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CMP Weekly Release 0.1.5022

Care Management Platform (CMP)

Weekly Release

Build 0.1.5022 | June 30th, 2020

This week's Care Management Platform (CMP) updates continue to expand core application functionality and deliver on recent customer requests.

ePrescriptions Integration

CMP now integrates with Carestream Dental's ePrescriptions service, enabling you to send and manage prescriptions electronically. Carestream Dental has partnered with Change Healthcare, the nation's largest clearinghouse, to

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provide this service. Once you enroll in ePrescriptions and obtain "Clinician" user accounts from Change Healthcare, you can easily manage, submit, and generate reports for all your electronic prescriptions from within CMP.

Use the new 'Prescribers' permissions group to determine which non-administration team members can take action on patient prescriptions, including paper or electronic medication orders [Administration > User Permissions]. For electronic prescriptions, the ability to access Clinician and take action is determined by the new 'ePrescriptions Credentials' fields [Administration > Team > Team Members]. Note that your permissions within Clinician are determined by your Change Healthcare user account configuration. Clinician credentials can be validated within CMP directly, making troubleshooting easier.

Once the ePrescriptions service is configured for your practice, all patient prescriptions in CMP are handled electronically [Patient Tab > Clinical > Prescriptions]. Any existing paper-based prescriptions are automatically archived for continued review, but can no longer be printed, voided, or reordered. Clicking 'Create New ePrescription' from the Prescriptions UI opens the Clinician Rx Pad where you can create a new medication order for the patient. Once issued, all new electronic prescriptions are synchronized back to the patient's records in CMP, for continued review and access.

Clicking 'Manage ePrescriptions' opens the Clinician Patient Chart, where the patient's current list of medication orders can be managed. Note that any existing medications and drug allergies are not currently synchronized from CMP to Clinician and must be manually entered directly into Clinician.
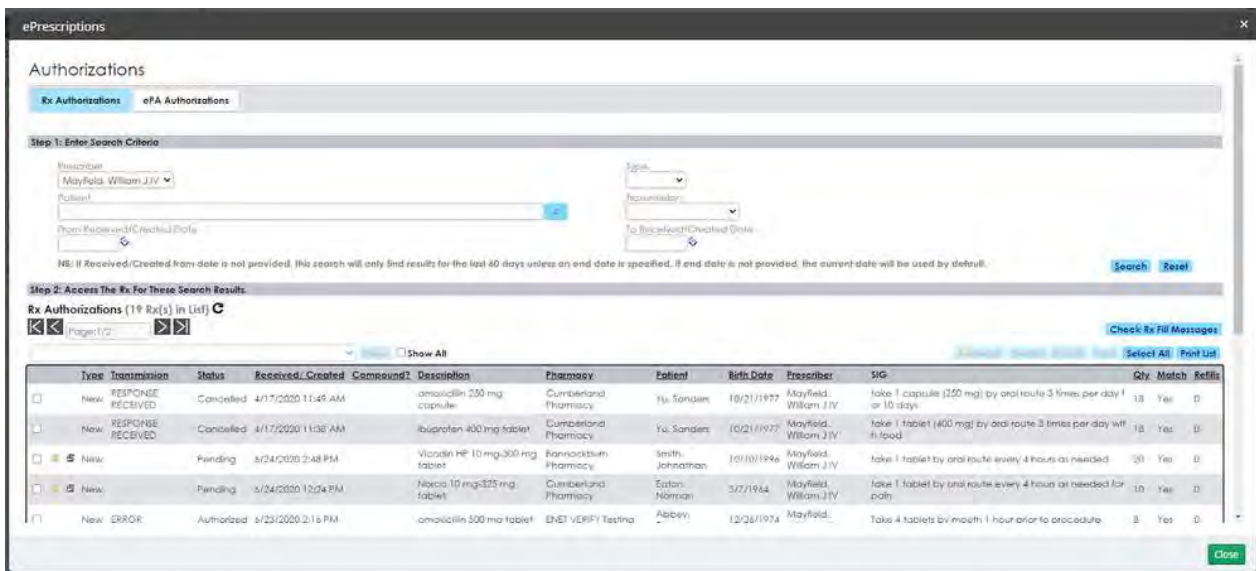
Finally, you can use the new ePrescriptions settings to manage your practice and prescriber preferences, preferred pharmacy list, and generate detailed reports [Administration > eServices > ePrescriptions]. For prescriptions that require prior authorization by the doctor, click 'Prescription Authorizations' in the side panel to review those orders.

