eRAD RIS

RELEASE ANNOUNCEMENT

Build 4.2023.068

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PUBLICATION HISTORY

Revision	Author	Description
September 6, 2023	Kevin Brooks, Michelle Mahabir / Hilary Saltmarsh	▪ Commercial release.

SUMMARY

Release Announcement

This release of ERAD RIS 4.2023.068 introduces enhanced ParagraphConfig options for Electronic Documentation.

New Features

This release introduces the following features and enhancements:

Category	Redmine #	Subject	Description
Mammography	34191	Enhanced ParagraphConfig in Electronic Lay Letters	This enhancement to Mammography adds the ability to reference specific Site and Practice level field values to provide patients with more specific information about their appointment when generating Good Faith Estimate or Layletter documents.

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

FEATURE DETAILS

Mammography

Feature #34191 – Enhanced ParagraphConfig in Electronic Lay Letters

Summary

This enhancement to Mammography adds the ability to reference specific Site and Practice level field values to provide patients more specific information about their appointment when generating Good Faith Estimate or Layletter documents.

Background

Previously, the Site Name referenced in Electronic Lay Letter communications sent to patients was not specific to the practice, resulting in patients hesitating to follow the link to view their lay letter. Patients assuming the RIS communication was a spam message would result in the need to generate and mail additional documents that could be avoided.

As these messages were configured within the RIS Paragraph Config table and not on the RADAR side, there was no ability to change whether it was referencing the site or practice.

Feature Description

With this change, `ParagraphConfig` lookup table entries have been updated to support references to:

- `{Practice.<fieldname>}`
- `{Site.<fieldname>}`
- `{PracticeExtraInfo.<fieldname>}`
- `{SiteExtraInfo.<fieldname>}`

Where `<fieldname>` may reference:

- A Practice/Site extra info code
- A database column name in the Practice or Site table.
- `Practice.FriendlyName` or `Site.FriendlyName`, which references the respective "pp_friendly_description" database column or "Patient Friendly Description" value in the Organization lookup > Edit Practice/Site > Portal > Patient tab.

This allows building a more descriptive phrase to appear in the Electronic Lay Letter communications sent to patients when customizing the supported paragraph config codes:

- `LayLetterSMSMessage`
- `LayLetterTextEmailMessage`
- `LayLetterHTMLEmailMessage`
- `GoodFaithEstimateSMSMessage`
- `GoodFaithEstimateTextEmailMessage`
- and `GoodFaithEstimateHTMLEmailMessage`

So, rather than the generic:

Hello:

 {0} has an important message for you. Click below to securely access your message. {1}".

A more specific message can be generated:

1. Hello:

 {Practice.FriendlyName} has an important message for you. Click below to securely access your message. {1}".

2. Hello:

 {Site.FriendlyName} has an important message for you. Click below to securely access your message. {1}".

3. Hello:

 {Practice.region_code} has an important message for you. Click below to securely access your message. {1}".

4. Hello:

 {Site.site_code} has an important message for you. Click below to securely access your message. {1}".

5. Hello:

 {PracticeExtraInfo.AdministratorName} has an important message for you. Click below to securely access your message. {1}".

Additionally, a message with multiple references in a single paragraph config code can be generated:

6. Hello:

{Practice.,ColumnName}{Site.<ColumnName>} has an important message for you. Click below to securely access your message. {1}

Additional Notes

In the event that the referenced ExtraInfo field does not exist, the field will fall back to the original {0} parameter value, which is the Practice/Site description for these messages. This would also occur in the event the practice or site column does not exist, if the extra info code does not exist, or if the extra info code has not been applied to the practice/site in question in the Organization lookup.

The <fieldname> (Practice/Site column name or extra info code) references are not case sensitive.

Take care to reference the Site Extra Info Code (or Practice) rather than the it's display name:

CODES WILL NEVER CONTAIN SPACES

THE DISPLAY NAME MAY INCLUDE SPACES

The Value column continues to support custom text, formatting such as <br>, <i>.

New Known Limitations

The following new Known Limitations were identified with this release:

- EXPECTED BEHAVIOR BY DESIGN (FROM #34191) – PERIODS NOT SUPPORTED IN FIELD NAME

  When creating ExtraInfo entries, do not use embedded periods. For example, {SiteExtraInfo.OfficeNumber} is acceptable, but {SiteExtraInfo.Office.Number} would not be recognized (and will fall back to the original {0} parameter value, which is the site description for these messages).

- EXPECTED BEHAVIOR BY DESIGN (FROM #34191) – INCORRECT CONFIGURATION WILL DISPLAY UNMATCHED FIELD TEXT

  Unrecognized entries - text within curly braces that is not matched - will display in the message as plaintext. For example, {SyteExtraInfo.OfficeNumber} would not be recognized ("Syte" vs"Site") and this text will be displayed in the message.

Similarly, generic references with incorrect indexing (e.g., {2}, {3} when only {0} and {1} are expected) will also not find a match. In emails these extra references are stripped out of the HTML and no longer show, but in SMS messages they would still appear as plaintext (as {2}, {3}, etc.).

Configuration Instructions

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

RIS Client

Changes to ParagraphConfig Lookup Table Settings

- Optionally customize the `Value` for each entry to utilize the new variables.

VERSION DETAILS

Code Stream

The following source code branches have been merged into this release: