eRAD RIS

CUSTOMER RELEASE NOTES

Build v3.2021.5.10

UPDATED MAY 20, 2021

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Publication History

Revision	Author	Description
May 20, 2021	Kevin Brooks / Hilary Saltmarsh	▪ Commercial release.

SUMMARY

Intended Audience

The intended audience for this CUSTOMER RELEASE NOTES document is the RIS Administration team for all eRAD RIS customers.

This document describes the purpose, configuration, and operation of new features made available with this release, identifies issues resolved in the release, and highlights any unresolved known limitations.

This information should be used by all customers to determine how these changes affect their organization's workflow, and to plan their organization's upgrade strategy for eRAD RIS.

Additional technical details and deploy instructions are available to the Service Team in the SERVICE RELEASE NOTES edition of this document.

Who Is Affected

This release of ERAD RIS V3.2021.5.10 includes both feature enhancements and a variety of resolved issues.

Notable enhancements are changes to C-CDA generation and a streamlined Exam Access Invitation workflow for the Patient Portal.

This version contains new features and bug fixes that are recommended to be applied on ERAD RIS V3.2021.4.12 installations.

⚠️ *Pleased carefully review these release notes even if your system will not be upgraded immediately, to identify and communicate any issues that may affect your organization.*

NEW SETTINGS

Summary of all settings that were added, updated, or removed.

RIS

Changes to Access Strings

The following settings were added or updated with this release:

Setting	Default	Purpose
Clinical.SendExamAccessInvitation	Value=[None|Full]	Controls access to the "Send exam access invitation" context menu from the Patient Folder for exams in Arrived status or later.

Changes to SysConfig Settings

The following settings were added or updated with this release:

Setting	Default	Purpose
ApplyCCDAStyling	Value=Boolean, Default=[True]	When False, the Patient Portal will display the CCDA Document with legacy styling. Supports practice level override. Added in v3.2021.5.10 #18070
ProcessPostEventInterval		Removed per REDMINE #29345

Changes to ParagraphConfig Settings

The following settings were added or updated with this release:

Setting	Default	Purpose
ExamAccessInvitationHTMLEmailMessage	Hello: To access your exam images or report on our Patient Portal, please {0}	HTML version of the Exam Access Invitation email.
ExamAccessInvitationSMSMessage	Hello: To access your exam images or report on our Patient Portal, please click below {0} 	Text of the Exam Access Invitation SMS.
ExamAccessInvitationTextEmailMessage	Hello: To access your exam images or report on our Patient Portal, please go to the following address {0} 	Plain text version of the Exam Access Invitation email.

NEW FEATURES

Patient Portal

Feature #18070 – C–CDA relocated to new Health Summary tab in Portal with improved formatting.

Summary

This enhancement to Patient Portal introduces a new Health Summary tab to manage and display patient's C-CDA document. In addition, the document can now be displayed with updated formatting making it easier to read, with a practice level override available to maintain the legacy formatting.

Background

Previously, the C-CDA document was accessed via the Exam Page. However, C-CDA data is not tied to a specific exam or date of service, making it difficult to ensure the patient had selected their most recent exam to view their full C-CDA history.

Feature Description

With this change the C-CDA Document is relocated to its own tab, accessible from the Main Toolbar. The feature itself has been renamed to "Health Summary" as the "C-CDA" abbreviation is not well understood by the general public.
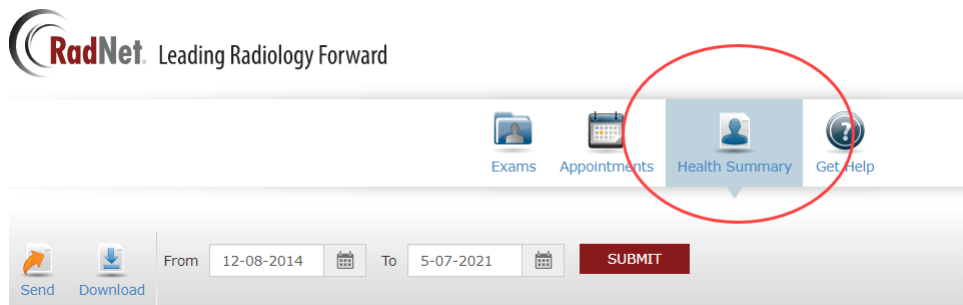
All existing functionality associated with the C-CDA is maintained, including the View by timeframe, Send, and Download functions. While the Send function has been removed from the Exam Details Page, the `Download` button remains to give patients easy access to download reports.

