



Release Notes

Backline

- Android 6.2.1
- iOS 6.2.2
- Web 6.2.2
- Enterprise 6.2.1

New Functionality & Incident Fixes

Date: July 30, 2020

Enhancements

DrFirst is pleased to introduce the following new functionality to enhance our users' Backline experience:

- Group Telehealth Capabilities, Featuring Exam Room Workflow & Audio/Visual (A/V) Test
- Matching Criteria for *Chat With Patient* Authentication Re-enabled
- New “Strong Password” Requirements for Backline Login
- New Partner Login Option for PointClickCare Users
- Updates to Backline Web Icons

Group Telehealth Capabilities, Featuring Exam Room Workflow & A/V Test

Backline is pleased to announce a second generation of telehealth functionality, designed to imitate an in-person patient office visit in a virtual setting.

Before proceeding please note: the new Exam Room / Group Telehealth workflow will not be automatically enabled for existing customers. See “Next Steps” below for additional information. Once the new workflow is enabled, it will replace the current telehealth workflow.

Group Telehealth

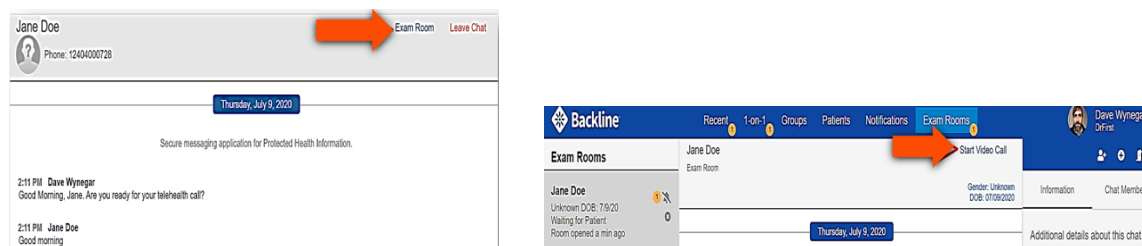
More than one participant can now join a patient during his/her telehealth exam. Group Telehealth visits can accommodate up to seven participants, including the patient plus up to six other Backline and External users who are invited by the Backline user who initiated the Exam.

Exam Rooms

An “Exam Room” concept has been added to the Backline telehealth functionality to allow staff members to prepare the patient for his/her exam prior to the provider starting the telehealth visit.

Once the patient has been placed into an Exam Room, the patient will be prompted to conduct an AV Test (see below). Other staff and External users can be invited to join the Exam Room as well.

When the provider is ready to start the telehealth visit, the provider clicks “Start Video Call” from within the Exam Room to begin the session.



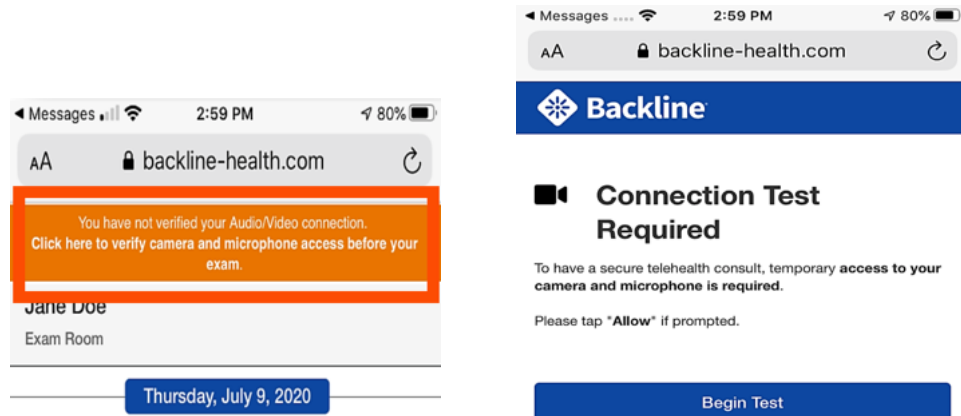
Pictured above is the Exam Room workflow on the Web. See links to training videos for Web, Android, and iOS below.

Audio/Video (A/V) Test – Available in Current and Group Telehealth Workflows on Web

Our Group Telehealth Beta testers raved so much about the time-saving benefits of the A/V Test that we decided to implement this feature in the current 1-on-1 telehealth workflow, too!

Patients and other telehealth participants using the Web will now be prompted to conduct a brief A/V Test prior to starting or joining a video call to ensure users' microphones and cameras are properly enabled to join the session.

The A/V Test will be enabled for all customers by default upon the deployment of Web 6.2.2.



