

EQUICARE 4.11.1 Release Notes

October 2019

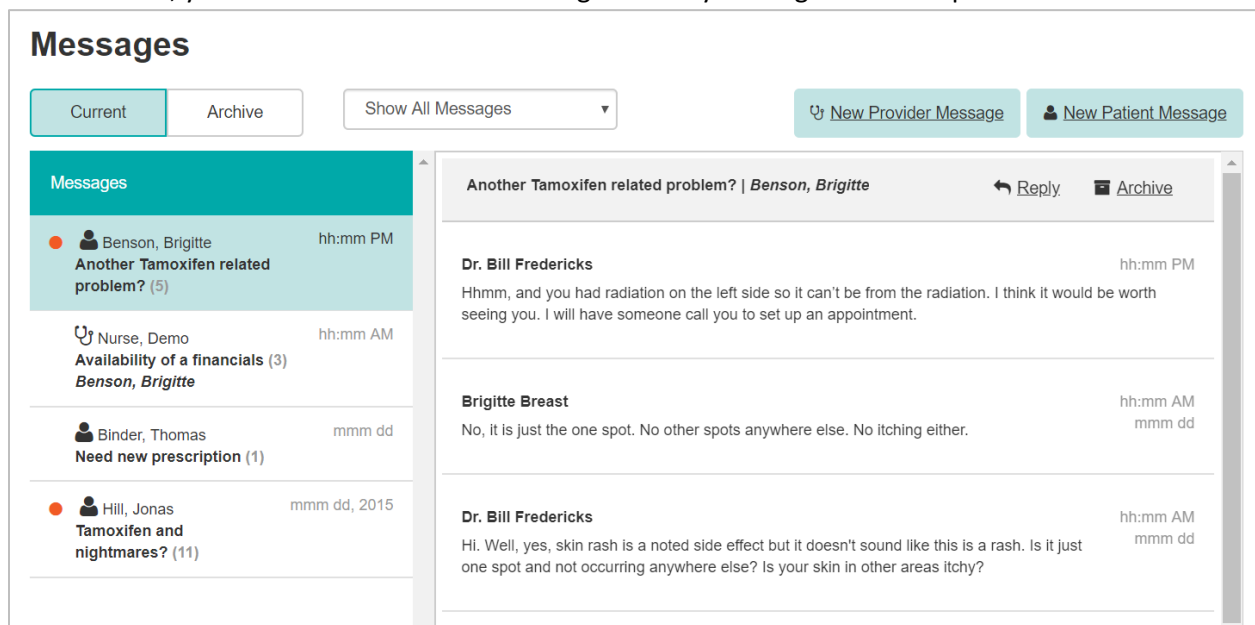
EQUICARE 4.11 (August 2019) includes a major update to the messaging feature, questionnaire integration with Mosaiq, a new System Administration tool, and a large number of important fixes to reported issues.

4.11.1 (October 2019), and includes fixes to issues discovered during the 4.11 beta testing.

Provider to Provider Communication

The *Secure Message Inbox* has been completely overhauled. Not only does it look different, with easy to navigate features, it now includes the ability for care providers to send messages to other care providers within Equicare. Now you have the option to communicate directly with patients, or communicate with your colleagues.

Just as before, you can access the Secure Message Inbox by clicking the **Inbox** option in the main menu.



The screenshot displays the 'Messages' interface. At the top, there are tabs for 'Current' and 'Archive', a 'Show All Messages' dropdown, and buttons for 'New Provider Message' and 'New Patient Message'. The message list on the left includes:

- Benson, Brigitte** (hh:mm PM): Another Tamoxifen related problem? (5)
- Nurse, Demo** (hh:mm AM): Availability of a financials (3) *Benson, Brigitte*
- Binder, Thomas** (mmm dd): Need new prescription (1)
- Hill, Jonas** (mmm dd, 2015): Tamoxifen and nightmares? (11)

The detailed view of the selected message shows:

- Subject:** Another Tamoxifen related problem? | *Benson, Brigitte*
- Sender:** Dr. Bill Fredericks (hh:mm PM)
- Message Body:** Hhmm, and you had radiation on the left side so it can't be from the radiation. I think it would be worth seeing you. I will have someone call you to set up an appointment.
- Reply:** Brigitte Breast (hh:mm AM mmm dd): No, it is just the one spot. No other spots anywhere else. No itching either.
- Reply:** Dr. Bill Fredericks (hh:mm AM mmm dd): Hi. Well, yes, skin rash is a noted side effect but it doesn't sound like this is a rash. Is it just one spot and not occurring anywhere else? Is your skin in other areas itchy?

