incisive
medical systems

Release Notes for version 409.6

15th March 2021

Private Hospital Manager

New Zealand edition

Australia edition

Contents

Abbreviations used

SPM   Specialist Practice Manager

SPM*c*   Classic edition
SPM*i*   Integrated edition

PHM   Private Hospital Manager

PHM*c*   Classic edition
PHM*i*   Integrated edition

NZ   The feature or fix is only available in the New Zealand edition

AUS   The feature or fix is only available in the Australian edition

NEW FEATURES

Key	Component	Summary	Release notes
SPM-339	Appointment, Sessions	Select Anaesthetist & Assistant from sub-contractor list for a Session.	The Anaesthetists and Assistants for an operating session can be selected from a drop-down list. The names are sourced from the list of sub-contractors (Setup > Contacts > Sub-contractors). Default selections can be entered for the Session (Setup > Appointments > Session Type) or ad-hoc entries for individual sessions. The linkage allows Anaesthetists and Assistants to use the inTOUCH application to view the sessions and patients that they are linked to. Alternatively, continue as previously and enter the Anaesthetist/Assistant name as free-text in the related Note field. This will display the name as usual.
SPM-383	Appointment, Quick Appts.	Email Patient Registration & Health Questionnaire	The online patient registration and health questionnaire can be emailed if you are using the Quick Appointments function (not creating a referral)
SPM-350	Dictation, Type	Print Preview screen in Dictation does not display	An icon has been added to the Dictation module so that the Preview position can be reset. This will resolve the issue where the preview screen has been moved onto either a secondary monitor or off the screen and can no longer be accessed.
SPM-88	Dictation, Type	Send Operation Note via Healthlink etc. when processing dictation	When entering an Operation Note via Dictation mode there is an option to add 'Recipients' from the word-processing screen. This allows the selection of one or more recipients, i.e. GP, Referring doctor. On processing dictation the operation note will be sent electronically via Healthlink etc. (but not email) to the selected recipients. Emailing the Operation Note needs to be sent from Patient > Notes or Dictation > Type as it is not automatically sent when the outgoing correspondence is processed.
SPM-324	HealthOne Viewer	HealthOne viewer icon	The HealthOne viewer icon now only displays in the patient header if the HealthOne Viewer application has been installed on the computer. HealthOne provides a 'view' of the patient's clinical records from their GP and DHBs in the South Island.
SPM-327	Message Centre	Assign NoteType by extension when importing	mov, wav, mpg, mp4, m4v, m-jepg, wmv, mpeg-4, avi, flv audio-visual files are automatically saved to the patient's Images instead of Notes when they are imported via the Message Centre.
SPM-302	Message Centre, Reports	Multiple SMS Message replies only displaying and reporting last entry	If a patient sends through more than one SMS reply, only the last entry was being reported in the Message Centre and on the SMS Reply Report for Period. This has now been corrected.
SPM-290	Messaging	Field Form needs to be sent as a PDF embedded in the HL7 message (Aus)	The HL7 2.3.1 message is now adding the field form as an embedded PDF so it can be properly included in Healthlink messages.
SPM-303	Messaging	Scanned document not being embedded in HL7 message created for Medical Objects	HL7 messages created for sending via MedicalObjects are now be created as a PDF embedded in an HL7 message.
SPM-304	Messaging	PIT results are not matching to a Provider on importing (HL7AUS)	Australia. PIT messages were not always matching up to a provider in the database. The incoming message must contain the provider number in position 61 on line 123 for the result to be successfully matched.
SPM-363	Messaging	Outgoing HL7 messages to contain ACC number where patient referral is claim related	HL7 2.4 messages that are created where either the referral and / or the billing type links to a claim number now have the claim number included in the NTE3 segment of the message.
SPM-396	Messaging	Some labs in NZ (e.g. LabTests, SCL) are now sending radiology results as HL7 2.1 ORU messages.	The ability to handle HL7 2.1 ORU messages (for NZ) has now been implemented. To receive the message results the following paths will need to be added to Messaging Carriers (Setup - System - Messaging Carriers) Select Healthlink with a file format of HL7. Lab Input Path: ....\Hlink\HL7_in\LAB\ Lab Ack. Output Path: ....\Hlink\HL7_out\LAB\
SPM-403	Messaging	HealthDocs not saving attachments (from Molemap)	HealthDocs (HDOCS) with extra vbLf (Chr(10)) characters in the attachment are now correctly handled.
SPM-402	Emailing	Quick entry of standard text and merge codes into email Subject line using F8 key	The F8 key can now be used to insert QuickText into the Subject line of the email. Up to 200 characters can be used. Merge codes can be included. Create the QuickText in Setup > Templates > Letters Example - the Subject line as required by CareWay "Proposed Notice of Exit from Careway Pathway <acc no.>"
SPM-374	Office, Schedules	Add option to 'Resubmit' a schedule for a NZ database	ACC schedules maybe resubmitted (Office - Schedules - Resubmit). This can only be done if there is no un-advanced schedule (for the same party). Select the schedule and then