Selecting this new tab displays their `Personal Health Summary` in an updated, easier-to-read format that matches the look and feel of the Patient Portal. An optional site group override option is available should the customer wish to maintain the legacy formatting.

Configuration Instructions

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

RIS Client

Changes to SysConfig Settings

- The new C-CDA formatting may be disabled at the practice level by setting `ApplyCCDAStyling` to `False`.

The following related System Configuration settings were added or updated:

Setting	Default	Purpose
ApplyCCDAStyling	Value=Boolean, Default=[True]	When False, the Patient Portal will display the CCDA Document with legacy styling. Supports practice level override. Added in v3.2021.5.10 #18070

Feature #28124 – Streamlined portal Exam Access Invitation workflow using smart links

Summary

This enhancement to the Patient Portal updates the existing ICODE Portal Pass verification workflow with a streamlined smart link verification process that no longer displays the ICODE to users attempting to access their exam information on the Patient Portal.
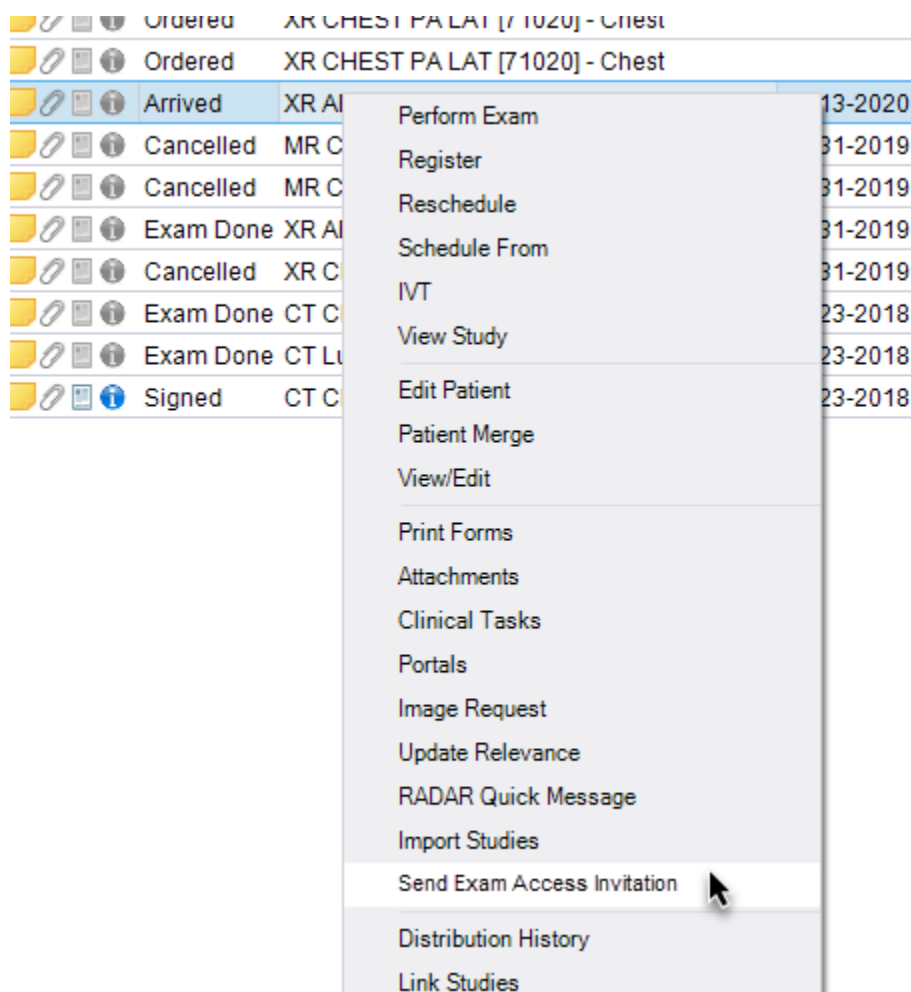
Previously, these types of requests could only be sent by logging into the Patient Portal, and could only be sent via SMS. Invitations may now be sent by either email or SMS either directly from the RIS or from the Patient Admin Portal.