Patient Messages vs Provider Messages:

- A Patient Message includes one patient and one care provider. A Provider Message can include as many care providers as you need.
- For convenience, a patient can be added as a reference within a Provider Message. However, that patient will never receive a Provider Message. Adding a reference makes it clear to everyone in the conversation which patient is being discussed.
- Care Providers can be added to or removed from a Provider Message at any time after the conversation has started, and a care provider can remove themselves at any time (except the person that originally sent the message).

- In the list of inbox messages, patient messages have an icon of a person, and provider messages have an icon of a stethoscope.

<h3>New Provider Message</h3> <p>Members</p> <p>Dr. Jane Phillips ✕ Beth Simmons ✕ Dr. Robert Smith ✕ John Close ✕</p> <p>Add Member ▾</p> <p>Subject</p> <p>_____</p> <p>Add Patient Reference ▾</p> <p>Message</p> <p>Write your message...</p> <p>_____</p> <p>Send Message Cancel</p>	<h3>New Patient Message</h3> <p>To</p> <p>Benson, Brigitte 3/19/1965(53Y) MRN: 12345 ✕</p> <p>Subject</p> <p>Tamoxifen article</p> <p>Message</p> <p>Hi Brigitte,</p> <p>I've assigned you the educational article about Tamoxifen. As we discussed, please keep a close eye out for any related side effects.</p> <p>Send Message Cancel</p>
--	--

Provider Notifications



To accompany the new Provider Messaging feature, we've also added Notifications for those messages. You can now receive email notifications when you receive a new message in Equicare. By default, this feature is disabled in the system. An Equicare Administrator can enable it on the *Configure Notifications* page.

Each Care Provider user can be configured to receive notifications or not. By default this feature is disabled for all user accounts. An Equicare Administrator can turn on notifications for a user by editing their account via the *Manage Users* page.

System Administration



We've added a new System Administration feature for administrator users that provides control over much of the core functionality of Equicare. It is highly recommended that this tool be used cautiously, and that Equicare Support Services be contacted if there are any questions about a setting prior to changes being made.

Mosaiq Questionnaire Integration

Sleep Disorders Screening

Questionnaire submitted: Dec 19, 2018
Thank you for completing the questionnaire.

1. Do you have difficulty falling or staying asleep?*

Yes
 No

2. How long, on average, does it take you to fall asleep?*

About 15 minutes

3. How many times do you wake up every night?*

1 - 2 times

4. Do you fall asleep while reading, watching television, talking to friends or driving?*

Yes
 No

5. Do you snore, gasp for breath, or stop breathing during sleep?*

Yes
 No

Prior to 4.11, Questionnaires completed in Equicare could be sent to Mosaiq only as a PDF. Equicare now has the ability to send Questionnaires to Mosaiq as structured data.

This means that when a patient completes a questionnaire, it can be automatically integrated with the Mosaiq Patient Reported Outcomes system.

However, this feature does not apply to all questionnaires in Equicare - it requires that a questionnaire be created in a way that it can be mapped to the data that Mosaiq is expecting.

If you'd like to integrate Equicare Questionnaires with Mosaiq, please contact our support services team to begin the process. We'll help create the questionnaire to meet your requirements.

Other Changes

Unsubscribing from Notifications

Prior to this release, a patient wanting to unsubscribe from notifications could click a link in their email notification. However, the link prompted them to send a pre-formatted email to a system administration email address.

Now, both patients and providers can be automatically unsubscribed from notifications by clicking the link. The request is processed in real-time and a webpage is opened confirming they've been unsubscribed.

