexmark logo are trademarks of Lexmark International, Inc., registered in the United States and/or other countries.

Allscripts Patient Administration Solution (PAS) contains barcode components licensed from IDAutomation.com, Inc. These products may only be used as part of and in connection with the Allscripts Patient Administration Solution software.

InterQual and InterQual Connect are registered trademarks of Change Healthcare, LLC in the United States or other countries.

Table of Contents

What's New in this release.....	5
Resolved Issues.....	11



Table of Contents

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.

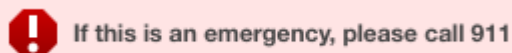
> **Specify a reason for the email visit**

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.

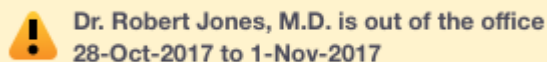
> **Email Visit notification banners**

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:



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:



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.

Push notifications updated to Android 8.0 compatibility

Push notifications in the mobile app are updated to be compatible with Android 8.0 (Oreo) notification channels, which provide some control over how notifications are delivered. For this release, all notifications for the mobile app are delivered in a single FollowMyHealth channel.

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.

Billing count badge removed from main menu

The indicator on the mobile app main menu that shows the number of bills for the account is removed to help speed up initial loading of the app. This billing count badge is removed for all FollowMyHealth accounts that have a billing menu item.

New alert displays when Google Play Services need to be updated

If you are using a mobile device that is not updated to the latest Google Play Services, and you are using features in the mobile app (such as push notifications and video visits) that need these services, a message is displayed alerting you to update your Google Play Services before continuing. You are directed to the Google Play Store to update services. You can then sign back into the mobile app and access the applicable features.

Note: If you are using an Amazon Kindle device, this message is not displayed because Google Play Services is not available. Another message is displayed, indicating that you are using an unsupported device.

Home screen Action Center item status refresh

You can now see refreshed status of your Action Center items on the **Home** screen in the following instances:

- > When you sign in to your FollowMyHealth mobile account.
- > When you navigate to the **Home** screen from any other screen within your account.
- > When you switch to another account profile while viewing the **Home** screen.

With these refresh actions, you can view the current status of your video visits and other action items.

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.

Communicating with Message-only Providers

If you are connected to one or more organizations that are configured to support communications with Message-only providers, you can now use the mobile app to send and receive secure health messages with these additional medical personnel. Message only providers are not available for appointments, prescription refills, or other tasks that are generally applicable to a physician.



What's New in this release

Resolved Issues

Expired ROI, Multi-Org displays child individual ROIs, and not marking when accepted

Issue: When a multi-organization configuration has an expired ROI, upon accepting the ROI the individual child organization ROIs are displayed and are not marked as accepted. The ROI displays the child org multiple times in the same session.

Resolution: Expired ROIs for child or virtual organizations are displayed only for the parent organization. Accepting the parent ROI accepts the ROI for all virtual or child organizations that the patient is connected to.

Proxy switch on Billing page returns you to Home screen

Issue: If you are viewing bills for an account and you switch to a proxy account that is not connected to an organization that supports billing, you are taken back to the Home screen.

Resolution: When you are viewing bills in the mobile app and you switch accounts, you remain on the billing page.



Resolved Issues

Index

R

resolved issues **11**

W

what's new in this release **5**



Index