			'Resubmit'. If there have been credits entered on to the original schedule a warning message will appear.
SPM-297	Office, Financial	Edit schedule screen (Office) has been modified to provide additional information.	The Edit schedule screen (Office - Schedules) has been modified to display additional information. The actual information that displays will vary depending on the type of schedule being displayed. Note that once processed, a schedule cannot be edited. The new screen allows multiple entries to be placed on hold simultaneously. To do this select the first entry that you want to place on hold (click in the left-hand column), hold down the shift key and then select the last entry to be placed on hold. All entries will be highlighted. Select 'Hold' and confirm the entries are to be placed on hold. Release will place the held items back on the schedule. Data can be sorted in the grid by clicking on the column headings.
SPM-411	Patient, Field Forms, Letters	Field forms and form letters to be included in ARTP note selection screen	Field Forms and Form Letters are now included for selection (Notes) against an ARTP.
SPM-314	Patient, Claims	Delete ACC Claim number if entered inadvertently	An ACC claim number can now be deleted provided there are no valid entries (appointments, invoices etc) linked to the record.
SPM-286	Patient, Financial	Update Maternity schedule with 2020 gazette fees.	Update of Maternity fee information to match NZ Ministry of Health published rates: https://www.health.govt.nz/system/files/documents/publications/draft_primary_maternity_services_amendment_notice_2020.pdf
SPM-308	Patient, Forms	Field forms problem if too much data entered.	If too much data is typed into a field in the Field forms, a more informative message now displays
SPM-325	Patient, Notes	Problem trying to print eACC18 forms from Notes	The program has been modified to handle the slightly different eACC18 PDF's sent back by BPAC.
SPM-288	Patient, Select Patient F4	Search options in F4 - Select Patient	When searching for a patient (F4 Patient Selection screen), if after typing the search criteria and pressing enter to start the search you want to modify the search criteria, press Alt + S. The cursor will return to the end of the Search For field and the text will be retained. F4 will clear the Search For field so that you can start afresh.
SPM-287	Patient, Financial	DVA referral incorrect if two items with different requirements and dates on the same invoice	Australia. If a DVA in-hospital claim contains two different dates of service, the referral information is now sent on all vouchers.
SPM-318	Patient, Financial	Three new reason codes added to HIC	Australia. HIC includes new codes for the Multiple Echocardiogram Services Rule (MESR).
SPM-360	Patient, Financial	Prepayment Party selection screen	The sort on the 'Select Prepayment Party' screen is now alphabetical.
SPM-388	Patient, Financial	Allow Anaesthetic Items in groups T7 to be claimed via HIC	Australia. Allow Anaesthetic Items in groups T6 & T7 to be claimed via Online Claiming.
SPM-133 SPM-397	Patient, Financial	'Balance of Tax Invoice' format used if copy of invoice reprinted or sent and there is a balance still owing.	A copy of an invoice will automatically print/send as 'Balance for Tax Invoice' if there is an amount owing on the invoice. The remittance advice will be included. If the invoice is fully paid you will still get the option to select a Reprint of the Invoice (Exact or Amended copy sub-options) or the Balance for Tax Invoice option.
SPM-282	Patient, Financial, Credit	Credit entry needs to record GST component	The GST component of a Credit is recorded and displayed.
SPM-225	Patient, Forms	F8 Quick-Text codes in Field Forms	The F8 Quick Text codes are now available for use in Text input fields on Field Forms. Please note that the text that prints out will be limited to what fits in the frame.
SPM-206	Patient, Prescriptions	Changes to SPM - emailing prescriptions	NZ. Prescriptions are able to be emailed to a pharmacy. The waiver text is included on the prescription
SPM-405	Patient, Prescriptions	Active Ingredient Prescribing	Australia. In October 2019 the National Health (Pharmaceutical Benefits) Amendment (Active Ingredient Prescribing) Regulations 2019, and the Veterans' Affairs Pharmaceutical Benefits Schemes (Electronic Prescriptions and Active Ingredient Prescribing) Amendment Instrument 2019 mandated active ingredient prescribing. From 1 February 2021 most prescriptions for supply under the PBS and the RPBS must describe the medicine by active ingredient name to be eligible for subsidy. Prescriptions have been modified to include the active ingredient.

