

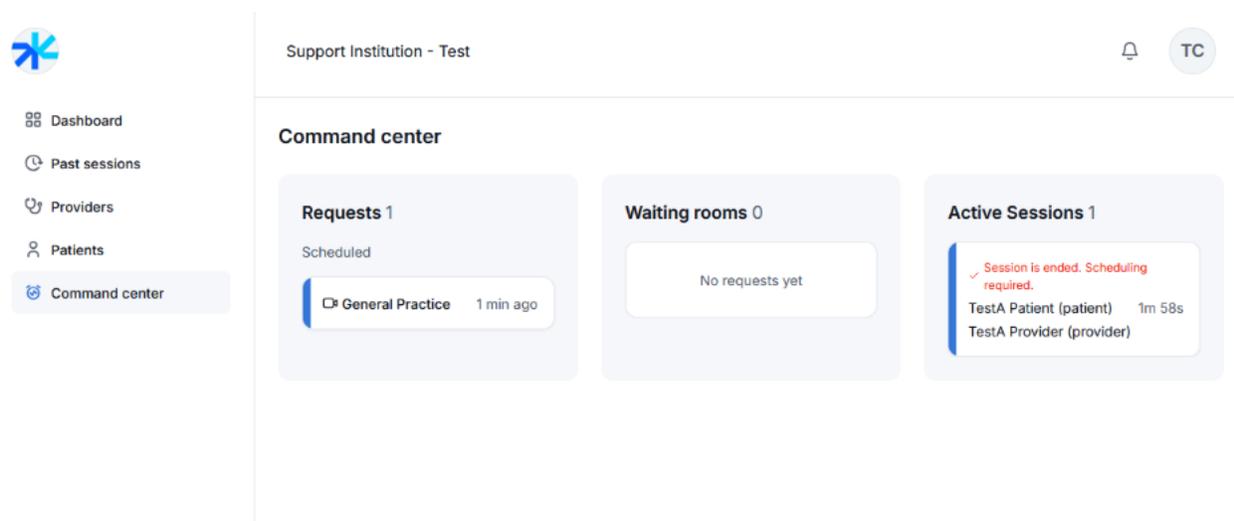
## eNcounterNow 2.3 Release Notes: Coordinator Workflow Improvement

We are excited to announce a major platform update to eNcounterNow, introducing significant improvements focused on enhancing the **Coordinator** role. This update streamlines the management of patient appointments before and after video visits, ensuring a smoother, more efficient experience for providers and patients alike.

### 1. Consolidated Coordinator Command Center

We have combined the previous Dispatcher Dashboard and Waiting Room Dashboard into a single, powerful tool for Coordinators: the **Command Center**.

- **Unified View:** Coordinators now have a comprehensive view of all **Active Requests**, the **Waiting Room**, and **Active Sessions** in one place.
- **Provider Availability Management:** Coordinators can now directly **adjust Provider's availability**, allowing for dynamic and efficient scheduling management.



### 2. Scheduling Follow up Appointment

To facilitate better continuity of care, Coordinators can now actively assist with scheduling follow-up appointments.

- **Provider Request:** Providers can now request a follow-up appointment during a session.

- **In-Call Assistance:** The Coordinator has the ability to join any existing encounter call between a provider and a patient to help schedule the follow-up appointment in real-time.

### 3. New Session Identification

- **Session ID:** Each appointment can now be uniquely identified with a dedicated Session ID, improving tracking, reporting, and support.

### 4. Bug fixes

- Implemented various **bug fixes** and general **performance improvements** to ensure a smoother, more reliable user experience across the platform.