

Release Notes for version 408.4

26th June 2019

Private Hospital Manager

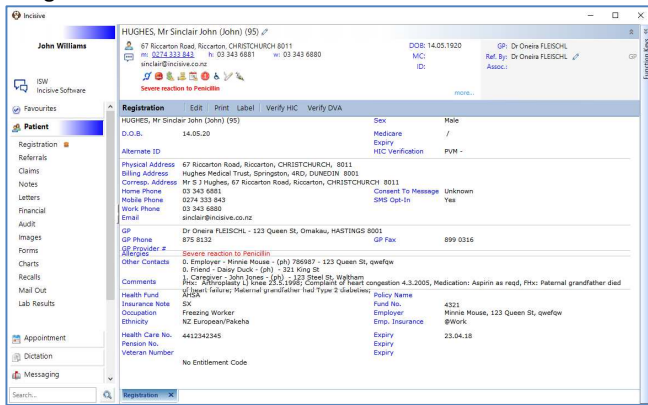
New Zealand edition

Australia edition

Contents

NEW FEATURES	3
BUG FIXES	5
MENU CHANGES	6
FIELD FORMS	6
Update Instructions	7
Downloading to the Server	7
Updating the Server	7
Deploying & updating Application servers, Workstations & Laptops	8
Troubleshooting	8

Integrated edition



Classic edition



Abbreviations used

- SPM Specialist Practice Manager

- SPMc Classic edition
- SPMi Integrated edition

- PHM Private Hospital Manager

- PHMc Classic edition
- PHMi 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

Admissions	Discharge	Cancelled surgery	RQ6676
	If the patient's surgery has been cancelled after the patient was been admitted, a 'Cancelled' option is now available to use in the Discharge screen. This feature can also allow the admission event to be suppressed from the ADF96 report to the Ministry of Health.		
Appointment	Daylist	Daylist printout	RQ6670
	The patient's email address (if present) is now included (along with their phone numbers).		
	Daylist	Send email Subject line	RQ6662
	The wording of the Subject line has been changed when sending a list (F7) by email depending on whether it is an Operating list or Clinic list.		
Menu	Login	Display of printers	RQ6690
	As you login and choose a Location, the Main and Label printers configured for use at the Location, are displayed on the login screen. If you are using the Printers-by-Location option the message that appears has been improved.		
Messaging	Internal (F10) messages	Display if Opened/Read	RQ6678
	A message is only marked as Opened if the focus is on the message (Shift F10). Previously, all messages in the list were marked as opened as soon as the Read Messages screen was opened. There is now an option to mark a message as Unread on this screen.		
	Message Centre	Faster loading of 'My Tasks'	
	Improvements have been made to speed the loading of the 'My Tasks' tab where tasks have been linked to a patient's email		
	Message Centre	Link to Dropbox, OneDrive, Azure Storage drives	
	The Message Centre can import photo files directly from Dropbox, OneDrive and Azure Storage virtual drives. You don't have to download the files to the workstation then import via Patient > Images. Configure in Setup > Personnel > Operators > Messaging Options. Azure Storage and OneDrive requires Incisive Helpdesk services.		
	Message Centre	Referrals	RQ6664
	A new referral is now created from an incoming HL7 referral message when a new patient is registered. The Billing Type is set to Private but the referral can be then edited from the patient header. While the PDF embedded in the message may contain further information, this is not available to the Message Centre application to do anything with.		
	Message Centre	Upload video files to patient	
	Video files (.avi, .mov, .mp3, .mp4, .wmv, .mpeg) can be imported and linked to the patient's Images tab.		
Patient	Audit	Episode description	RQ6656
	The Description field has been increased in length from 255 to 1,000 characters.		
	Financial	Allow invoices 60 days in to future	RQ6671
	Invoices (Patient, Third Party and Split) can now be pre-dated up to 60 days into the future, as well as the Service date. Our recommendation is still to issue a quote and take a prepayment for services that have not yet been supplied, and an invoice should only be created once the service has been provided.		
	Financial	Email PDF of invoice with balance owing	RQ6637
	When an invoice is selected, the Print/Send > Highlighted Entry function now has the option to Preview then print or email the selected invoice and also include the payments made and the balance owing on the invoice.		
	Notes	Messages	RQ6679
	The date and time the message was created is now included beside the operator who created the message.		
	Referral	Presenting Problem	RQ6655
	The field length in the Referral for the Presenting Problem (Description) has been increased from 255 to 1,000 characters.		

