



# HEALTH **SOURCE**

## 6.1 Release Notes

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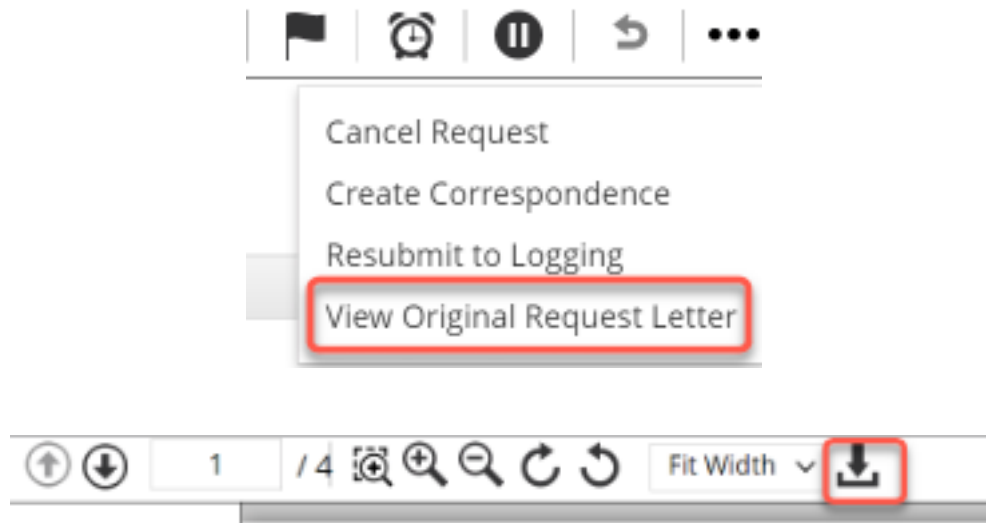
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## Pull List – View Original Request Letter changes

In HealthSource Release 5.19, deployed on 08/11/22, the parent Request Letter/Coversheet is no longer copied to each of the child requests. Instead, the child has its own generated Coversheet. When you are in the child request and need to see the parent's request letter, select the View Original Request Letter from the more options in the top right corner. The View Original Request Letter window opens with the following changes:

- Download ability
- Redact ability has been removed



## Escalate request workflow

The ability to escalate a request is an existing feature for Users who work on Hospital Corporation of America (HCA) requests. This feature has been improved by adding three more Escalation Reasons as seen below:

- Deficiency
- HIMD Review
- MRN Merge

In addition, the "Escalate & Submit" button was added so when a request requiring Certification has all the required fields and medical records attached, it can be submitted to the next status in the workflow. This button is visible for requests that have the Certification field checked.

The screenshot displays the software interface for request management. A modal window titled "Add Escalation" is open, showing a dropdown menu for "Escalation Reason". The menu options are: -- Select Reason --, Alternate Media, CPN, Certification, Deficiency, HIMD Review, MRN Merge, Offsite Records/ Unable to Access, Offsite storage vendor-No Response, Psych Approval, and Unable to Locate or Re-Creation. The "Deficiency", "HIMD Review", and "MRN Merge" options are highlighted with a red box. Below the dropdown, there is a section for "Comments" with the text "Awaiting Certification" and a section for "Escalation Removed" with the text "Escalation Removed: kim.king1 Site: 13270-Site Name Change 08/31/2022 14:46:48 PM".

In the background, the main interface shows a request card for "Intake: Manual" with "Request Status: Fulfillment Exception" and "Reason: Fulfillment QC Failed". The card includes fields for "PO BOX 1390", "City: ST PETERS", "Major Class: Copy Service", and "Phone: 800-999-9589". A red box highlights the "Escalate and Submit" button in the bottom right corner of the interface.

At the bottom of the screenshot, there is a section for "Delivery Method" with two radio buttons: "Electronic (Default)" and "Onsite Delivery". Below these are two checkboxes: "Check this box if the request letter specifies records be delivered electronically (CD or eDelivery/email)" and "Check this box if the request letter specifies records be certified". The second checkbox is checked and highlighted with a red box.

## User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem/Error  Solution implemented/amended behavior	Reference #
End- User	Child requests	When Record Types and/or DOS are edited, the updates aren't on the child coversheet.  Revised Record Types and/or DOS will now display on the coversheet.	62185 62688
End-User	Fulfillment- Error	Receive Error updating the request & fetching request when City has more than 18 characters  Cities with long names no longer cause an error.	62220
End-User	History events	After changing the Site to another Site when in Ready to Log status, the wrong Site Name displays after the correct Site number.  The Site name has been corrected.	62498
End-User	IEX 3 <sup>rd</sup> Party	Two external ROI IDs are created instead of one. Both IDs are in the History screen.  Only one external ROI is created.	63069
End-User	Medical Records	Blank pages exist in the Medical Record after Wired NLP is performed and finds no conflicts.  When there are no conflicts, there won't be an update to the Medical Record which will help the Back Office exception.	63029
End- User	NPI field	In read-only mode, the NPI field is incorrectly Y instead of N.  The NPI field has N for No when the User has not entered a NPI or has selected No provider Found on the request screen.	58074
End-User	Subpoena MTQ Hold	When two Users attempt to open same request, one user gets Fetch error instead of read-only mode.  One user will be able to edit, and the other user will be in read-only mode.	57971
Administrator	User Config	Platform Admin, User Config screen revised with new tab to filter for Inactive Sites in	61891

User Type (End-User, Administrator, Technical)	Area	Problem/Error Solution implemented/amended behavior	Reference #
		preparation for enabling Users to open requests in read-only for Sites that have been deactivated (termed or merged)	
Administrator	Requester Config	Internal Requester screen does not display any Document Types to be selected  Screen now shows the Document Types that can be selected	62809
Technical	HS_artifacts	The Update date is being put in the created_dt instead of the updated dt.	40644
Technical	Record Hub	Added ability to search requests by Ready to Download status	62395
Technical	OS Security updates	Security Vulnerabilities – OS updates on all HS components	63013