# July 2022

## July 2022 – What's New?

### Broadcast Enhancement

### Added the Ability for Patient(s) to Opt-Out of Email Broadcasts

As an Updox Practice/Pharmacy, sending out bulk Broadcast Email Messages via the Broadcast product, your recipients now have the ability to request that they no longer receive future communications. (*Similar to the current functionality with Broadcast Texts*)

This will help us stay compliant with vendors and carriers and prevent any messages from being blocked.

> **NOTE:** Updox is investigating a solution that would surface patients who have opted out of communications to ensure end users have visibility to track and manage which patients would not receive notifications. Timing is still to be determined

#### What to Know

- Emails sent via Broadcast will now include an "Unsubscribe" button present at the bottom of the email. Clicking the button will allow the recipient to deny receiving any further Broadcast Emails.

- Users will still be able to request a message in Updox to send a Broadcast to that email address, but the message will not be delivered.

#### Additional Information

In the event that one of your Patients wants to re-subscribe to the Broadcast Emails, please be sure to have the following information ready when contacting Updox Support!

- Your Updox Account Number
- The email address of the patient

### Video Chat 2.0

### Added "Patient Instructions" to the Help Menu

We have added an extra menu item to the "Help" menu with the title "Patient Instructions" in the participant's help menu only. This menu item upon clicking/pressing should open a new tab to the instructions here.

### 'Gallery View' is Now the Default Viewing Option

Previously, when a host or participant would enter a call, it would default to the 'Dominant Speaker' view.

We decided to make this change after receiving some feedback from several practices including:

- Often times the Host needs to look for non-verbal cues from the participant

- The Host may feel like they are just talking to themselves while in the 'Dominant Speaker' view.