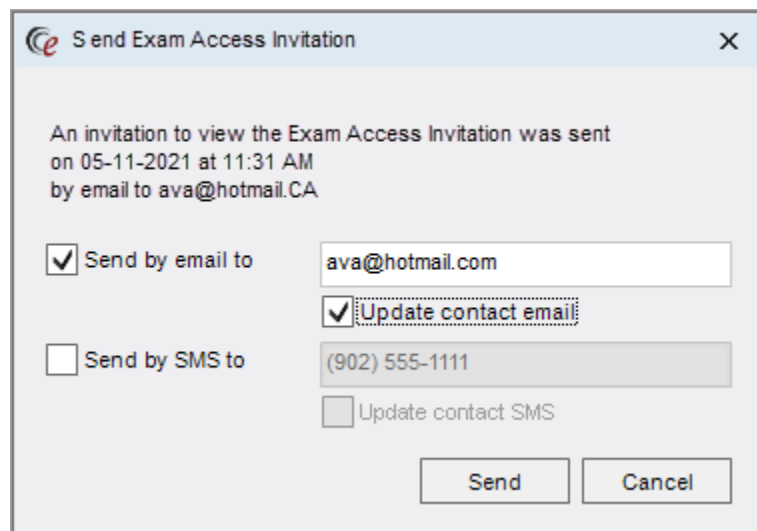*Please review the new Known Limitations identified below.*

Feature Description

With this change, a new `Send Exam Access Invitation` option is available from the context menu of the Patient Folder that allows an email or SMS to be sent (or re-sent) for studies in or after `Arrived` status.

☐⊘◻ⓤ Ordered	XR CHEST PA LAT [71020] - Chest			
☐⊘◻ⓘ Ordered	XR CHEST PA LAT [71020] - Chest			
☐⊘◻ⓘ Arrived	XR A[	Perform Exam	13-2020
☐⊘◻ⓘ Cancelled	MR C	Register	31-2019
☐⊘◻ⓘ Cancelled	MR C	Reschedule	31-2019
☐⊘◻ⓘ Exam Done	XR A[	Schedule From	31-2019
☐⊘◻ⓘ Cancelled	XR C	IVT	31-2019
☐⊘◻ⓘ Exam Done	CT C	View Study	23-2018
☐⊘◻ⓘ Exam Done	CT L[		23-2018
☐⊘◻ⓘ Signed	CT C	Edit Patient	23-2018

Edit Patient
Patient Merge
View/Edit

Print Forms
Attachments
Clinical Tasks
Portals
Image Request
Update Relevance
RADAR Quick Message
Import Studies
Send Exam Access Invitation

Distribution History
Link Studies

When sending the invitation, users can use the contact information from the patient's record or they can enter a different value, optionally updating the patient's record with the new value.

Note that the dialog will helpfully display the details of the previous request if applicable:

Ⓒ Send Exam Access Invitation ✕

An invitation to view the Exam Access Invitation was sent
on 05-11-2021 at 11:31 AM
by email to ava@hotmail.CA

☑ Send by email to   [ava@hotmail.com]
                      ☑ Update contact email

☐ Send by SMS to   [(902) 555-1111]
                      ☐ Update contact SMS

                      [Send]   [Cancel]

In addition, the same invitation may be sent (or re-sent) via the Patient Admin Portal using the `Send` button:

The request details are noted in the patient's Audit log when originating from the RIS client. At this time, requests originating from the Patient Admin Portal are not logged in Audit History (note the Known Limitation identified below).

A message will be generated and sent via the RADAR interface. The content of the messages sent from the RIS Client, as HTML email, plain text email or SMS message, is customizable via `ParagraphConfig` settings. The content of messages sent from the Patient Admin Portal is not customizable at this time (note the Known Limitation identified below).

Patients following the provided smart link will be prompted to verify their identity (no ICODE necessary):

Patients verify their identity by providing only their date of birth when simple authentication is configured. If simple authentication is disabled (via `SimpleIcodeAuth`), they must enter their DOB, zip code, provider, and either phone or email.

