eRAD RIS

RELEASE ANNOUNCEMENT

Build 4.2023.021

UPDATED APRIL 24, 2023

PUBLICATION HISTORY

Revision	Author	Description
April 24, 2023	Kevin Brooks, Michelle Mahabir / Hilary Saltmarsh	▪ Commercial release.
April 24, 2023	Kevin Brooks	▪ Formatting edits

SUMMARY

Release Announcement

This release of ERAD RIS 4.2023.021 introduces a feature for a Simplified Make Appointment workflow in the Patient Portal.

New Features

This release introduces the following features and enhancements:

Category	Redmine #	Subject	Description
Patient Workflow – Make Appointment	24754	Simplified Make Appointment Workflow	This enhancement the Patient Portal simplifies the Make Appointment workflow to provide ease of use to the patient.

Refer to the Feature Details section below for configuration and usage information.

Resolved Issues

This release resolves the following issues:

Category	Redmine #	Subject
Patient Portal	33804	Resolved an issue for that was causing exceptions during scheduling when the Zip Code field was null in patient contact information.

FEATURE DETAILS

Patient Portal

Feature #24754 – Simplified Make Appointment Workflow (Outside of Log In)

Summary

This enhancement to the Patient Portal simplifies the Make Appointment workflow to provide ease of use to the patient.

Feature Description

Previously, the Make Appointment workflow (outside of log in) was slightly complex causing reluctance throughout the process due to several errors and soft-stops with matching patient data.

With this change, the simplified workflow will not require the patient to match previous appointment information in RIS and will only collect general information about the patient to authenticate.

When the simplified Make Appointment workflow is enabled (by setting the new `SimplifiedMakeAppointment` app configuration to `True`) it can be accessed by the `Make Appointment` button that currently exist on the Patient Portal `Log-in` page.

Required: Tell us about yourself

The first step in the process is to complete the following required fields.

- First name
- Last name
- Sex assigned at birth
- Date of birth
- Phone

Note that an email field will be present but it is not a required field in order to move forward.

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Tell us about yourself

Help us find you in our system. All fields are required. Note: If this is a medical emergency, call 911. If this exam requires an immediate appointment, Please contact us.

Error: We're sorry. We can't find you in our system. Please confirm the information entered is correct and try again. Suggestion: Try alternative variations of your name (for example, James versus Jim, or Margaret versus Peg). If you're certain your information is correct, please contact the imaging center to update our records.

First Name *

Last Name *

Sex Assigned at Birth *
Male

What is your date of birth? *
1-01-2000

Mobile Phone *
(111) 111-1111

Email address
name@email.com

NEXT   CANCEL

Already have an account?
LOG IN TO YOUR ACCOUNT

User ID
User ID

Password
Password

LOG IN

Once this information is entered the system will attempt to match the patient in RIS. If the patient is matched to an existing account within RIS the patient will be pushed to the existing scheduling workflow.

If no matches or multiple matches are returned, and the existing `PPGuestAccountCreationEnabled` is set to `False`, the user will be prevented from making an appointment as a guest.

However, if no matches or multiple matches are returned, and the existing `PPGuestAccountCreationEnabled` is set to `True`, the system will advance the user to the next configured step.

Optional: Add your contact information

The requirements in the second step for these fields below are configurable via the new, `GuestAppointmentContactInformation` app configuration.

- Address Line 1
- Address Line 2
- City
- State
- Zip

If the app configuration is set to `Optional`, the patient will be presented with the `Add your contact information` screen but the fields will not be required. When `Disabled`, the screen will be skipped and the patient will continue to the next step.

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Make an Appointment as a Guest

Please tell us about yourself by completing the profile information. Required fields are indicated by a red asterisk (*).

Address 1	Address 1
Address 2	Address 2
City	City
State	▼
Country	US
ZIP code	ZIP code

NEXT ►   CANCEL

Optional: Enter your email address

This step is configurable via the new `GuestAppointmentEmailVerification` app configuration.

When the system configuration is set to `Required` the patient will be presented with the `Enter your email address` screen will be required to enter and retype their email address.

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Enter your email address

Enter your email address. An email will be sent to your email account with a verification code. Use this code to continue making your appointment. All fields are required.

Email address	test@email.com
Retype Email Address	name@email.com

☐ Yes, please send me information about new products and services.

NEXT ►   CANCEL

Note, if the email address is entered on the `Tell us about yourself` screen it will copy over to the email address field. However, the patient will still be required to retype it for authentication.

Once the two fields are filled out with corresponding information the patient will receive an emailed verification code.

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Check your email

Please enter the verification code from the email that was sent to your email address. You may need to check your spam folder.

Verification Code

Tip: You can copy and paste the code into this form.

Didn't recieve the email?
Send it again

NEXT ►   CANCEL

After the verification code is entered, the patient will proceed to scheduling.

The insurance and referring information will not prepopulate and will need to be entered in a freeform format.

Service Team Upgrade Instructions

> *Additional technical details and deploy instructions are available in the*
> *SERVICE TEAM EDITION of this document.*

Configuration Instructions

No System Administrator actions are necessary to enable this feature; however, optional configuration is available:

RIS Client

Changes to Practice level Overrides

The following related settings were added or updated:

Setting	Default	Purpose
SimplifiedMakeAppointment	Value=[True|False], Default=[True]	Allows the Patient Portal to present a simplified guest schedule workflow. Added in #24754
GuestAppointmentEmailVerification	Value=[True|False], Default=[True]	When [False] will skip the email verification workflow in the guest schedule workflow. Added in #24754
GuestAppointmentContactInformation	Value=[Required|Optional|Disabled], Default=[Required]	Controls if address fields are required, are displayed but optional, or skip the address page is skipped in the workflow. Added in #24754

Changes to SystemConfig Lookup Table

The following related settings were added or updated:

Setting	Default	Purpose
UnknownGenderCode	UNK	(Value=String, Default=[UNK] – Code to identify the Unknown gender; may be used to conditionally require data. Added in #24754