



## HEALTH **SOURCE**

### 8.7 Release Notes

Release Date: March 30, 2023



## **Document Revision History**

Publication Date : 03/29/2023

Document Version :7.0

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# HealthSource 8.7 Release Notes

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## TrayApp version 3.0.00

A new TrayApp is available with Release 8.7 and must be installed on or before April 21, 2023. The TrayApp contains enhancements for attaching large files and multiple files, and mandatory security updates. More explanation is below.

- Large pdf file triggers out of memory issues
- When a second file is attached to the request
  - sometimes the system gave page mismatch differences
  - sometimes the second file would not be attached because it contained a “#” symbol in the file name

For Users of the **Horizon VDI** (vmware) to access HealthSource, the TrayApp gets updated with version 3.0.00 on the evening before the Release on 03/29/23 from 8:00pm EDT until 10:00pm EDT and requires downtime for the Virtualization Team to update the VDIs.

For more end-user details and how to continue using the older Trayapp temporarily, please see the *HS TrayApp 3000 with Screens Job Aid*. The Aid has the following on the first page.

**Introduction**

HealthSource 8.7 (release date 03/30/2023) contains a mandatory update to the TrayApp. The TrayApp will update automatically for most users, with or without Administrator-level access/permissions.

This document provides instruction on how to proceed if the TrayApp does not automatically update including:

- ↻ How to manually update the TrayApp
- ↻ How to continue working with the previous TrayApp until 04/21/2023



**Disclaimer:** If the TrayApp is not updated prior to 04/21/2023, your instance of HealthSource will encounter severe connection issues and severely degraded functionality.

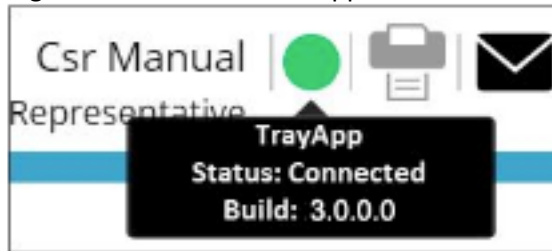
The TrayApp will automatically update upon a HealthSource login for most Users with Ciox machines as Ciox IT maintains Administrator access/permissions to those computers. Users can continue to use the prior TrayApp, version 2710, temporarily if the auto update fails until April 21, 2023, 11:59 pm EDT.

Partners and Sites that manage their own computers will also see the auto-update message however, the update will fail as a Ciox does not have Administrator access/permissions to those computers. In those cases, users should contact their IT departments to receive the update.