Once validation is complete, the patient can view their images or reports.

ℹ️ *Note that without logging in, the other portal tabs for Appointments, Medical and Get Help will not be accessible.*

Known Limitations

The following significant limitations have been identified and should be communicated to affected users:

- Exam Access Invitations originating from the Patient Admin Portal (via the `Send` button) do not appear in the patient's `Audit History`, although requests originating from the RIS client (via the new `Send exam access invitation` dialog) *are* captured in the `c_contact_log` table (including the email or SMS destination) and will appear in the patient's `Audit History`.
- The content of Exam Access Invitations originating from the Patient Portal is not customizable at this time, although the content of messages sent from the RIS Client is customizable via `ParagraphConfig` settings.
- At this time, neither the RIS Client nor the Patient Portal Exam Access Invitation activities are captured in the `c_follow_up` table, so they will not appear in the patient's `Contact Log` tab.
- BUG #29969 – MISSED RIS LOCALIZATION / PARAGRAPH CONFIG CHANGE REQUEST - Minor UI behavior issues and typos related to the new Exam Access Invitation workflow.

Configuration Instructions

System Administrators must complete the following actions to enable this feature and Service Team assistance is required for some actions:

RIS Client

Changes to RIS System Configuration Settings

- Confirm `AppointmentSummaryPatientPortalURL` is configured to enable this feature.

Changes to RIS Access String Settings

- Grant `Clinical.SendExamAccessInvitation` permissions as necessary.

The following related settings were added or updated:

Setting	Default	Purpose
Clinical.SendExamAccessInvitation	Value=[None|Full]	Controls access to the "Send Exam Access Invitation" context menu from the Patient Folder for exams in Arrived status or later.

Changes to ParagraphConfig Settings

- Customize patient communication messaging (for messages sent from the RIS Client; see Known Limitation for Portal) via the following new settings:

Setting	Default	Purpose
ExamAccessInvitationHTMLEmailMessage	Hello: To access your exam images or report on our Patient Portal, please {0}	HTML version of the Exam Access Invitation email.
ExamAccessInvitationSMSMessage	Hello: To access your exam images or report on our Patient Portal, please click below {0} 	Text of the Exam Access Invitation SMS.
ExamAccessInvitationTextEmailMessage	Hello: To access your exam images or report on our Patient Portal, please go to the following address {0} 	Plain text version of the Exam Access Invitation email.

Portals

- Note that the Service Team can adjust the authentication method as desired:
    - When simple authentication is enabled, users verify their identity by providing only their date of birth.
    - Otherwise, users verify their identity by providing their date of birth, zip code, provider, and either phone or email.

RESOLVED ISSUES AND KNOWN LIMITATIONS

Resolved Issues

This release resolves the following issues:

Redmine #	Subject
28782	Resolved Appointment book issue where selecting a timeslot in the appointment book was not pre-populating Room and Time fields.
29651	Enhanced CCDA performance when loading Personnel data.
29345	Enhanced Database performance of Meaningful Use functions by refactoring study post-processing logic.
29365	Resolved Database issue where worklist updates were delayed due to database deadlocks.
29637	Enhanced Installer to automatically run Online Registration SQL script updates.
29696	Enhanced performance of Person Merge.
29698	Resolved DB issue where deadlock counts were inaccurate in the RIS diagnostic report.
29603	Resolved Digital Forms issue when using multiple rulesets with radio button controls.
29857	Resolved intermittent Digital Forms issue where arriving a patient displayed an Index out of range error.
29428	Resolved EMR issue where EMR order updates deactivated previously active order items.
28841	Resolved Folders issue opening the Follow up folder context menu.
29881	Resolved Folders issue where the status of studies in a folder were not refreshing.
29897	Resolved Folders issue where selecting Assign to Radiologist from the Folder worklist displays an error.
29656	Resolved Identify Patient issue where recognition failed for low resolution Driver's Licenses.
27869	Resolved Insurance Eligibility issue where concurrent edits created multiple primary insurances.
29554	Resolved Insurance Management issue where it was possible to create multiple primary insurances.
29875	Resolved Insurance Management issue where saving with Self-pay option intermittently displays an error.
28452	Resolved Interfaces issue where HL7_OrderSubmitted messages are incorrectly creating "certification" rows.
29668	Resolved Contact Log issue where last Contact Log entry was not appearing on the IVT or OTS worklists.
29642	Resolved Orders Page issue where Cancelled orders with UM status of Not Recommended were not appearing in UM the UM Portal.
29899	Resolved Patient CCDA display issue when applying the CCDA page theme.
29815	Resolved Patient Demographics display issue where the blue Phone Description fields display as blank when checking in.
29690	Enhanced performance of CCDA generation.
29715	Enhanced performance of CCDA generation.
29721	Resolved Patient Folder issue where refreshing the worklist returned an error.
29887	Resolved Patient Management issue where deleting an email addresses in RIS was not marking remaining email address as primary.