HL7 and Corepoint

We've changed the way we send out HL7 messages from Equicare so that Corepoint is no longer required. This means you can send HL7 messages directly to another system. However, bypassing Corepoint means you'll lose some important features, like the ability to resend HL7 messages and access a user interface to manage all HL7 messages.

Appendix A: Defect and Bug Fixes

4.11

	Issue	Description of Fix
1	Test Result Remarks not displaying in patient portal	Test Result remarks are now displayed in the patient portal.
2	Care Provider is not validated against Active Directory via the API	Care Providers are now correctly validated against Active Directory.
3	Patient Invitation letter printed on non-English (US) language does not have a space on the patient name	The Invitation Letter printed in non-english now has the correct spacing in the name.
4	Care Provider users should not be required to re-login after forced password change.	Forced password changes no longer require another login
5	Use configured SMTP From Address as Sender Address (instead of user-input From Address), when sending CCDA by email	CCDA's sent by email now use the system configured SMTP From address
6	Patient Identifier Agent errors on patients without DOB (HL7)	Patients without date of birth no longer cause errors.
7	Name of user displayed at top right corner does not reflect name update	Updating a user's name in the care provider portal now correctly updates the name displayed in the care provider portal main menu.
8	Patients should be auto-assigned questionnaires based on "AppointmentSubtype" field	Questionnaire auto-assignment rules now correctly use AppointmentSubType instead of AppointmentType
9	Admin/Provider portals don't send new token information to DNN	Admin/Provider portals now correctly send new token info to DNN, preventing unexpected logouts and errors.
10	Questionnaire results showing multiple alerts	Questionnaire Result Alerts now only display once for each alert.
11	Patients with questionnaires assigned but that are not yet activated should be visible on Questionnaire Kiosk	Pending patients with assigned questionnaires are now displayed in the Questionnaire Kiosk.
12	Health Summary Page Select Date Range Error (Firefox)	Error is no longer displayed when changing a Health Summary date range in Firefox.
13	Questionnaire Kiosk - Top Right Menu Not Showing for Patients with No Accounts	Menu now displayed correctly in Questionnaire Kiosk for patients without user accounts.
14	Delete Patient Record functionality is not hidden when feature is disabled	The Delete Patient Record function is now unavailable and not visible when the feature is disabled in the system.
15	Incorrect date format on Patient Portal Sign-up, until language is explicitly selected	Date format is now correct on Patient Portal Sign-up when page loads.
16	Permissions on "Activate Page" incorrectly set to "Analytics Administration" on upgrade	Links within ARIA to the Activate Page now work correctly for Care Provider and Front Desk Clerk users.
17	Patient portal notification settings 'required' labels are not appearing	Enabling email notification in the patient portal without an email address now correctly displays the Required label for the email field.
18	Viewing patient user account page (with "@" in username) is taking long time to load	Usernames containing the @ character no longer cause page loading issues.

19	Change password validation not validating error for incorrect password entered	Changing password in the patient portal now displays correct error when incorrect password entered.
20	Fatal error when searching patient chart	Searching the patient chart no longer generates and error.
21	Useful Links do not display in IE11	Useful links now display in IE11
22	Page header should state "Patient Invitation" (instead of "Care Plan") for printed patient invite	Patient Invitation header now has correct title when printed as part of a care plan.
23	Subsequent Reminders created for patient problems do not have date set correctly	Reminder dates are now correctly set.
24	Encounter Notes are not displayed with correct timezone, and not sent outbound with correct timezone	Encounter Notes are now displayed and sent outbound with the correct timezone.
25	Calculation for Care Plan Printed Worklist column not optimal.	The Care Plan Printed Worklist column is now calculated as being fulfilled when the Treatment Summary, Follow-up, and Care Team pages have all been printed.

