MyCare Release Notes

MyCare UI Build 2.4.13
October 2026 | General Release

New Features

Patient Signature During Responder Calls

- Clinicians can now request a patient's signature on session notes during a responder call.
- Patients can review the session summary, add a note, and provide their signature directly on the responder's device.
- Once submitted, the patient's signature, signature date, and any additional notes are recorded in the session documentation.
- Session summaries become read-only after a signature is received to preserve the signed documentation.

Platform Enhancements

Device Unassociation History

- Admins can now enter an optional reason when unassociating a device from a patient, responder, or staff member.
- Unassociation reasons are recorded in the Device Association History for improved tracking and documentation.

Bug Fixes

- **Responder Tag Visibility:** Fixed an issue where Super Admins could not see all responders assigned to a tag across multiple tenants.
- **Clinician EMR Access:** Fixed an issue where the EMR overlay could become unavailable after restarting the iOS app or refreshing a clinician session.

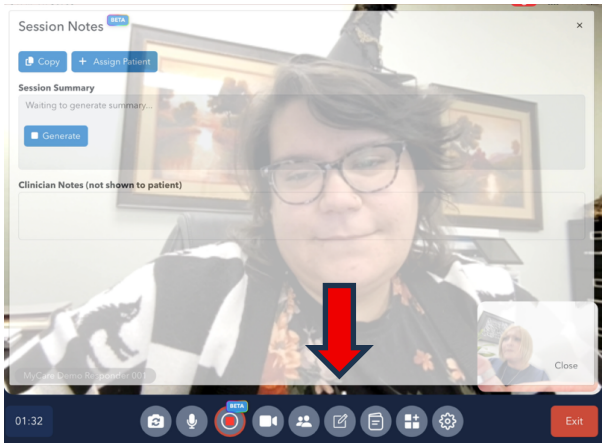
Requesting a Patient Signature During Responder Calls

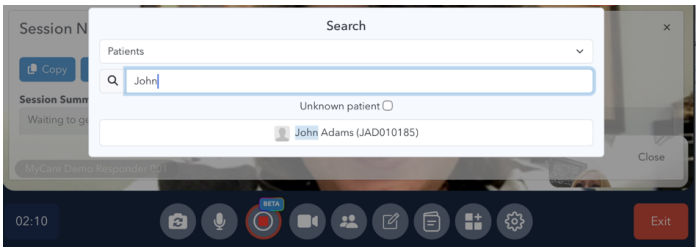
Step 1: Initiate Call Session Notes

During the video session, select the red Record button to initiate call transcriptions

Step 2: Assign the Patient

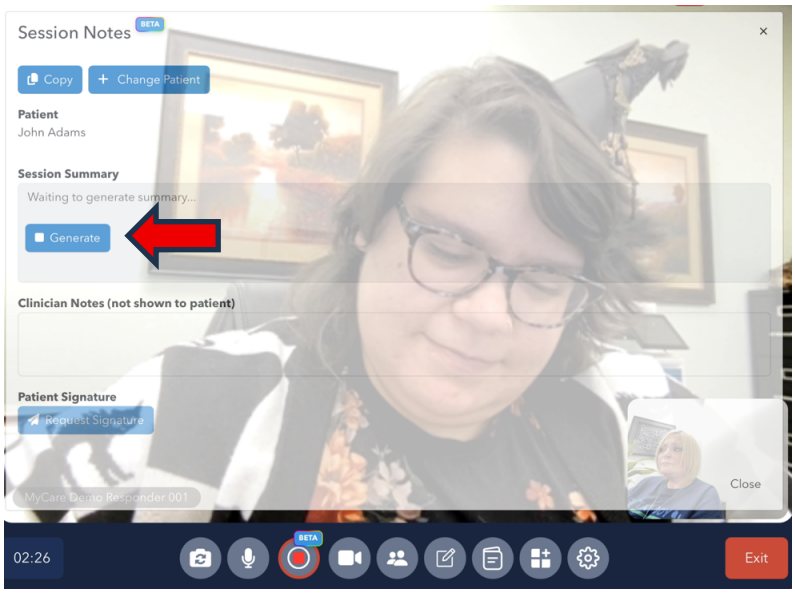
Select the Session Notes icon from the bottom of the screen, then press “+ Assign Patient”.





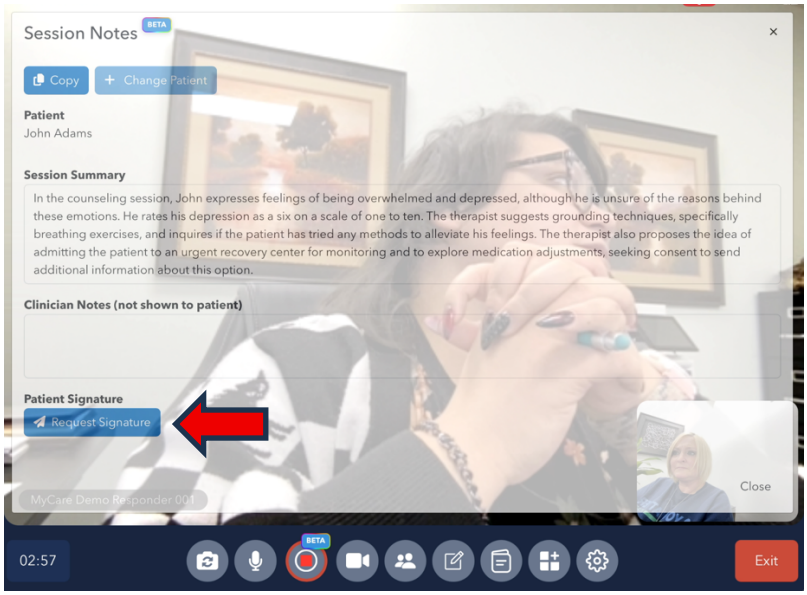
Step 3: Copy Session Notes

Once the session is complete, press “Generate” for the session summary notes to populate.

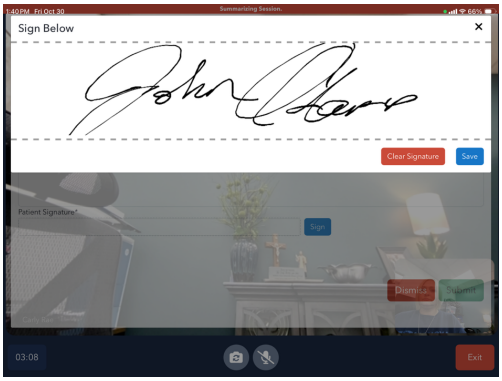


Step 4: Request a Signature

After assigning the patient and generating session summary notes, select **Request Signature** to send the signature request to the connected responder device.



Step 5: Patient Signs on the Responder Device

The session notes will appear on the responder's device, where the patient can review them and provide their signature directly on the touchscreen using their fingertip.

Important: The clinician must initiate the session notes, copy them, and assign the patient before requesting a signature.