Redmine #	Subject
29573	Resolved Patient Merge issue where wait cursor remains or an error occurs after completing a merge.
29701	Enhanced error reporting for handling a failed report server request.
29677	Resolved Provider WF Migration issue with the Account Migration script.
29883	Resolved Radiology Reporting memory leak issue when Reporting screen is closed.
29757	Resolved Registration issue where RIS allowed EMR orders to be saved with no procedure code.
29279	Resolved Resource Scheduling issue where validation failed when Resource Scheduling is used but not needed for the exam.
29435	Resolved Scheduling issue where "Schedule Later" was enabled even though blank procedures existed.
29612	Resolved Scheduling issue where Reservations in the appointment book appeared 15 minutes offset from their actual time.
29819	Resolved Scheduling issue where splitting an existing order would keep the split procedure on the original and create a new order with same procedure.
29878	Resolved Scheduling issue where a new patient walk-in returns an error when adding phone number.
29879	Resolved Scheduling issue where saving digital form answers returned an error.
29917	Resolved User Preferences issue where User Group permissions were not saving.
29546	Resolved Utilization Management issue to support multiple UM [A] [B] tabs when there are multiple UM orders on the same registration screen.
29413	Resolved Web Services issue where starting RIS Services could timeout due to other long-running processes.
29431	Resolved Web Services issue where the RISService service was not shutting down correctly.
29894	Resolved intermittent Worklists issue where two users in the same account could cause RIS Client to stop working.

New Known Limitations

The following new Known Limitations were identified with this release:

- FEATURE #28124 – STREAMLINED PORTAL EXAM ACCESS INVITATION WORKFLOW USING SMART LINKS (VS ICODE)

  (described above)

- BUG #29969 – MISSED RIS LOCALIZATION / PARAGRAPH CONFIG CHANGE REQUEST

  Minor UI behavior issues and typos related to the new Exam Access Invitation workflow. User messaging referring to "ICODE" may be confusing as they are not longer visible in this workflow.

- BUG #29452 – FAILED TO LOAD IMAGES AFTER PACS SESSION TIMEOUT

  This fix resolved a Provider Images issue where Portal-PACS v8 fails to load images due to a PACS session timeout.

  However, if a user is on an exam detail page after the images have been loaded and the session expires, clicking the top link to load the PACS viewer directly will present the user with the login page.

  Workaround: Reloading the page will refresh the session ID and allow the PACS link to work again.

VERSION DETAILS

Package Contents

The release package includes the following folders:

@Hotfixes	4/20/2012 8:51 AM
_Documentation	5/14/2021 2:17 PM
_ReleaseNotes	5/14/2021 5:15 PM
Client Application	5/14/2021 2:15 PM
DB	5/14/2021 2:15 PM
External WebAPI	5/14/2021 2:15 PM
Identity Service	5/14/2021 2:15 PM
Management Reports	5/14/2021 2:15 PM
RIS Service	5/14/2021 2:15 PM
Service Tools	5/14/2021 2:22 PM
Web Digital Forms	5/14/2021 2:16 PM
Web Patient Connect	5/14/2021 2:17 PM
Web Referring Connect	5/14/2021 2:17 PM
Web UM Connect	5/14/2021 2:17 PM
WebHelp	5/14/2021 2:15 PM
Build_2021.5.10.zip	5/14/2021 2:25 PM
RISServerMasterCert.pfx	3/31/2016 1:38 PM