SPM-213	Patient, Registration	Add 'Preferred Pharmacy' to patient registration form	NZ. For emailing prescriptions and in preparation for full electronic prescriptions, the patient is able to nominate a preferred pharmacy. The list of pharmacies is provided by Incisive in a partnership with HealthPoint.
SPM-338	Patient, Registration	COVID-19 tracing - patient Support Person	A new 'Support Person' selection has been added to the 'Other Contacts' section in Patient > Registration. Only one person can be chosen as the Support Person. The Support Person's name appears in Admission > Today's List and is also included in the new 'Occupancy with Support Person' report in Reports > Hospital > Ward. The Support Person can also be marked as 'On Premises' from Incisive's mobileReception tablet application used to record site visitors.
SPM-291	Patient, Financial	Credit Write-off (type 8) needs to records GST (if applicable)	A Credit Write-off transactions now records a GST content (where applicable).
SPM-222	Patient, Notes	ACC41 to display in patient notes	When an ACC41 is created, a copy will now be placed in the patient notes. This will enable it to be emailed from there.
SPM-244	Reports, Appointments	Report required for COVID Contact Tracing	Appointment Arrival Tracing has been added (Reports > Appointment) to allow you to easily list the patients and visitors
SPM-298	Reports, Management	Sort and filter list of forms in Query Form Data report	The Query Form Data report in Reports > Management has an option to select the type of form you want to report on. The list of forms are now: - Filtered to only include the forms that are relevant for the Provider - Sorted in alphabetical order
SPM-295	Setup, Labels	Pharmacy label option required	The 'Labels' screen now has an option for Pharmacy. This will now print a label for the pharmacy recorded in the patient registration. If no pharmacy has been entered, this option is dimmed.
PHM-76	Stock, Purchasing	Minimum Order Value alert	Each Supplier can have a Minimum Order Value (GST Exclusive). Visual alerts will appear on the Draft Purchase Order Report and when processing the Purchase Orders an option is available to omit those that are below the MOV. They can then be processed for each Supplier. For information on how to set the alert go to http://bit.ly/MinOrderValue
SPM-377	Setup, Personnel, Operator	Link Operator to either Doctor or Sub-contractor	An Operator login is able to be linked to a 'Sub-contractor' (Surgeon, Anaesthetist) to enable them to login to the inTOUCH app to view their theatre sessions and the patient's records.
SPM-214	Setup, Provider	Add 'Preferred Pharmacy' to Provider configuration	A preferred pharmacy can now be configured against the provider via Setup - Provider - Config 3.
PHM-67	Setup, Stock	Supplier lead-times for stock delivery	To help follow-up overdue delivery of stock, an 'Agreed Delivery' field has been added to Setup > Contacts > Suppliers. The 'Stock on Order' report in Reports > Stock > Stock Management now uses the Supplier's agreed delivery period to calculate the 'Due Date'. A report filter can be chosen to show only the Overdue items.
SPM-280	Setup, Templates, Field Forms	Importing and updating the list of Field Forms provided by Incisive.	When importing the Incisive Forms, the program now counts how many imports, updates, and removals were done and displays this information.
SPM-283	Utilities	HIC Utilities not truncating EventLogging table	Australia. The HIC logs will now be truncated 'silently' and a message will only display if there is a problem. If this is the case, please contact the help desk at Incisive Software by emailing help@incisivesupport.com and we will manually complete the truncation of the logs. Please note that the message will not prevent you from verifying patients or submitting claims.
SPM-370	Utilities, Image Allocate	Patient selection screen in Image Allocate (bulk) - Utilities	Image Allocate (bulk) in Utilities now has the same patient selection (F4) screen as elsewhere in the program.

FIXES

Key	Component/s	Summary	Release notes
SPM-326	Appointment-Appointments, Patient	Invalid date being calculated by SPM/PHM	
SPM-315	Appointment-Appointments	Track option in Appointments is displaying multiple appt entries for the patient	The 'Track' option in Appointments used to monitor health questionnaires sent to and received from the patient, now only lists the patient once (irrespective of how many times the appointment has been edited).
SPM-279	Appointment-Appointments	Unable to select 'More' when making appointment if no title / sex for patient	If you are making an appointment for an existing patient who has previously not had a sex entered, the 'More' option fails to take you to the full patient registration screen where you can enter the information. The check for a valid sex entry has been removed from the appointment screen.
SPM-269	Appointment-Appointments	Expired Referral Warning when making appointment - referral is 'Indefinite'	
SPM-268	Appointment-Session	Invalid Property Value - SPM_Appoint	Some modules were not handling modern colour codes and had no fall back option. Code updated to use a default colour to continue.
SPM-312	Dictation-Check	Check Dictation print preview not displaying	The Preview screen in Check Dictation no longer disappears if a checked letter is edited (and then marked as checked again).
SPM-349	Financial	New Patient Invoice - ctrLogin is missing	Changes have been made to emailing to prevent the periodic issue 'ctrlogin is missing' when trying to email invoices (primarily from Dictation mode).
SPM-258	Letters	SPM_Letter - 481 - Invalid picture in cLetter - ER12170/12186	Some sites generate an 'Invalid picture' error. This is caused when one of the date settings is set to English (American). It appears to happen after some Windows updates (or a server restart). To alert the end user to the problem, on logging in the screen now displays a warning message. Please check your Windows Regional settings and correct. If you do not have the required permissions to do this, please contact your network administrator or IT firm.
SPM-394	Message Centre	Some message types not saving status of Seen	News items in Message Centre now hide if marked as 'Seen'. Files in 'Ext' tab do not hide as these all need to be imported to a patient.
SPM-354	Message Centre	OK Cancel buttons missing on Reload /configuration form in Msg Ctr	Have been reinstated
SPM-333	Message Centre	MsgCtr crashing if MacOS hidden file (._) in an upload directory	The Message Centre now ignores hidden files starting with ._ that have been uploaded to a folder from a Mac.
SPM-335	Message Centre	ER12239 - Error using F8 Quick code in email out function	The email out function under some conditions would produce an error message when a more complex F8 code was used. This has now been resolved.
SPM-334	Message Centre	Slow loading of My Tasks tab	Changes have been made to speed up the loading of the MyTasks tab in the Message Centre. The slow loading appeared to be when a task was created from an email and the email contents needed to be retrieved. The email now only loads when the item is selected.
SPM-278	Message Centre	Message Centre - PDF attachment not printing	A PDF attachment was not printing via the Message Centre, instead the cover page was being printed. This is now corrected.
SPM-277	Message Centre	Message Centre falling over with error when there is a corrupted PDF File	If a corrupted file is placed in the folder monitored by the Message Centre for External Documents, rather than producing an error message the following will display: "Unable to open PDF. Input data is not recognized as valid PDF." Try opening the file with another application or have the sender resend the attachment. Delete the file from the incoming list using the Delete icon in the menu bar.
SPM-336	Message Centre	Slow loading of emails	Emails are now loaded in the background which means the Message Centre can open faster and features used, while emails are being checked and retrieved. The emails will display in the list once all of them have been retrieved.
SPM-420	Message Centre	SMS notification from correct Operator	When a new (F10) Message has a notification sent by SMS the Operator sending it is correctly identified.