This integration provides CMP customers with the necessary support for upcoming electronic prescription regulations in the United States. We look forward to hearing how this new eService offering enables you to more easily manage patient prescription workflows.

Improved Support for Multi-Location Workflows

To better serve practices with multiple locations, associated location (and provider) information has been added to multiple contexts throughout CMP. Where applicable, the location associated with an event, such as an appointment or a clinical event note, is now displayed. When not applicable, such as an unscheduled recall appointment or planned procedures, the patient's preferred location (and providers) are displayed. This is particularly useful when viewing records in a multi-location context, such as the All Locations tab, or location-neutral contexts, such as the Patient Tab. Specifically, this includes:

- Displaying an appointment's location in the Appointment Popover and Appointment Card;
- Displaying an appointment's location in schedule worklists, such as the Confirmation List and Pending List;
- Displaying a patient's preferred location in schedule worklists, such as the Recare List and Treatment Plan List;

- Displaying an associated location or the patient's preferred location (accordingly) in the Patient Homepage modules, such as the Appointments, Treatment Plan, and Recare Status modules;
- Displaying an associated location or the patient's preferred location (accordingly) in the details presented in the Patient Snapshot UI;
- Displaying the associated location for an insurance claim in Claims Management;
- Displaying the location where work was performed when charging unposted work or creating a new claim for unbilled work;
- Displaying the location where clinical work occurred in the audit details of clinical event notes in the Hard Tissue Chart and associated clinical areas.

These enhancements should help multi-location practices more quickly and easily determine where an event occurred (or should occur). We look forward to hearing what works well and what additional improvements might be needed to assist with multi-location workflows.

Privacy Display Mode

Based on customer requests, CMP now enables you to apply 'Privacy Mode' whenever your work environment poses the risk of exposing your screen to the view of others, such as when computers are located in hallways or certain operatory configurations. Privacy Mode can be easily toggled on and off, providing you the flexibility to choose when to apply this protective measure. Click on the 'Shield' icon to the left of your Location Tab to enable 'Privacy Mode' (click again to disable).

Once enabled, 'Privacy Mode' visually masks data elements that contain patient PHI and PII. Privacy Mode is directly applied to the workflow and UI contexts that are most likely to be exposed in higher traffic areas, such as the Schedule Day/View and related worklists. In these areas, as well as open Patient Tabs, Waiting Queue, Checkout Queue, and so forth, names, dates, and sensitive details are masked. To see the full, un-masked text, simply hover over the sensitive data to display a tooltip.