Code Stream

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

```
3.2018.5.6~ → 3.2018.5.6.1~ → 3.2018.5.6.2~ → 3.2018.5.6.3~

3.2020.12.21

3.2021.1.4 → 3.2021.1.18

3.2021.2.1

3.2021.2.15 → 3.2021.2.15.1 → 3.2021.2.15.2 → 3.2021.2.15.3 → 3.2021.2.15.4 → 3.2021.2.15.5 → 3.2021.2.15.6

3.2021.3.1

3.2021.3.15

3.2021.4.12

3.2021.5.10
```
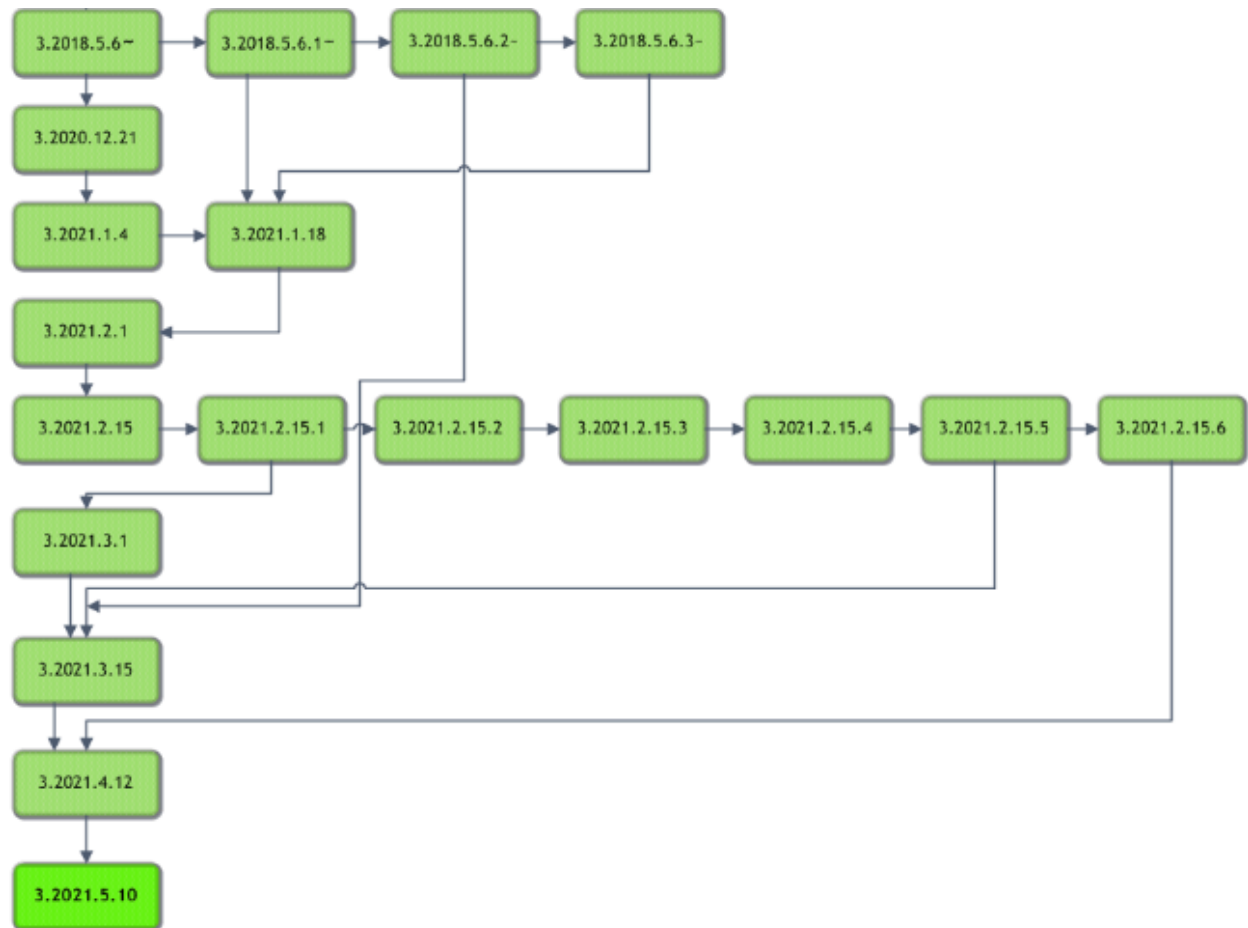
LEGEND:

Light Green = Previously Released software

Gray = Internal version, non-release version

Bright Green = Current Release

eRAD RIS Release Version Numbers

The following table details the version identifiers for components in this release:

Build	Patch	UI Version	Core Version	WS Version	DB Version	Digital Forms	Patient Portal	UM Portal	Provider Portal	Notes
2018.5	4	3.18.5.4.0(3GB)	3.18.5.4.0	3.18.5.4.0	3.18.5.4.0.02214458	3.18.5.4.0	3.18.5.4.0.961	3.18.5.4.0.961	3.18.5.4.0.961	GUI, Web Services, DB, Patient/Provider/UM Portals and Digital Forms
2018.5	4.1	3.18.5.4.1(3GB)		3.18.5.4.1						GUI and Web Service
2018.5	4.2	3.18.5.4.2(3GB)		3.18.5.4.2						GUI and Web Service
2018.5	4.3			3.18.5.4.3						Web Service
2018.5	4.4	3.18.5.4.4(3GB)	3.18.5.4.4	3.18.5.4.4	3.18.5.4.4.02297855		3.18.5.4.4.982			GUI, Web Service, DB and Patient Portal Updates
2018.5	4.5	3.18.5.4.5(3GB)	3.18.5.4.5	3.18.5.4.5	3.18.5.4.5.02314967	3.18.5.4.5	3.18.5.4.5.988	3.18.5.4.5.988	3.18.5.4.5.988	GUI, Web Service, DB and Patient, Referring and UM Portal Updates
2018.5	4.6	3.18.5.4.6(3GB)	3.18.5.4.6	3.18.5.4.6	3.18.5.4.5.02314967	3.18.5.4.5	3.18.5.4.5.996	3.18.5.4.5.996	3.18.5.4.5.996	GUI, Web Service, Patient, Referring and UM Portal Updates
2018.5	4.7			3.18.5.4.7						Web Services only
2018.5	5	3.18.5.5(3GB)	3.18.5.5	3.18.5.5	3.18.5.5.0.02404209	3.18.5.5	3.18.5.5.0.1019	3.18.5.5.0.1019	3.18.5.5.0.1019	Full version release
2018.5	5.1	3.18.5.5.1(3GB)	3.18.5.5.1	3.18.5.5.1	3.18.5.5.1.02460669	3.18.5.5.1	3.18.5.5.1.1023	3.18.5.5.1.1023	3.18.5.5.1.1023	GUI, Web Services, DB, Patient/Provider/UM Portals and Digital Forms
2018.5	5.2	3.18.5.5.2(3GB)								GUI
2018.5	5.3	3.18.5.5.3(3GB)	3.18.5.5.3	3.18.5.5.3	3.18.5.5.3.02479332					GUI, Web Services, DB
2018.5	5.4	3.18.5.5.4(3GB)	3.18.5.5.4	3.18.5.5.4	3.18.5.5.4.02587388					GUI, Web Services, DB
2018.5	6	3.18.5.6(3GB)	3.18.5.6	3.18.5.6	3.18.5.6.0.02571320	3.18.5.6.0	3.18.5.6.0.1050	3.18.5.6.0.1050	3.18.5.6.0.1050	Full version release
2018.5	6.1	3.18.5.6.1(3GB)	3.18.5.6.1	3.18.5.6.1	3.18.5.6.1.02601339	3.18.5.6.1	3.18.5.6.1.1070	3.18.5.6.1.1070	3.18.5.6.1.1070	GUI, Web Services, DB, Patient/Provider/UM Portals and Digital Forms
2018.5	6.2	3.18.5.6.2(3GB)	3.18.5.6.2							GUI
2018.5	6.3	3.18.5.6.3(3GB)	3.18.5.6.3	3.18.5.6.3	3.21.5.10.002823110					GUI and Webservices
2020.12.21	-	3.20.12.21.0(3GB)	3.18.5.6	3.20.12.21.0	3.20.12.21.0.02608693	3.20.12.21.0	3.20.12.21.0.897	3.20.12.21.0.897	3.20.12.21.0.897	Full version release
