HealthSource

5.18 Release Notes
Release Date: July 21, 2022

Document revision history

Publication Date: 07/19/2022

Document Version: 3.0

Contact Information

Ciox Health
120 Bluegrass Valley Parkway
Alpharetta, GA 30005
Customer Care Phone Number: 877-358-6939

Copyright and Trademarks

HealthSource 5.18 Release Notes

Table of Contents

Correspondence Letter improvements

The Correspondence letters for the following Reasons have been updated to be explain why the request cannot be filled. The ==highlighted== text below signifies the additions.

Health Care Power of Attorney Missing
Thank you for your request for records. For a request for medical records to be processed, a copy of health care power of attorney ==(sometimes called a living will or an advance directive)== must be included with the authorization and request you submitted (see 45 CFR Part 164.502). Please resubmit your request with such documentation so we may expedite your request for records.

Provide a HIPAA Valid Authorization or a Court Order
Due to the nature of the protected health information, please provide a valid HIPAA authorization signed by the patient or their personal representative or a court order issued by the judge.

Upon receipt of the documentation requested the records will be provided. ==Please note the court order must be specific to cover specially protected data and cannot simply note "entire record" or something similar. Specially protected information includes information such as HIV, drug and alcohol treatment records, or behavioral health records.== If you have any additional questions, please contact the medical record department.

User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem & Resolution	Reference #
End- User	Bulk Cancel	Account Management role unable to cancel Pending requests. Pending requests can now be canceled.	56744
End-User	Dashboard	Performance improvements.	58964
End- User	DDS barcode	DDS barcode fields configured for only barcode numbers should not allow alphanumeric. When/If Requesters are set up for barcodes, the logic they select, either numeric or alpha-numeric, will be the only one allowed to be entered for that requester.	41893
End-User	Error	"Error: An unexpected error occurred" when opening on some electronic requests that are created by "svc_cf_unityprod" (ex: Chart Finder). Requests being created with a Workflow Instance ID resulting in fetch errors. All requests will now have an associated Workflow Instance ID.	60047
End-User	Error	"Error- Unable to fetch request" when opening a Digital Fulfillment Review request when flagged as Exception. Digital fulfillment review requests flagged for exception can be opened.	60735
End-User	History event	'Request sent to Back Office' incorrectly recorded when moving from QC to Awaiting Cert. "Request Moved to Certification" will be recorded when the requests move to Certification.	36768
End-User	History export	Export icon not displaying in History window using IE 11. Now displaying.	48979

End- User	Logging	Document icon labels that are disabled should not change when clicking on them. Correct labels applied to associated icons.	32558
End- User	Patient Identifier fields	Patient Identifier field, Order ID, should not allow a special character of period(s)	39713
End- User	Technical	Optimization- Need to use a single call to get Site info and perform patient lookup	60747
End-User	Technical	Optimization- Need to use Azure cloud (create new table) to temporarily store messages so they display faster.	60067
End- User	Request Letter	Thumbnails not vertically aligned correctly in Ready to Fulfill and Digital Fulfillment Review Thumbnails aligned.	59940
End-User	Search Sort by Site	Search results needs to be sortable by Site number. Can now be sorted by Site ID.	34088
Administration	QC Config	Site specific config screen Save and Cancel buttons not working in Platform Admin. Save and Cancel buttons correctly refresh screen with updated values in Platform Admin.	58797
Administration	Site Preferences	After Reason for Request made inactive, field does not allow date from Date Picker. Days Due value remains on-screen when *date picker* is used to change dates.	53560
Administration	Site Preferences	Due Date Rules screen duplicates Reason for Request row when cancelling. Duplication no longer occurs.	55943
Technical	ASM-Artifact Audit Trail	Need to improve the time to run report of restored requests. Index added to improve query performance.	48535
Technical	ASM- Data cleanup script	Need a new index of eID and state timestamp for new script to help script run faster	47562
Technical	Record Hub	APIs and HS database needs to be updated to accommodate removing documents when necessary for pull & destroy	61013
Technical	Performance Trending	Occasionally the batch processing is missing	60153

		User data records for the BHSIL/Reporting system to use in creating the trend graphs	
Technical	Switchboard	Automatically cancel any Digital Fulfillment request when attempting to move to Ready to Fulfill state if 'Digital Only Flag" is true	61152
Technical	Switchboard	Both Fulfillment Types need to be sent to Back Office when fulfilled by BOT/API and manually	60932