SPM-446	Message Centre	Task disappears if marked as opened when using Spacebar	Using the Spacebar to open tasks in the MyTasks function in the Message Centre doesn't now cause the tasks to disappear. They remain there now until marked as Done.
SPM-245	Message Centre	Messages with attachments not printing RTF attachment	HL7 messages sent with an RTF attachment could not be printed from the Unclaimed section of the Message Centre. The Message was coming up when print was selected, not the attachment. The same occurred if the message was assigned to a provider. This has now been corrected.
SPM-361	Messaging	Error in emailing	MimeKit.ParseException error when emailing has been resolved.
SPM-384	Patient, Notes	PDF attachment form HealthDoc doesn't display on processing to patient file	Changes have been made to handle subtle differences with PDF attachments in HealthDocs. On processing to the patients file, the HealthDoc was not visible.
SPM-322	Patient , Notes	Overflow error in Notes display	
SPM-263	Patient, Notes	SPM_XNOTE - Out of Memory - ER12165	ER12165 - SPM_XNOTE - Out of Memory. Code added to prevent the routine from looping and to allow the program to exit when the form is being unloaded and loaded at the same time.
SPM-273	Patient, Header	Appointments for Patient incorrectly displaying date of booking	Using the ellipsis … in the Patient header, the patient's future & historical appointments correctly display the date of booking when the appointment has been transferred.
SPM-241	Patient, Registration	"Invalid use of Null" error when saving patient registration contact details	
SPM-240	Patient, Notes	PDF Files when returned to not contain original data	PDF Forms that have data entered into the form using form-fill functions, now display all the data as well as the underlying form.
SPM-368	Prescriptions	Automation Error - 2147467261 (ER12306)	ER12306 - produced when trying to email a script has been resolved.
SPM-316	Prescriptions	Prescription Lookup -Grid in endless loop	When importing pharmacies through the 'Lookup' option (API call to Healthpoint), some data was causing the program to get caught in an endless look. This has now been corrected.
SPM-359	Setup, Contacts	Sub-contractors edit screen too short	The Sub-contractor form has been extended to display OK & Cancel buttons correctly
SPM-313	Setup, Contacts	Adding a new health fund (AUS) - selecting Policy Names should save fund first.	When adding a new health fund, if Policy Names is selected a prompt will display prompting the new fund to be saved first. Save the fund and then edit before adding the policies.
SPM-276	Dictation, Type	Recipient details not dropping into letter on edit	The retrospective selection of an alternative recipient for the letter was not always dropping the name and address details into the letter. This was the case if 'Re' was not included in the letter as the program was using this as a marker for positioning the text.
SPM-275	Dictation, Type	External Typing import not creating HL7 message on processing dictation	On importing external typing, the letter was not being flagged for sending via Healthlink (where applicable). This is now corrected.
SPM-404	Patient, Notes	BR6459 - Displaying some HTML files causing Notes tab to lock up	Some HTML email files are being received without closing </body> or </html> tags causing the TX control to hang (resulting in a wait cursor and eventual timeout with an "Unexpected Text Control error (1-1d03)). Code has been added to handle these files.
SPM-398	Patient, Financial	Sending invoice via email generates exception.	When emailing an invoice, where the operator (sending the email) did not have an email address configured, but the Provider email settings were configured to use the operator email address as the reply to address, an error was generated. This has now been resolved.
SPM-395	Message Centre	spm_importedmail Application Defined or Object defined error	Changes have been made to resolve loss of connection issues to the work database which could occur in the Message Centre. Timing related issues when viewing unclaimed lab results resulted in errors being generated. These have now been rectified.
SPM-379	Messaging	If no PRD|RT segment in incoming message do not display anything in To field on Message Centre screen	If the incoming HL7 message does not contain a PRD|RT segment then the To section in the Message Centre will be left blank.
SPM-378	Messaging	Incoming HL7 Referral Messages are adding patient with incorrect NHI	Under some circumstances a new patient registration was picking up an incorrect NHI number at the time the incoming HL7 message was being processed to the database. This has now been corrected. The incoming PID segment of the message must include the type of correct identifier for the NHI number to be included.