2021.1.4	-	3.21.1.4.0(3GB)	3.21.1.4				3.21.1.4.0.1075	3.21.1.4.0.1075	3.21.1.4.0.1075	GUI and Patient/Provider/UM portals
2021.1.18	-	3.21.1.18.0(3GB)	3.21.1.18	3.21.1.18.0	3.21.1.18.002652234	3.21.1.18.0	3.21.1.18.0.1081	3.21.1.18.0.1081	3.21.1.18.0.1081	GUI, Web Services, DB, Patient/Provider/UM portals and Digital Forms
2021.2.1	-	3.21.2.1.0(3GB)	3.21.2.1	3.21.2.1.0	3.21.2.1.002672074	3.21.2.1.0	3.21.2.1.0.1090	3.21.2.1.0.1090	3.21.2.1.0.1090	GUI, Web Services, DB, Patient/Provider/UM portals and Digital Forms
2021.2.15	-	3.21.2.15.0(3GB)	3.21.2.15	3.21.2.15.0	3.21.2.15.002698266	3.21.2.15.0	3.21.2.15.0.1111	3.21.2.15.0.1111	3.21.2.15.0.1111	GUI, Web Services, DB, Patient/Provider/UM portals and Digital Forms
2021.2.15	1	3.21.2.15.1(3GB)	3.21.2.15.1	3.21.2.15.1		3.21.2.15.1	3.21.2.15.1.1113	3.21.2.15.1.1113	3.21.2.15.1.1113	GUI, Web Services, Patient/Provider/UM portals and Digital Forms
2021.2.15	2	3.21.2.15.2(3GB)	3.21.2.15.2	3.21.2.15.2		3.21.2.15.2	3.21.2.15.2.1122	3.21.2.15.2.1122	3.21.2.15.2.1122	GUI, Web Services, Patient/Provider/UM portals and Digital Forms
2021.2.15	3	3.21.2.15.3(3GB)	3.21.2.15.3							GUI
2021.2.15	4	3.21.2.15.4(3GB)	3.21.2.15.4	3.21.2.15.4	3.21.2.15.402732838	3.21.2.15.4	3.21.2.15.4.1133	3.21.2.15.4.1133	3.21.2.15.4.1133	GUI, Web Services, DB, Patient/Provider/UM portals and Digital Forms
2021.2.15	5	3.21.2.15.5(3GB)	3.21.2.15.5	3.21.2.15.5	3.21.2.15.502738557					GUI, Web Services and DB
2021.2.15	6	3.21.2.15.6(3GB)	3.21.2.15.6	3.21.2.15.6						GUI and Web Services
2021.3.1	-	3.21.3.1(3GB)	3.21.3.1	3.21.3.1	3.21.3.1.002712308	3.21.3.1	3.21.3.1.0.1119	3.21.3.1.0.1119	3.21.3.1.0.1119	GUI, Web Services, Patient/Provider/UM portals and Digital Forms
2021.3.15	-	3.21.3.15(3GB)	3.21.3.15	3.21.3.15	3.21.3.15.002747230	3.21.3.15	3.21.3.15.0.1144	3.21.3.15.0.1144	3.21.3.15.0.1144	GUI, Web Services, Patient/Provider/UM portals and Digital Forms
2021.4.12	-	3.21.4.12(3GB)	3.21.4.12	3.21.4.12	3.21.4.12.002778929	3.21.4.12	3.21.4.12.0.1167	3.21.4.12.0.1167	3.21.4.12.0.1167	GUI, Web Services, Patient/Provider/UM portals and Digital Forms
2021.5.10	**-**	**3.21.5.10(3GB)**	**3.21.5.10**	**3.21.5.10**	**3.21.5.10.002823110**	**3.21.5.10**	**3.21.5.10.0.1189**	**3.21.5.10.0.1189**	**3.21.5.10.0.1189**	**GUI, Web Services, Patient/Provider/UM portals and Digital Forms**