

Beta Feedback

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Your direct line to the OfficeEMR team. Tell us what's working and what isn't while you're using a beta feature.

The screenshot shows the OfficeEMR interface with a 'Beta Feedback' modal form open. A red arrow points to the 'Beta Feedback' button in the top right corner of the application. The form is titled 'Beta Feedback' and has two tabs: 'Feedback' (selected) and 'Attachments'. Under 'Feedback Type *', there are five buttons: 'Bug', 'Feature Request', 'Usability', 'Performance', and 'Other'. Below this is an 'Overall Experience *' section with a 5-point scale from 1 to 5. The scale is labeled: 1 - Poor, 2 - It's Ok, 3 - Could be better, 4 - I like it, 5 - Fantastic. The current selection is 3. Below the scale are three text input fields: 'What did you like?' (with placeholder 'Tell us what worked well...'), 'What could be improved?' (with placeholder 'Tell us what needs work...'), and 'Additional Comments' (with placeholder 'Anything else you want to share...'). At the bottom right of the form are 'Cancel' and 'Submit' buttons.

What is Beta Feedback?

When you use a beta feature, you may see a **Beta Feedback** button on the screen. Use it to tell us what's working, what isn't, and what you'd like to see. Your feedback goes straight to the team building the feature and is reviewed by iSalus staff.

How to send feedback

1. On a beta screen, click the **Beta Feedback** button.
2. A short form opens. Fill in what applies. Nothing is required unless it's marked:
 - **Feedback type:** General, Bug Report, Feature Request, or Usability.
 - **Overall rating:** a 1-to-5 star rating of the feature.
 - **What you like:** what's working well.
 - **What could be improved:** trouble spots, confusing parts, or missing pieces.
 - **Additional comments:** anything else.
3. Click **Submit**.

Tip: Some features use a **custom feedback form** built for that feature, such as a quick bug report or a short satisfaction survey. The fields may look different, but it works the same way. Fill in what applies and submit.

Not all Beta Options allow for Feedback. If you do not see a feedback button on the new screen, but are running into a problem or would like to suggest a change. Please contact support@isalushealthcare.com or your iSalus Representative.

Attaching screenshots, recordings, and files

The feedback window has an **Attachments** tab, where you can:

- **Upload a file**, such as a document or an image you saved.
- **Capture a screenshot** of your screen.
- **Record your screen** to show us exactly what happened. This is helpful for problems that are hard to describe.

⚠ **Important — patient privacy:** if you attach anything, you'll be asked whether the attachments contain **patient information (PHI)**. Please answer honestly, and only include patient information when it's truly needed to explain the problem. Attachments are stored securely and handled under the same privacy rules as the rest of OfficeEMR.

Can we contact you?

The form includes an optional **"May we contact you?"** section. If you'd like a follow-up, check the box and give your preferred method (email or phone) and the best contact details. Leaving it unchecked keeps your feedback anonymous.

Continuing the conversation

After you submit, iSalus staff can reply with notes on your feedback. When there's a new note for you, you'll see it flagged in your practice's feedback view (**Setup > Beta Feedback Client Admin**). You can reply back to keep the conversation going, so a single piece of feedback can turn into a back-and-forth until the issue is resolved.

Practice Feedback [How this works](#) [Refresh](#)

DATE	SCREEN	TYPE	RATING	SUBMITTED BY	STATUS	
07/05/2026 22:36	Allergy Vue	Performance	★★★★★	Imking	Acknowledged	View
07/05/2026 22:35	Allergy Vue	Usability	★★★★☆	Imking	New	View
07/05/2026 21:30	Allergy Vue	General	—	Imking	New	View
07/05/2026 21:29	Allergy Vue	General	—	Imking	New	View

Opting out of a beta

Some feedback forms include a **Beta Opt-Out** option. If a feature isn't working for your practice, you can use it to remove your **whole organization** from that beta. You'll be asked to confirm, and you can tell us why you're leaving. After opting out, your practice returns to the standard version of the feature.

You can also ask your iSalus representative or support to remove your practice from the beta.

Frequently asked questions

Do I have to fill in every field?

No. Send as much or as little as you like. Even a quick star rating helps.

Where does my feedback go?

To the iSalus product and support teams. It's reviewed, tracked through to resolution, and often shapes the next update to the feature.

Is my feedback private to my practice?

Your practice can see the feedback it has submitted. iSalus staff can also see it so they can act on it. Don't include information you wouldn't want our team to read, and follow the patient-privacy guidance above for attachments.