SPM-364	Patient, Finanical	ACC Non-Core Surgery Claims are being rejected - Field length exceeded: Data in this field exceeds maximum length allowed.:	The problem was that there were symbols in the string that xml couldn't manage ('&',"<',">'), they were expanded after the length was checked. Now checking the length after they have been expanded.
SPM-351	Stock	Issue with stock pricing not being updated	If the Purchase Cost / Pack or the Supplier List Price / Pack are updated via the Stock Pricing screen at the time of arriving the stock, the Pack price is now updated when OK is selected on the Stock Pricing screen, regardless of whether you continue arriving the stock.
PHM-77	Stock, Worksheets	Cost Sheets are no longer printing with their pack descriptions	Pack descriptions are correctly printing on stock Worksheets.
SPM-320	Reports, Management, Query Data	field Value appearing with Prompt text in AuditItem table preventing summing of number values when exported.	The field Value has been separated from the Key so that it can be summed correctly if exported to Excel.
SPM-309	Patient, Letter	ER12212 - adding copy to information at the bottom of a letter	Intermittently when retrospectively adding copy to recipients to a letter a error would be produced. Additional code has been added to try and prevent this from occurring.
SPM-301	Utilities, Export HL7 messages	SPM_EVENTEXPORT CLSPersonConvert subscript out of range	ER12155 - Potentially an address field in patient registration which is not blank but which does not have appropriate content that is causing the error. Additional protection added to try to prevent error from occurring.
SPM-296	Messaging	Incoming referrals not matching to Provider	Some incoming referrals were not matching to the correct provider where the same details were included in both the PRD|PP and PRD|RT segment of the message.
SPM-285	Patient, Notes	Notes display	PDF files (External Documents) now display with a new Viewer. However, External Documents can be other types of files (.Tiff, .JPEG etc) which the PDF Viewer cannot display. When moving between External Documents of different types, subsequent other file types were not displaying because the correct file viewer was not loading. This has now been resolved.
SPM-284	Patient, Financial	ER12233 - Transactions - Print - Highlighted Entry (DVA Claim)	ER12233 - Selecting Print - Highlightlighted entry on a DVA Claim will now reproduce the claim and not produce an error message.
SPM-266	Messaging	Healthpoint / System.ValueTuple.dll errors with .Net < v4.7	Upgraded to .NET 4.8 solves the problem
SPM-262	Patient, Images	SPM_XIMAGE - Application-defined or object-defined error - ER12168	ER12168 - allows for an empty tmp file to be overwritten.
SPM-260	Dictation	SPM_WP - Object variable or With block variable not set - ER12172	ER12172 - triggered in Dictation Mode is now corrected.

MENU CHANGES

In the Integrated edition (SPM*i*) there have been a few additions and changes to the items in the menu.

Any new, modified or moved menu items will be disabled (dimmed) for all Operators in SPM*i* until you have updated the relevant Roles.

You will need to import the new menu xml file and assign Permissions to the Roles that will be allowed to use the new and changed menu items. Both of these tasks are completed through Setup → Personnel → Permissions. Select the Role you want to update then click on the Permissions button.

v863 - Utilities > Integration > Start Dragon Medical One
Added Integration section to Utilities. Added 'Dragon Medical One' as an item. This is licensed. Enables DMO to run in the same memory session on inCLOUD.clinic or Terminal servers.

v864 - Reports > Appointments
Added Appointment Arrival Tracing to Reports > Appointments and Visitor Tracing to Reports > Management.

v869 - Office>Schedules>Resubmit
Enabled Office>Schedules>Resubmit option for NZ to allow ACC schedules to be resubmitted.

v870 - Stock-Purchasing-One off purchases
Removed Stock-Purchases-One off purchases as duplicated in Stock > Purchasing > Purchases – One Off

FIELD FORM TEMPLATES

Listed are all the field form templates that are provided by Incisive and are available for you to use.

To download the latest list go to Setup > Templates > Forms > Field Forms then click on the 'Refresh Incisive Forms' link. It could take a number of minutes to update the forms. If a form that you are using already has been updated, you will need to remove it from your category in the left-hand windows then drag the newer form to the correct Category.

The highlighted dates indicate that the forms have been added or modified since the previous release.

