eRAD RIS

RELEASE ANNOUNCEMENT

Build 4.2023.053

UPDATED JULY 17, 2023

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PUBLICATION HISTORY

Revision	Author	Description
July 17, 2023	Kevin Brooks, Michelle Mahabir / Hilary Saltmarsh	▪ Commercial release.

SUMMARY

Release Announcement

This release of ERAD RIS 4.2023.053 introduces Patient Portal Appointment workflow enhancements and resolves a Referring Portal 404 error.

New Features

This release introduces the following features and enhancements:

Category	Redmine #	Subject	Description
Patient Portal	33896	Ability configurability to the Patient Portal No Available Timeslot notification	This enhancement to the Patient's Portal Make Appointment workflow adds configurability to the *Patient Portal No Available Timeslot* notification.
Patient Portal	34208	Make Next Available Max Search Days timeframe configurable	This enhancement to the Patient's Portal Make Appointment workflow adds configurability to the time frame for next available appointment search.

SORTED BY CATEGORY AND REDMINE

Refer to the FEATURE DETAILS section below for configuration and usage information.

Resolved Issues

This release resolves the following issues:

Category	Redmine #	Subject
Provider Admin – Logon	33644	Resolved Portal issue that was presenting a 404 error when attempting to access the Admin Home Page.

SORTED BY CATEGORY AND REDMINE

FEATURE DETAILS

Portals

Feature #33896 – Enhancements to the Portal's Available Timeslot notification

Summary

This enhancement to Portals Make Appointment workflow adds configurability to the `Patient Portal No Available Timeslot` notification.
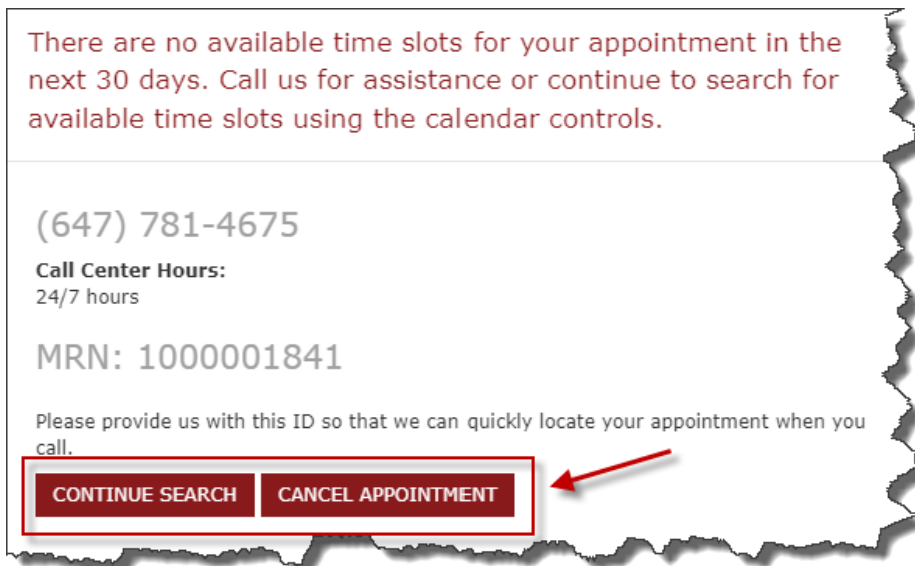
Background

Previously, when scheduling in the portals and there was no availability for the next 30 days (PortalMaxSearchDays system config), the portal would display a pop-up with the options `CANCEL APPOINTMENT` and `CONTINUE TO SCHEDULE`.

Feature Description

With this change, scheduling has been modified to allow continuous searching via a `CONTINUE SEARCH` button. If an appointment slot hasn't been identified within the configured `PortalMaxSearchDays` the popup is displayed and the `CONTINUE SEARCH` button can be used to search the next `PortalMaxSearchDays` range.

Additionally, the verbiage on this notification is now configurable and the option buttons have been rearranged.

There are no available time slots for your appointment in the next 30 days. Call us for assistance or continue to search for available time slots using the calendar controls.

(647) 781-4675

Call Center Hours:
24/7 hours

MRN: 1000001841

Please provide us with this ID so that we can quickly locate your appointment when you call.

CONTINUE SEARCH   CANCEL APPOINTMENT

NOTIFICATION WILL APPEAR IF SYSTEM HAS NOT FOUND A TIMESLOT AFTER X DAYS, WHEREBY X IS PORTALMAXASEARCHDAYS.

Note that in the Provider Portal, the messaging for MRI procedures is different, and can be modified via a new `PortalNoAvailableTimeSlotsCallUsForMRI` paragraph config setting. Note also that the Patient portal does not have this functionality.

Known Limitations

While there are no Known Limitations for this feature, there is additional functionality planned for a future release that will change the implementation approach, and is expected to impact how this feature will be configured:

- FEATURE #33896 – ENHANCEMENTS TO THE PORTAL'S AVAILABLE TIMESLOT NOTIFICATION
  The new `PortalNoAvailableTimeSlotsCallUsForMRI` paragraph config setting functionality is not currently supported on the Patient portal.

Configuration Instructions

System Administrators must complete the following actions to enable this feature:

RIS Client

Changes to ParagraphConfig Lookup Table Settings

The following related settings were added or updated:

Setting	Default	Purpose
PortalNoAvailableTimeSlotCallUs	There are no available time slots for your appointment in the next {0} days. Call us for assistance or {1} for available time slots using the calendar controls.	Message text to display on the No available time slots pop up while scheduling an appointment. The {1} variable represents the continue search button text.
PortalNoAvailableTImeSlotCallUsForMRI	There are no available time slots for your appointment in the next {0} days that match the selected search and provider preferences. Call us for assistance or {1} by adjusting the calendar and other search options.	Message text to display on the No available time slots pop up while scheduling an MRI magnet type procedure. The {1} variable represents the continue search button text. Note - This functionality is not currently supported on the Patient portal.
PortalContinueToSearchButton	Continue Search	Button text to display on the No available time slots pop up while scheduling an appointment.
PortalCallCenterInfoWithID	Please provide us with this ID so that we can quickly locate your appointment when you call.	Message displayed on the Medical Record page, prior to submitting a date range for the C-CDA.

Feature #34208 – Configurable Next Available Search Days timeframe

Summary

This enhancement to the Patient Portal's Make Appointment workflow adds configurability to the timeframe for next available appointment search.

Feature Description

Previously, the search for the next available date was a hardcoded value of `60` days.

With this change, this timeframe is controlled via a new `PortalNextAvailableMaxSearchDays` configuration setting.

AVAILABILITY IS DISPLAYED WHEN AN APPOINTMENT IS FOUND WITHIN THE CONFIGURED TIMEFRAME.

Service Team Upgrade Instructions

No Service Team actions are necessary to deploy this feature; however, optional configuration is available:

Portals

Changes to applicationsettings.config

- Configure `PortalNextAvailableMaxSearchDays` to desired search range. Default is `60`.

Configuration Instructions

Service Team assistance is required to enable this feature.