



## HEALTH SOURCE

### 8.20 Release Notes

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# HealthSource TrayApp Release Notes

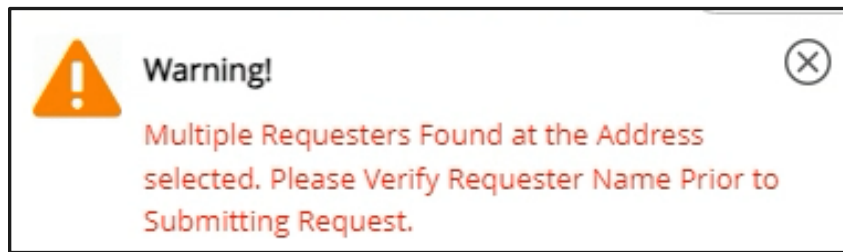
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## Requester Lookup New Pop-up Warning

In an effort to reduce UADs, a new popup will ask you to double-check that the correct Requester has been selected because there is another Requester(s) with an identical address with a different name. This popup serves to remind you to look at the Request Letter name and address and look for the correct Requesters one more time to confirm before submitting the request.

The popup will display for the Standard and Pull List parent requests. Click the 'x' or click the cursor on the screen to proceed. The data that you typed into the Requester lookup criteria fields displays. Click the Find Requester button to see the lookup results again.



Comparison examples below:

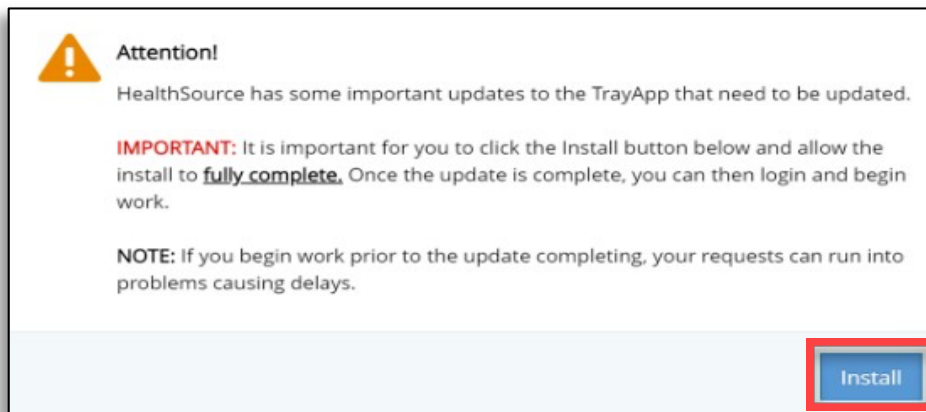
System compares the data elements below to the Requester selected					
	Address Line 1	Address Line 2	State	Zip (First 5 compared)	Warning popup displays
Example Requester 1	2924 DAVIE RD	STE 201	FL	33314-1615	
Example Requester 2	2924 DAVIE RD	STE 201	FL	33314-1615	
Example Requester 3	2924 DAVIE RD STE 201		FL	33314-1615	
Example Requester 4	2924 DAVIE ROAD	STE 201	FL	33314-1615	NO

**Note:** Address Line 3 is also compared

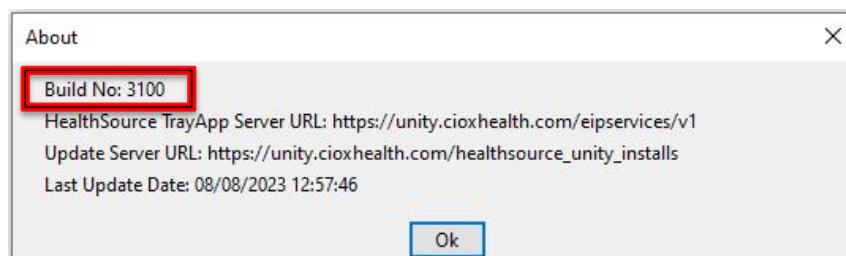
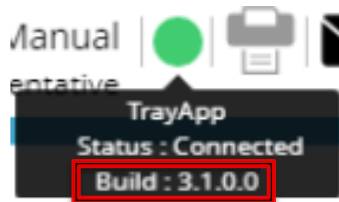
## TrayApp 3100 Upgrade

**Please clear your cache before and after performing the install.**

A new TrayApp is available with Release 8.20 on 10/05/23 and should be installed. If you receive the below message upon HealthSource login, click *Install* button and follow the on-screen prompts.