Category	Name	Last Changed	Country
Admission Requests	Healthscope	30/03/2020	Au
Admission Requests	Liverpool Eye Surgery	19/02/2020	Au
Admission Requests	Mater Booking - St. Vincents	30/03/2020	Au
Admission Requests	North East Hosp Waiting List Status Change	19/06/2019	Au
Admission Requests	North Shore Surgical Centre	20/03/2020	Au
Admission Requests	Northeast Health Wangaratta	19/06/2019	Au
Admission Requests	Ramsay Health Care	15/07/2020	Au
Admission Requests	SAH Consent to Treatment	30/03/2020	Au
Admission Requests	SAH Hosp Booking & Consent	30/03/2020	Au
Admission Requests	St Vincents Hosp -Toowoomba	26/06/2020	Au
Admission Requests	St Vincents Private Hosp	1/04/2020	Au
Admission Requests	Sydney Adventist Hosp Paediatric Admission	15/08/2018	Au
Admission Requests	Sydney Adventist Hosp Paediatric Patient History	15/08/2018	Au
Admission Requests	Sydney Adventist Hosp Patient History	15/08/2018	Au
Admission Requests	Sydney Adventist Hospital Admission	15/08/2018	Au
Admission Requests	TAC Surgery Request	27/01/2020	Au
Admission Requests	WangarattaPrivateHospAdmission	24/08/2018	Au
Histo/Path	Clinical Labs Australia	31/07/2019	Au
Histo/Path	DHM Pathology	10/07/2019	Au
Histo/Path	Dorevitch Pathology	7/08/2018	Au
Histo/Path	Douglass Hanly Moir Pathology	8/07/2019	Au
Histo/Path	San Pathology	8/07/2019	Au
Imaging	Castlereagh A4 Imaging	30/03/2020	Au
Imaging	Castlereagh Imaging (2019)	30/03/2020	Au
Imaging	Healthcare Imaging Referral	10/07/2019	Au
Imaging	Healthcare Imaging Services	10/07/2019	Au
Imaging	Macquarie Medical Imaging	7/08/2019	Au
Imaging	Mater Imaging - North Sydney.	30/03/2020	Au
Imaging	Northeast Health Medical Imaging	19/06/2019	Au
Imaging	Regional Imaging	19/06/2019	Au
Imaging	San Radiology	8/07/2019	Au
Imaging	South East Radiology	31/07/2019	Au
Imaging	Southern Radiology Medical Imaging	29/08/2018	Au
Imaging	St Vincents Clinic	1/04/2020	Au
Imaging	Sydney Xray	7/08/2018	Au
Imaging	Synergy Radiology	8/04/2020	Au
Imaging	The X-ray Group	29/08/2018	Au
Physiotherapy	North East Life Wangaratta	19/06/2019	Au
Physiotherapy	Physio Fix NSW	19/06/2019	Au
Physiotherapy	Shepparton Sports & Spinal Physio	19/06/2019	Au
Referral	Neurophysiology Request Wangaratta	19/06/2019	Au
Referral	Northeast Health Wangaratta Hand Clinic Referral	19/06/2019	Au
Workcover	Workcover Queensland Request for Surgery Approval	19/08/2020	Au
ACC	ACC - Cervical Disc Replace Protocol	28/01/2021	NZ
ACC	ACC 2152 Treatment Injury	5/08/2020	NZ
ACC	ACC Injection and Scan	22/08/2018	NZ
ACC	ACC6273Pain Management Referral	24/08/2018	NZ
ACC	ACC723 05/18 Otolaryngologist	14/08/2019	NZ
ACC	ACC7428 Approval of Orthoses	15/08/2018	NZ
ACC	ACC883 Concussion Service Referrral	15/08/2018	NZ
ACC	Referral for support services on discharge	12/09/2018	NZ
Admission Requests	Ascot Hosp	1/05/2020	NZ
Admission Requests	Ascot Hosp Consent	18/05/2020	NZ
Admission Requests	Ascot MDM colposcopy referral form	15/07/2019	NZ
Admission Requests	Columba at Ascot	13/03/2019	NZ
Admission Requests	Crest Hosp - Theatre Booking	31/07/2020	NZ
Admission Requests	Elective Caesarean - Auckland DHB	31/07/2020	NZ