Setup	Appointments	Book name changes	RQ6646
	If the name of an appointment Book is changed, the menu permissions are now also adjusted.		
	Appointments	Waiting Lists	RQ6647
	If the name of a Waiting list is changed, the permissions are now also adjusted.		
	Provider > Email	From: uses Operator email address	RQ6669
	If the 'Allow Operator email address as Reply-To address' is selected and there is no 'From:' address configured (for those practices where there are multiple email addresses in use), then the Operator's email address will be used as the From: address.		
Stock	Purchase Order	Emailing of Purchase Order	RQ6672
	If there is no 'From:' email address set up for the Provider, the email address of the Operator will be used if 'Allow Operator Reply-To Address' is set (Setup > Provider > Email)		
	Purchase Order	Supplier Code displayed on P/O screen	RQ6663
	The Supplier Code for the item is now displayed on the screen.		
Utilities	Export	ADT Discharge (ADF96)	
	When the electronic discharge report is created, an option is available to exclude operations cancelled after admission. The 'Cancelled' option must be used when discharging the patient.		
	Logs	RSD Message Logs	RQ6561
	HealthDocs and HL7 2.4 messages are now included on this report.		

BUG FIXES

Appointment	Form letters	Saving Form letters		BU6338
	If a form letter began with a timestamp populated by the <ApptTime> merge code, when the form letter was saved / printed a Not a Valid Date message appeared.			
Dictation	Letterhead/Footer	Letter Preview		BU6349
	The Preview was displaying the footer and not the header. If there was no footer then nothing was displayed.			
	Type	Attaching PDF documents to ARTP	NZ	BU6327
	If an ARTP, with an attached PDF External Docs, is processed, the attached PDF files were not being included.			
	Type	Hot key for Form Letters		BU6336
	'F' has been reinstated as the hot key for form letters.			
	Type	Search and Replace		BU6346
	The Search and replace option no longer brings up a TX4-OLE error.			
Patient	Financial	Send email		BU6333
	Invoices were being sent with a Reply-To address taken from the From address field.			
	Financial	Sub-contractor accrual reversal		BU6347
	When a prepayment is applied and then deleted, a corresponding reversal entry is now made to the sub-contractor accrual entries.			
	Forms	Printing Chinese characters		BU6332
	If a form letter contains characters in a Chinese font (SimSun), when processed and printed the characters were replaced with question marks.			
	Notes	Get Notes		BU6340
	If the GetNotes function was used the External Document files were not being copied to the correct folder and could not then display.			
	Patient Header	Emailing		BU6311
	When sending an email from the patient header, if you selected a recipient and a BCC, under some circumstances it was changing the BCC to a CC.			
Reports	Financial > Analysis	Sales Analysis		BU6317
	The reversal/deletion of Credit Note was incorrectly being reported as a negative quantity when it should have been positive. The amount was correctly recorded.			
	Print preview	Saving PDFs from print preview		BU6342
	When the PDF button on the print preview form is used, if the PDF file directory was a UNC network path, the default path of 'c:\spmwin\pdf_files' was sometimes being used instead.			
Setup	Consolidate Billing Types	Financial - Billing Types		BU6313
	The deletion / consolidate routine now correctly moves the records before deleting the record.			
Stock	Purchase Order	One-off Purchase Order		BU6321
	The word [Adjustment] has been removed from a One-off Purchase Order.			

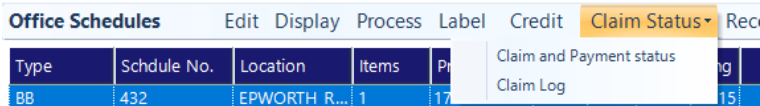
MENU CHANGES

In the Integrated edition (SPMi) 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 SPMi 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.

- v824 - Changed the button 'HIC Status' to 'Claim Status' in Office > Schedules.
New menu option 'Claims Log' button to Office > Schedules > Claims Status



- Changed the button 'Forward HIC Claims' to 'Send Stored Claims'.
New menu option 'View Stored Claims' to Office > Invoices > Stored Claims.



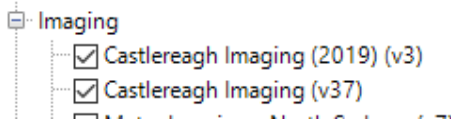
Note – you will need to reassign Permissions to the relevant Roles for the changes made to the 'Forward HIC Claims' and 'HIC Status' buttons.

FIELD FORMS

Field Forms provide a replica of pro-forma documents you use and provide to patients. Examples are Test Orders and Admission forms. A library of Field Forms that have been created by Incisive is available for you to use or modify. These are available in Setup > Templates > Forms > Field Forms. Use the 'Refresh Incisive Forms' option to update your list.

New Field Forms:

- Castlereagh Imaging (2019) – matches their new format
<https://www.casimaging.com.au/wp-content/uploads/2019/03/Handwritten-Request-11.3.19.pdf>



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://www.incisive.co.nz/support> and download 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.