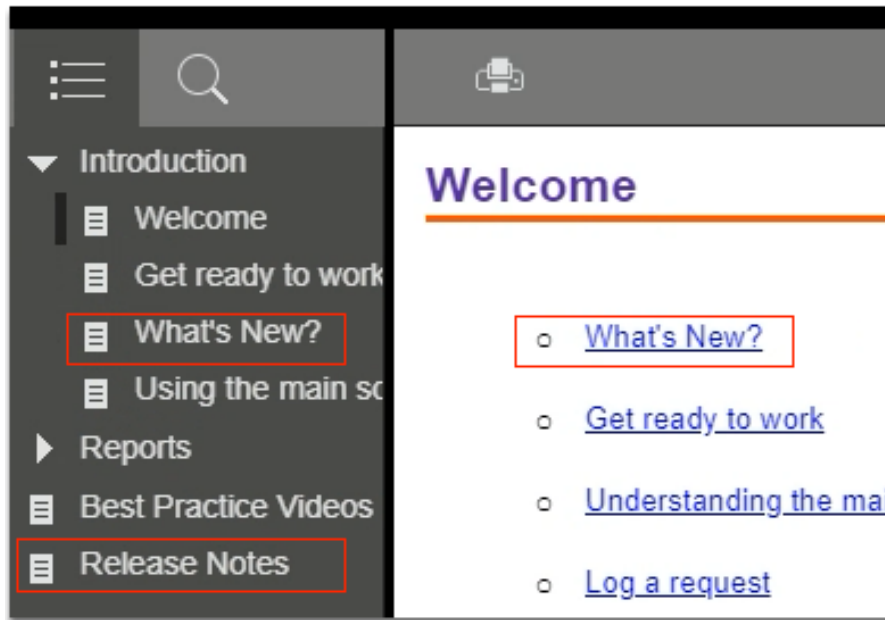
A successful install has 3.1.0.0 in the HealthSource upper right corner, and “Build No: 3100” in the TrayApp ‘About’ screen that is typically located in the lower right corner of your desktop. The *Last Update Date* may be different from below.



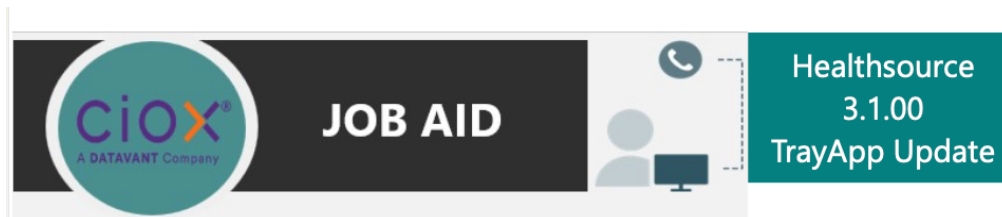
The TrayApp 3100 version contains the following enhancements:

- Medical Record page count mismatch for large files
- Secure capture - Print issues on printing multiple times with certain PDFs
- Security updates
- OpenJDK & Java 17.0.7