Admission Requests	Forte Hospital	11/09/2019	NZ
Admission Requests	Gillies Hosp Agreement to Treatment	15/08/2018	NZ
Admission Requests	Mercy Ascot Admission	4/05/2020	NZ
Admission Requests	Mercy Hosp Dunedin	11/03/2020	NZ
Admission Requests	Mercy Hospital	18/06/2019	NZ
Admission Requests	Mercy Hospital - Dr Admission Letter	12/06/2019	NZ
Admission Requests	Mercy Hospital Consent Op/Procedure	18/03/2020	NZ
Admission Requests	NZ Soc Anaesthetists Patient Questionnaire	8/08/2020	NZ
Admission Requests	Ormiston Hospital	17/06/2020	NZ
Admission Requests	Southern Cross - Treatment consent	9/01/2019	NZ
Admission Requests	Southern Cross Hosp Patient Admission Form	3/09/2018	NZ
Admission Requests	Southern Cross Hosp Patient Health Questionnaire	12/11/2018	NZ
Admission Requests	St Georges Hosp 2019	26/06/2020	NZ
Admission Requests	St Georges Hosp PreAdmission	22/01/2021	NZ
Admission Requests	St. George's - Treatment consent	29/08/2018	NZ
Approval Forms	Mercy Ascot SXAP - Carpal Tunnel	24/06/2020	NZ
Approval Forms	SX AFP Urology/Robot	20/03/2020	NZ
Approval Forms	SX AP - Orthopaedic	8/06/2020	NZ
Approval Forms	SX Mercy Ascot	27/03/2020	NZ
Blood/Tissue Request	Blood Bank request	19/06/2019	NZ
Blood/Tissue Request	NZ Blood Consent for use of blood products	9/10/2020	NZ
Blood/Tissue Request	NZ BLood July 2020	22/07/2020	NZ
Blood/Tissue Request	Tissue Bank request	24/08/2018	NZ
Consent	Elective IOL - Auck DHB	31/07/2020	NZ
Consent	Maternity Reg - Auck DHB	31/07/2020	NZ
Consent	Mercy Hospital Pharmacy Info	11/03/2020	NZ
Consent	St. George's - Transfusion consent	24/08/2018	NZ
ConsultSlips	OphthalConsult	10/09/2018	NZ & Au
Histo/Path	Auckland Hospital	3/06/2020	NZ
Histo/Path	Labtests Auckland	31/07/2019	NZ
Histo/Path	Labtests Skin Sensitivity	12/05/2020	NZ
Histo/Path	Medlab Nelson	18/05/2020	NZ
Histo/Path	SCL-Bloods Canterbury	3/08/2020	NZ
Histo/Path	Southern Community Lab	5/06/2020	NZ
Imaging	Absolute Radiology New Plymouth	28/10/2020	NZ
Imaging	Advanced Ultrasound Auckland	7/10/2020	NZ
Imaging	Ascot @ Mauranui	22/07/2019	NZ
Imaging	Ascot Radiology	22/07/2019	NZ
Imaging	Auckland Radiology Group	19/06/2019	NZ
Imaging	Bay Radiology MRI	29/05/2020	NZ
Imaging	Bay Radiology Referral	29/01/2020	NZ
Imaging	BOPDHB	4/11/2019	NZ
Imaging	Broadway Radiology	19/06/2019	NZ
Imaging	Hamilton Radiology	20/01/2020	NZ
Imaging	Horizon Radiology	10/08/2018	NZ
Imaging	Insight & Ascot Radiology	19/06/2019	NZ
Imaging	Marlborough Medical Imaging	18/05/2020	NZ
Imaging	Mercer Radiology	7/08/2018	NZ
Imaging	Mercy Radiology 2019	10/07/2019	NZ
Imaging	Midland MRI	20/01/2020	NZ
Imaging	Mokoia Radiology	30/01/2020	NZ
Imaging	Nelson/Marlborough Health	18/05/2020	NZ
Imaging	Nuclear Medicine request - CHDB	4/11/2019	NZ
Imaging	Pacific Radiology	26/08/2019	NZ
Imaging	Pacific Radiology - MRI - Marlborough	22/05/2020	NZ
Imaging	Pacific Radiology - MRI - Otago	10/06/2019	NZ
Imaging	Pacific Radiology Canterbury	26/08/2019	NZ
Imaging	Pacific Radiology CT Request - Otago	10/06/2019	NZ
Imaging	Pacific Radiology General Request Otago	10/06/2019	NZ
Imaging	Pacific Radiology Hamilton	20/01/2020	NZ
Imaging	Pacific Radiology PET/CT	27/01/2021	NZ
Imaging	PRP Diagnostic	30/03/2020	NZ
Imaging	River Radiology	20/01/2020	NZ
Imaging	Sonelle	12/08/2019	NZ
Imaging	SRG	24/06/2019	NZ
Imaging	SRG Nuclear Medicine	30/01/2020	NZ
Imaging	TRG Imaging	24/08/2018	NZ
Imaging	TRG Imaging Auckland	17/10/2018	NZ
Imaging	Trinity MRI	29/07/2020	NZ
IntraOp	Intra-operative Record	29/04/2019	NZ & Au
IntraOp	OR-Nursing Record	17/04/2019	NZ & Au
National Cervical Screen	Colposcopy Referral, Visit and DNA	4/11/2019	NZ

Oncology	Keytruda Checklist	8/08/2018	NZ
Oncology	Oncology Assessment	6/08/2018	NZ
Peri-Op	Post Discharge Day 1	5/04/2018	NZ
Peri-Op	Post Discharge Day 1	10/04/2018	NZ
Physiotherapy	Edge Physio Blenheim	18/05/2020	NZ
Physiotherapy	Well & Good Blenheim	18/05/2020	NZ
Podiatry	Waikato Podiatry	20/01/2020	NZ
PostOp	PostDisch-DayStay-Day1Call	18/06/2018	NZ
Referral	Mercy Hosp Pharmacy Info	18/05/2020	NZ
Referral	Neurology Services Christchurch	22/08/2018	NZ
Referral	Total Care Health Services	3/09/2018	NZ

Update Instructions

Once Incisive have notified you that a new version is available you can choose when it would be most convenient for you to have the update applied.