In order to make Privacy Mode both effective and not overly invasive, data masking has only been applied to screens that have the highest likelihood of exposure in open spaces. For screens that are unlikely to be used in open spaces but which still present a data exposure risk, you are prompted before accessing a screen that Privacy Mode does not affect the display (e.g., Accounts Receivable). While Privacy Mode is enabled, you are prompted with this warning whenever you try to access a Patient Tab, the Administration Tab, the Dashboard Tab, or a subset of non-scheduling interfaces within a Location Tab.
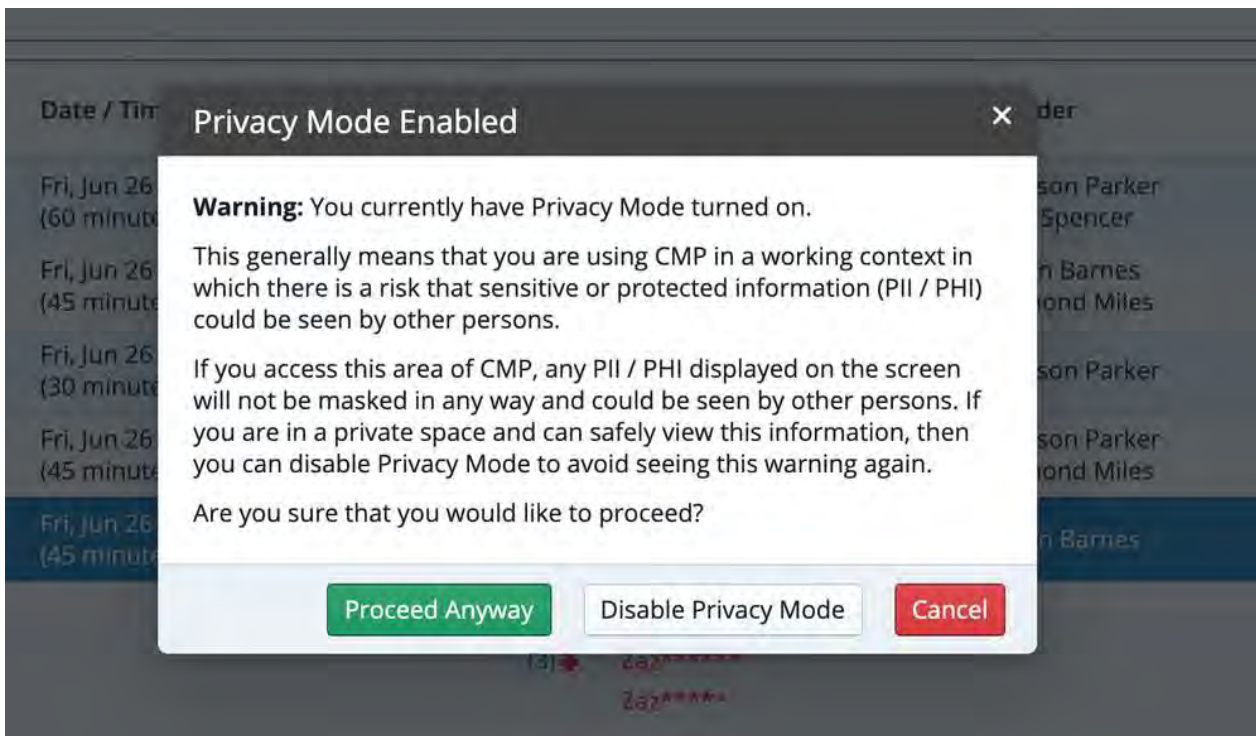
This enhancement should help practices that have data privacy concerns based on the physical configuration of their office. We look forward to your feedback on what works well and any additional improvements we can make in support of your intraoffice workflows.

Optimizations and Fixes

The following fixes and optimizations have been added to CMP this week.

1. Addressed a defect in which back-end errors occurred when a customer tenant is enabled for ePayments, but has not yet been activated.
2. Resolved a bug for ePayments customers in which a prompt is not displayed that informs the user that the patient (or representative) needs to sign using the card device when processing an electronic payment.
3. Fixed a UI defect in which the Print Receipt function should be disabled for electronic payment transactions that have failed.
4. Addressed an issue in which electronic payments fail for activated ePayments customers due to a failure in the merchant update process.
5. Resolved a defect in which the transaction details were not being properly displayed for electronic payments that have failed.
6. Fixed a bug in which the insufficient funds condition is not being properly handled when processing an electronic payment.
7. Addressed a defect in which the Accounts Receivable records were requiring an application refresh before displaying updated balances following the posting of a payment transaction.

8. Resolved a bug in which the periodontal examination workflow would sometimes fail when a full or partial denture exists.
9. Fixed a UI defect in which line breaks were not being properly displayed following the editing of a clinical event note.
10. Addressed a UI defect in which a dialog within the Hard Tissue Chart can be dragged outside of the user's viewable work area.
11. Resolved a bug in which the Accounts Receivable records were requiring an application refresh before displaying an updated total balance following the posting of a balance adjustment.

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