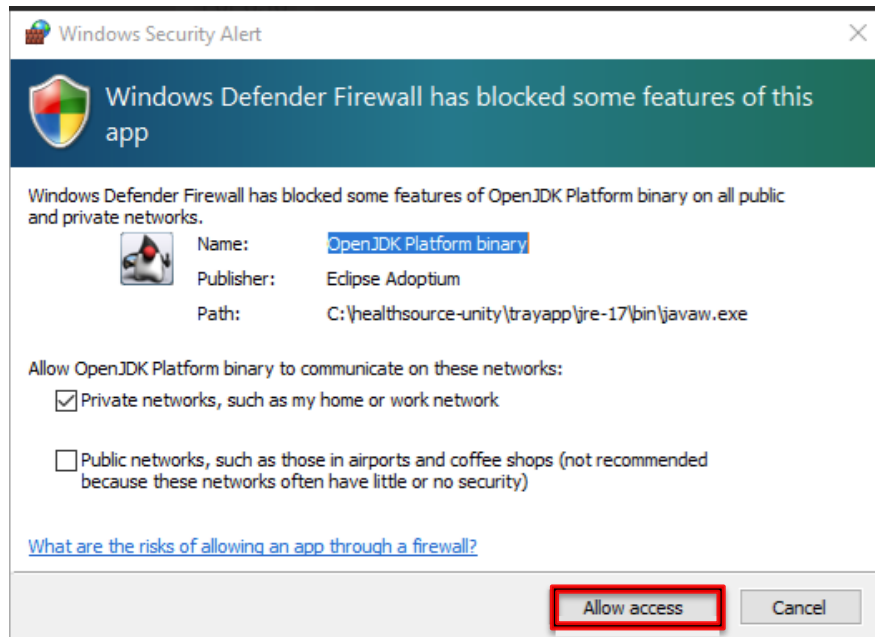
For end-user install details and how to continue using the older TrayApp temporarily, please see the *HS TrayApp 3100 Job Aid* that was sent from “SM-HSProductManagement”, or access from the HealthSource **Help** icon (question mark), then click the What’s New or Release Notes link.



The Job Aid looks like this



During the auto update Install, a Windows Defender Firewall Alert may appear as seen below. Click **Allow access** and follow the prompts to install the TrayApp. The TrayApp will get installed.



### **Ciox machines not using the VDI**

HealthSource will automatically prompt you to click the Install button upon login for most Users with Ciox machines. Users can continue to use the prior TrayApp, version 3000, temporarily if the auto update fails. Should you require additional time for installation after 10/05/23, be assured that HealthSource will continue to work for existing users until April 2024, however any new features released in HealthSource may not be available via that version of the TrayApp

### **Non-Ciox machine Users: Partners and some Health Systems who use deployment push technology**

For non-Ciox machines such as Partners, and large Health Systems that use push deployment technology, the TrayApp v3100 was made available for download on Thursday, August 10, 2023, via the download web site for the local IT Department to access. Users can continue to use the prior TrayApp, version 3000, temporarily if the auto update fails upon HS login.

Should you require additional time for installation after 10/05/23, be assured that HealthSource will continue to work for existing users until April 2024, however any new features released in HealthSource may not be available via that version of the TrayApp.

Technical instructions for the IT Department to follow are contained in the *IT Department Instructions & FAQ* document which has been emailed to Partners, and to the HealthSource Release distribution list, from “SM-HSProductManagement”.

### **Ciox Horizon VDI Users**

For Users of the **Horizon VDI** (vmware) to access HealthSource, the TrayApp got updated with version 3100 on Friday, 09/22/23. You should not see the Update message upon login, but if you do, click to Install, and follow the prompts

## User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem/Error Solution implemented/amended behavior	Reference #
End-User	Pre-fulfillment Approval	The History screen shows an event of failure instead of approved When the User approves the request from the Search screen, the event says approved now	68208
Administrator	Bulk Import	User Roles of Customer Service and Client Service Representative have been updated to Customer Service (Call Center) and Client Service Representative (CSR Field) under User Configuration and Clarity Roles/Permissions in Platform Admin.  The same has been updated in the Site Access Request Form to support Bulk Import of User provisioning.	67686
Technical	Intake	Attorney requests aren't being created electronically via the API with the Secondary Reason, SSI Claim 2 <sup>nd</sup> Request A script change fixes this in Prod	69860
Technical	NLP - Wired	Requests are now moving correctly to NLP that were not due to error, Key (workflow_request_identifier)=() is not present in table "hs_wired_xref"	68824