

HealthSource

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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 Type (End-User, Administrator, Technical)	Area	Problem & Resolution	Reference #
End- User	Bulk Cancel	Account Management role unable to cancel Pending requests.	56744
Fod Hoov	Dachbaand	Pending requests can now be canceled.	E90C4
End-User End- User	Dashboard DDS barcode	Performance improvements. DDS barcode fields configured for only barcode numbers should not allow alphanumeric.	58964 41893
		When/If Requesters are set up for barcodes, the logic they select, either numeric or alphanumeric, will be the only one allowed to be entered for that requester.	
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	60047
End-User	Error	Workflow Instance ID. "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 excepted.	60735
End-User	History event	exception can be opened. '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



not change when clicking on them. Correct labels applied to associated icons. End- User Patient Identifier fields Patient Identifier field, Order ID, should not allow a special character of period(s) End- User Technical Optimization- Need to use a single call to get Site info and perform patient lookup Optimization- Need to use Azure cloud (create new table) to temporarily store messages so they display faster. End- User Request Letter Thumbnails not vertically aligned correctly in Ready to Fulfill and Digital Fulfillment Review Thumbnails aligned. End- User Search Sort by Site Search results needs to be sortable by Site number. Can now be sorted by Site ID. Administration OC 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. 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. Administration Site Preferences Due Date Rules screen duplicates 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. Administration 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. Administration ASM-Artifact Audit Trail Technical ASM-Artifact Audit Trail ASM-Artifact Audit Trail Alex added to improve query performance. Need a new index of elD and state timestamp for new script to help script run faster APIs and HS database needs to be updated to accommodate removing documents when necessary for pull & destroy				
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	Technical	•	APIs and HS database needs to be updated to accommodate removing documents when	61013
Tachnical Performance Trending Occasionally the batch processing is missing 601				
reclinical renormance trending Occasionally the patch processing is missing 601	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	61152
		request when attempting to move to Ready to	
		Fulfill state if 'Digital Only Flag" is true	
Technical	Switchboard	Both Fulfillment Types need to be sent to Back	60932
		Office when fulfilled by BOT/API and manually	