

# 10.2 Release Notes

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datavant

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**NEW** HealthSource Customer Experience: 1-800-367-1500 ext 4

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# Return to Logging child requests

When a Pull List child request is in a logging status, after the Requester has been *changed* on the parent request, the Logger needs to be able to see the parent Request Letter so the Requester ID can be changed. Now, the parent request letter can be viewed.

## **Before the change**

When the parent request is associated with the *wrong* requester, there was not a way to quickly correct the Requester IDs of the child requests. Therefore these requests are sent to Logging for the correct requester to be added. However there was no option to 'View Original Request Letter ' on the Logging screen.

## **After the change**

If the Request is a Pull List Child Request and sent to Logging, The Logger can now see the parent Request Letter via 'View Original Request Letter ' under the more (three dots ...) action

# Correspondence Letter-Typed Signature

A new Correspondence Reason and Letter have been added to let the Requester know that a typed signature on the Authorization requires more validation by Datavant.

Signature Discrepancy ⓘ  
 Statement of Assurance ⓘ  
 Subpoena - reproductive health records ⓘ  
 Typed Signatures are not Valid ⓘ  
 Written Consent Required (To Patient) Missing ⓘ  
 Other ⓘ

[Edit Correspondence](#)

Typed signatures need additional verification

The body of the new letter is below

We are unable to comply with your request at this time for the following reason(s):

**Typed Signatures are not Valid**

Thank you for your medical records request for the patient above. However, we cannot disclose medical records with a typed signature of the patient without proper verification that the patient has authorized this disclosure. In order to do so, please submit a copy of the individual authorizing the disclosures valid photo ID, or a handwritten signature on the attached authorization or you may provide an electronic signature that meets the requirements of the United States Electronic Signatures in Global and National Commerce Act (ESIGN) and the Uniform Electronic Transactions Act (UETA). These Acts outline major requirements for an electronic signature to be recognized as valid under US law. Those requirements are:

- Intent to sign by showing that the individual who has provided the electronic signature approved terms and read and approves the content of the document, identifies the signer and shows the integrity of the document
- Consent to do business electronically
- Clear signature attribution with the capability of verification
- Association of signature with the record
- Record retention - The E-Sign requires an institution to maintain an electronic record reflecting the agreement by the individual that their electronic signature was provided and permitted to be applied to the document submitted.
- A certification of the requestor's policies or the standards used to verify electronic signatures, incorporating the elements of message integrity, non-repudiation, and user authentication described above.

Should you have any questions, please contact the Health Information Management department at the facility for further discussion.

Please re-submit your request to the facility with the requested information in order to have your request processed.

# Login & functions work when the Back Office is offline

In the past when the Back office system, or networking to the Back Office was down, you could not login to HealthSource nor create a request or perform other functions. Also, Smart Request application users could not perform a request search successfully.

This has been changed to allow you to login and create all request types except Facility Internal (BOC) requests. All functions will operate successfully.

# User Experience & Technical Enhancements

User Type (End-User, Admin, Tech)	Area	Problem/Error Solution/New Behavior	Jira Unity Ref #
End-User ▾	Auto Fax Part 2	Auto Fax failed/exception changes (pilot only Sites), Introduce two new Delivery milestone statuses: Auto Fax In Progress, Auto Fax Exception	72443
Digital Fulfill... ▾	Digital Fulfillment PAYI	PAYI batch requests containing ChartIDs that are non numeric (ex: all alpha) are not getting populated in requests and therefore can't be digitally fulfilled  Now the ChartID populates and is eligible for Digital Fulfillment	72533
End-User ▾	Logging Automation (STORK)	Some requests submitted via Upload Request Letter function do not contain the Request Letter when there are multiple separator/divider pages next to each other  The Request Letter now displays for requests uploaded using the separator/divider pages when next to each other.	72469
End-User ▾	Pull List- Parent Request Letter	If the parent request is associated with the wrong requestor, there is not a way to correct the requestor ids of the child requests. These requests are sent to Logging for the correct requester to be added. Currently we don't have the option to 'View Original Request Letter' in the Logging screen  If the Request is a Pull List Child Request and sent to Logging, The Logger can now see the parent Request Letter via 'View Original Request Letter' under the more (three dots ...) action. See <i>previous pages</i>	72462

End-User ▾	HS continues to operate - RSP dependency removed	HealthSource functions did not operate when the Back Office, or connectivity to the BO, was done. Now Users will be able to login and create requests, except Facility Internal (BOC) requests. <i>See previous pages</i>	71234
Tech ▾	Browser-based MR attaching	Pilot phase- page counts corrected	72529