These instructions are only to be used for **Minor-Updates**, as specified by Incisive.

There are three parts to the update process, which can be run independently.

1. Downloading the update file to the 'server' and preparing the files for deployment to the workstations
2. Updating the program files in the \SPMWIN directory on the server and updating the database structure
3. Deploying the updated program files to the application terminal servers, workstations and laptops

Downloading to the Server

This process should only be performed by either Incisive staff or IT technicians who are familiar with the Incisive update process.

1. Notify Incisive of when you wish to apply an update.
2. Go to http://incisivesupport.com and login to get to the Downloads option and get the correct update installation file. Check that the file size is correct.
3. Find the \Spmwin directory on the server.
4. Rename the Updates directory to **PrevUpdates**
5. Delete any existing folder called **NxtUpdate**
6. Temporarily disable the virus-checker
7. Right-mouse-click on the downloaded updates installation file and choose 'Run As Administrator'.
    a. Ensure the location of the \Spmwin directory on the server is correct
    b. Complete the installation process to the **NxtUpdate** directory

Updating the Server

Just before the terminal server, workstation update process is about to be performed, the following steps need to be conducted. It is preferable that the server is restarted before this process is performed.

This process should only be performed by either Incisive staff or IT technicians who are familiar with the Incisive update process.

1. Backup the databases and all of the associated image and document files.
2. Create a Restore Point on the server.
3. If possible, restart the server. If a restart is not feasible, use Task Manager and make sure that newlogin.exe or xpmmenu.exe are not running nor any other processes that start with spm*.*
4. On the server, login using local admin or domain administrator rights.
5. Rename the directory called **NxtUpdate** to **Updates**
6. Copy all the files from the Updates directory to the \Spmwin program directory on the server. Overwrite the existing files.
7. Right-mouse-click on the file called mdbUpdate.exe in the \spmwin directory and choose Run As Administrator. This process will update the data structure of the database.
    It can be performed ahead of the workstation update process and even if staff are still using the SPM/PHM database.
8. Find the files newlogin.exe (if using the Classic edition) or XPMMenu.exe (if using the Integrated edition). Right-mouse-click on these files and choose Run As Administrator.
    This will unregister any file entries in the Windows Registry and re-register the new files.
9. Log into PHM and test that it has updated correctly.
    a. Check the version numbers at the login screen.
    b. Go to Setup -> Personnel -> Permissions and modify the menu permissions for each of the Roles
    c. Go to Patient -> Notes and check that you can display the Notes for a patient.
    d. Go to Appointment Book and display the appointment list for a specialist.
    e. Complete any other acceptance testing you require.

Deploying & updating Application servers, Workstations & Laptops

If the Workstation has been setup correctly then updating to the latest Version should only take two easy steps. Incisive staff may assist with the updating of a single application server, workstation or laptop. Thereafter it is your responsibility to perform the task on the other devices.

1. Restart the application server or workstation/laptop
2. Temporarily disable the virus-checker (if possible)
3. Login using either a Local Administrator login or the Domain Administrator login
4. If installing to an application Terminal Server
    a. Create a Restore Point
    b. Exit to a Command Prompt and execute the following command
       Change User /install
    c. Use Task Manager and make sure that newlogin.exe or xpmmenu.exe are not running nor any other processes that start with spm*.*
5. Find the Incisive folder on the Desktop and double-click on the 'Update Program Files' icon.
   This should cause a command window to appear and display the files that are being copied from the Updates directory on the server to the \Spmwin directory on the local device.
   Note: If the command window flashes up quickly and disappears, then something is not quite right with your setup and you will need to rectify the batch-file instruction or remedy the network connection. Call the Incisive Helpdesk for assistance.
6. Once the file copy has completed, Right-mouse-click on the 'Private Hospital Manager' icon in the Incisive folder and choose the Run As Administrator option.
   This will unregister any file entries in the Windows Registry and re-register the new files.
7. Log into PHM and test that it has updated correctly.
    a. Check the version numbers at the login screen.
    b. Go to Patient → Notes and check that you can display the Notes for a patient.
    c. Go to Appointment Book and display the appointment list for a specialist.
8. If updating an application terminal server, go to the command prompt and execute the following command:
       Change User /execute
10. Enable the virus-checker
11. Make sure all of the workstations and laptops have been updated to the correct version.

Troubleshooting

If you are unsure at any stage during the update process, please call the Incisive helpdesk for assistance.

If you have tried to register files without using the Run As Administrator option and are getting errors during the file registration process, you may need to perform the following:

1. Exit to a Command Prompt window
2. Change to the SPMWIN directory
3. Type in and execute the following command (which deletes three text files)
    DEL   spm_*.txt
4. Exit from the Command prompt window.
5. Right-mouse-click on either the newlogin.exe (classic) or XPMmenu.exe (integrated) applications and run using the Run As Administrator option

If serious problems with the deployment and updating of the program files to the applications servers, workstations or laptops is encountered, you may need to perform a roll-back to the previous version. Contact the Incisive Helpdesk.