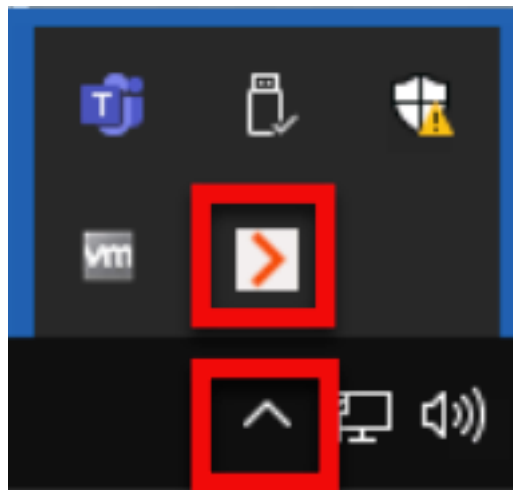
## Trayapp Update Scenarios

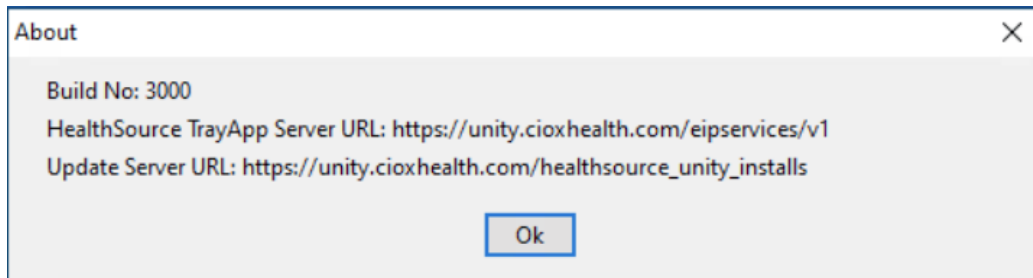
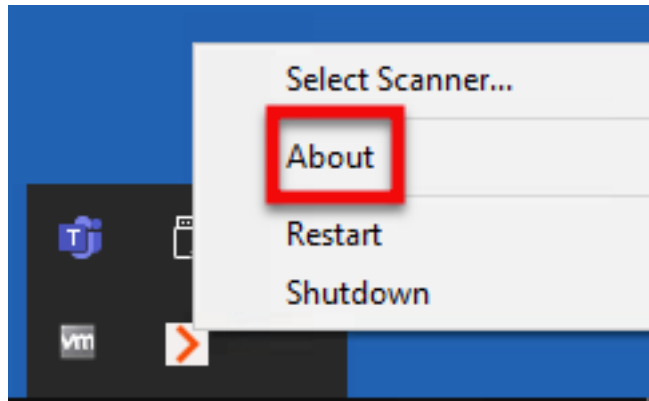
Trayapp Update Time	Suggested Update Method
Before Friday, April 21, 11:59 pm EDT	Auto-update login
After Friday, April 21 12:00 am EDT	<b>HealthSource will not work.</b> Auto-update can be attempted however, failure may occur. If failed, then Manual update required.

A green circle displays in the upper right in the HealthSource application with “Build: 3.0.0.0”.



Build No: 3000 displays in the ‘About’ window after clicking on the TrayApp chevron in the Microsoft Windows taskbar system tray (usually in the lower right corner).





## eRequest ID Search for Inactive/Termed Sites

The eRequest ID can now be used to search for a Request that has a Site that has been termed or deactivated instead of having to select the Inactive Site first. The eID can be directly entered as the 'eRequest ID' in the Unique Identifier section of the main Search screen. You may also search and select the termed or deactivated Site first and use the criteria to filter the requests.

**Unique Identifier**

Type of Identifier:

eRequest ID

Number

11347993

**Date Range**

Date Type:

Intake Date

From: mm/dd/yyyy To: mm/dd/yyyy

**Sites**

Sites or Group

All Sites

Accessed by:

Me

All	STAT/ Priority	Site ID	eRequest ID	Group ID	Requester Name	Requester Class	Patient	Total
<input type="checkbox"/>	STAT	30769 - De...	11347993		CONTINUING C...	Continuing Care	Gloria	

## User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem/Error Solution implemented/amended behavior	Reference #
End-User	Logging- Fetch error	New Requester status requests can get 'locked' and Loggers are not able to open the Request and get a unable to fetch error. This occurs when two New Requester Users are 'working' on the same Requester to get assigned.  The screen unable to fetch error no longer displays.	66066
End-User	PAYI - Chase	Indirect chase files containing some white spaces in between the data is erroring out. The request is not getting generated due to the exception  A request uploaded with a space in the City name will no longer generate an error	67747
End-User	Pull List Child	Follow-up to the Common Document Repository- an error occurred when attempting to see the original Request Letter after the parent Request was completed  An error no longer occurs because the Request Letter is now deleted from the File Storage correctly	67555 68031
End-User	Termed/Inactive Requests	The eID can now be used to search for a Request that has a Site that has been termed or deactivated instead of having to select the Inactive Site first.	67689
Technical	HCA Digital Fulfillment	The HealthSource Fulfillment Type flag is not being updated when a request is fulfilled/MR attached therefore the Reports using this flag are incorrect  The HS Fulfillment Type Flag is now updated with "HCA_Digital" when the request is fulfilled/MR attached.	67376
Technical	HCA Digital Fulfillment	A new API with request information has been created to support HCA Digital fulfillment Reporting. The API will support a maximum of 10 days.	67913