Next Steps

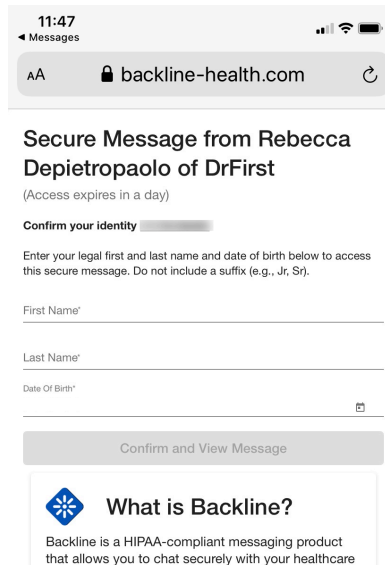
Contact your account manager to request a demo and for more information about enabling the Exam Room / Group Telehealth workflow for your organization. Also be sure to check out the Group Telehealth training videos for additional details on the workflow:

- Web: <https://drfirst.wistia.com/medias/mtf3uaujqu>
- Android: <https://drfirst.wistia.com/medias/y9j17vt306>
- iOS: <https://drfirst.wistia.com/medias/62jgcw9qno>

Matching Criteria for *Chat With Patient* Authentication Re-enabled

Backline will re-enable the *Chat With Patient* authentication matching criteria for allowing a patient to join a *Chat With Patient* feed initiated by a Backline user.

When a patient opens the *Chat With Patient* authentication screen from the URL in the SMS or email and is prompted to enter his first name, last name, and date of birth, the information keyed in by the patient must exactly match the Backline user's inputs used to create the invite. However, first name and last name matching will not be case sensitive.



11:47
Messages

AA backline-health.com

Secure Message from Rebecca Depietropaolo of DrFirst
(Access expires in a day)

Confirm your identity


Enter your legal first and last name and date of birth below to access this secure message. Do not include a suffix (e.g., Jr, Sr).

First Name*

Last Name*

Date Of Birth*

Confirm and View Message

 **What is Backline?**
Backline is a HIPAA-compliant messaging product that allows you to chat securely with your healthcare

New “Strong Password” Requirements for Backline Login

For added security, Backline will now require “strong passwords” for newly created passwords and password resets. In addition to the previous requirements, Backline passwords must now include a special character and cannot be a “commonly used” term, such as *Password1* or *Abc123*.



 **BacklineEnterprise**

Administrator Password Reset

Welcome! Please reset your authentication credentials

Password*

Password Confirmation*

Requirements

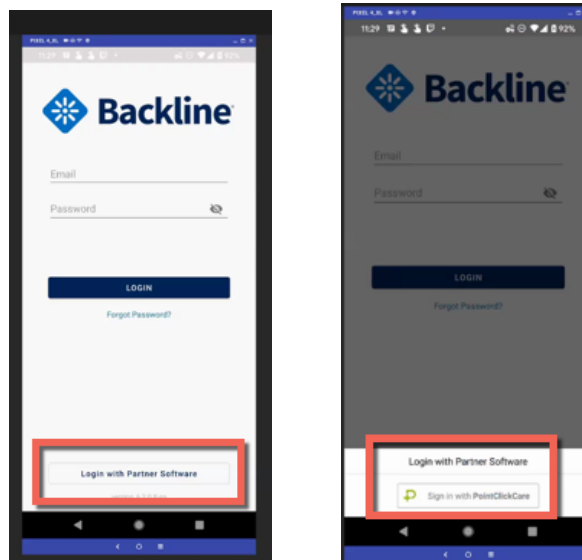
- Minimum of 8 characters and a maximum of 128 characters
- Contain an upper case letter
- Contain a lower case letter
- Contain a number
- Contain a special character (e.g., !@#\$% ^&*)
- Cannot be commonly used
- Passwords match

New Partner Login Option for PointClickCare® EHR Users

Backline is excited to announce a new integration with PointClickCare EHR! The integration delivers clinical alerts, such as fever alerts, in real time from PointClickCare directly into the patient's *Patient Centered Chat* in Backline. This allows providers and clinical staff to efficiently collaborate and take action on patient care, helping to mitigate delays if they are not using the EHR at that moment.

As a result of the integration, all Backline users will now see an option on the login screens for Android, iOS, and Web to “Login with Partner Software.” Currently the partner login applies only to users who are enabled for the PointClickCare EHR integration; however, this may be expanded to include logins for other partner integrations in the future.

If your organization uses PointClickCare EHR and you are interested in learning more, contact your Backline or PointClickCare account manager or visit the PointClickCare Marketplace for more information: <https://marketplace.pointclickcare.com/English/directory/>



Using the Android login screen above as an example, Backline users will now see a new partner login option on the mobile and Web login screens. Currently, the partner login applies only to users who are enabled for the PointClickCare EHR integration.



Updates to Backline Web Icons

Backline users may notice subtle changes to the icons on the Web. In fact, the changes are so discreet, we pondered if it was worth mentioning. But we know our users' keen attention to detail would make even these small changes noticeable!

The update to the icons is part of our effort to more closely align the UI across Android, iOS, and Web, and to ensure all three apps adhere to a standard design.

Contact Information

In the event that you need to contact DrFirst for further details regarding this release, please contact your account manager or:

24/7 Customer Support – (866) 263-6512 or login to the [JIRA Service Desk Portal](#)