4.11.1

	Issue	Description
1	User cannot open Encounter Note if type ID is 46 or 62	Encounter Notes of type IE 46 or 62 now display correctly.
2	Care Provider favorites not based on patient facility when using "New Provider Message" link	Care Provider favorites in New Provider Message are now based on the patient's facility.
3	Able to select an External System as a destination for "Provider Messages"	The only choices available for Provider Messages setting are "None" and "Equicare"
4	Turning off the Secure Message in the Product configuration (set to inactive) breaks the Patient Portal.	The Patient Portal now works correctly when Secure Messaging is disabled.
5	Templates in wrong categories in Manage Templates	All templates are now listed under the correct categories, with new "Resources" and "Single Sign-On" categories.
6	Manage Templates in Patient Notification section have incorrect names and are missing features	All templates are displayed with correct titles and correct editing features.
7	Null entries incorrectly added to Internationalized Language table on upgrade/install	Null entries are no longer added on upgrade/install
8	Outbound MDM and ORU messages are not setting the gender/sex in the PID segment	Gender/Sex is now set in the PID segment of HL7 messages.
9	Include Patient Home Facility when sending documents outbound via HL7 MDM/ORU	Patient Home Facility is now included in the "Assigned Patient Location" field in the PV1 segment of the HL7 message.

10	Include additional Date/time and Document content fields when sending documents outbound via HL7 MDM/ORU	Additional date/time and document type information is included when sending documents via HL7.
11	Outbound not sending out documents as HL7 multi-line OBX	Multi-line OBX documents are now sent correctly.
12	Increase DB column space for Lab Result Reference Range	Column space increased for Lab Result Reference Range.
13	System shouldn't send a Care Plan to Mosaiq as Multiline OBX	Care Plans now sent to Mosaiq as PDF.

Appendix B: Known Issues

	Issue	Description
1		

Appendix C: Browser Support

- Internet Explorer: Latest Release.
- Microsoft Edge: Latest release.
- Chrome: Latest release.
- Firefox: Latest release.
- Safari (Mac): Latest release.
- Safari (iPad): Latest release supported for Patients and Clinical Users only. Equicare Administration is not supported on the iPad.

Appendix D: 3rd Party Software Support

3rd Party Software	Version(s) supported
Windows Server®	Version 2012 R2, Standard Edition (64-bit) Version 2016, Standard Edition
Windows IIS	Version 7.0 (Web Server) Version 8.5 (Web Server) Version 10
Microsoft SQL Server	Version 2014, Standard and Enterprise Edition Version 2016, Standard and Enterprise Edition
Microsoft .NET Framework	Version 2.0/3.5 (Care Provider Portal) Version 4.6.2 (Patient Portal)
VMware ESXi	Version 6.0 or later https://www.vmware.com/products.html

Appendix E: OIS Functionality

Inbound and Outbound Data

Inbound to ECS/APP	ARIA	Mosaiq	EPIC	Cerner
Demographics	✓	✓	✓/ HL7	HL7
Appointments	✓	✓	HL7	HL7
Diagnosis	✓	✓	✓/ HL7	HL7
Surgery	✓	✓	✓	
Chemotherapy	✓	✓	✓	
Hormone Therapy	✓	✓	✓	
Radiation Therapy	✓	✓		
Other Therapy	✓			
Transplant History	✓			
Comorbidities	✓	✓	✓	
Relevant Family History	✓			
Allergies	✓	✓	HL7	HL7
Test Results	✓	✓	HL7	HL7
Medical Notes	✓	HL7	HL7	HL7

Outbound to external system	ARIA	Mosaiq	EPIC	Format
Patient Questionnaire	✓	HL7	HL7	PDF
Chart Notes/Assessments	✓	HL7	HL7	PDF
Encounter Notes	✓	HL7	HL7	PDF
Survivorship Care Plans	✓	HL7	HL7	PDF
Education Summary	✓			Data log

Meaningful Use / MIPS ACI Data

Meaningful Use Requirement	ARIA	Mosaiq
Patient-Specific Education - Obj. #6	✓	
VDT - Objective #8 Measure 1	✓	✓
VDT - Objective #8 Measure 2	✓	✓
Secure Messaging - Objective #9	✓	✓
MIPS ACI Requirement	ARIA 15.5+	Mosaiq
Patient Access - Objective #3 Measure 1	✓	✓
Patient-Specific Education - Objective #3 Measure 2	✓	
VDT - Objective #4 Measure 1	✓	✓
Secure Messaging - Objective #4 Measure 2	✓	✓
Patient Generated Health Data - Objective #4 Measure 3	✓	