

Release Notes for version 410.2

14 January 2022

## **Private Hospital Manager**

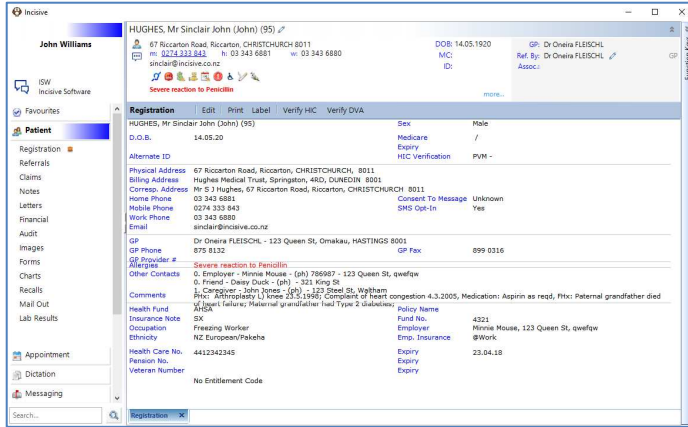
New Zealand edition

Australia edition

Contents

NEW FEATURES	3
BUG FIXES	5
MENU CHANGES	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

Many of the new features relate to a patient’s COVID-19 vaccination status.

As there may be COVID related regulatory orders which could apply to the health services you provide it is up to you to determine whether you wish to utilise the capability to enter and store this information about the patient - it is not a mandatory data field. Please seek advice if you are unsure.

If the Covid vaccination status of a patient is recorded it can be viewed at various locations in the application. The printed or emailed operating list can now have COVID related information included on it which may then be viewed by persons outside of your facility.

Key	Component/s	Summary	Notes
PHM-99	Theatre - Register	Theatre Register displays Covid vaccination status	The Covid-19 Vaccination status has been added to the screen display for the Theatre Register and the Recovery List.
PHM-98	Appointment – Bookings	Covid vaccination status displays on Hospital Booking screen	The Hospital Booking (data entry) screens now display the Covid-19 vaccination status.
PHM-97	Admissions – Today’s List	Today’s List displays Covid vaccination status.	A column for Covid-19 Vaccination Status has been added to Today’s List. A colour code will display in the column (far right) to indicate the status of each patient in the list.
PHM-96	Appointment – Bookings	Covid vaccination status displays in Operation List	The Covid-19 Vaccination Status has been added to the 'Maintain Operations' screen display (Hospital Bookings - Operation List), along with the theatre list (book) screen.
SPM-589	Patient Registration	Covid vaccination status	A new field in the Status section of Patient > Registration has been added to allow you to record the current Covid vaccination status of the patient.

- Not known
- Declined to answer
- Not vaccinated
- One vaccination
- Two vaccinations
- More than two vaccinations

When the vaccination status is selected a red, amber or green ‘C19’ symbol will appear in the alert row in the patient header



- The colour coding of the C19 symbol matches the vaccination status
- Not known – no symbol is displayed
  - Declined to answer – Red
  - Not vaccinated – Red
  - One vaccination – Amber
  - Two vaccinations – Green
  - More than two vaccinations – Green

The vaccination status can also be automatically updated from the answer supplied for the vaccination status question in the online

registration form (inFORM application)

Do you take any regular medication?  Yes  No

What is your COVID-19 vaccination status \*?

The Ministry of Health have not yet made available the ability to automatically lookup the patient's vaccination status.

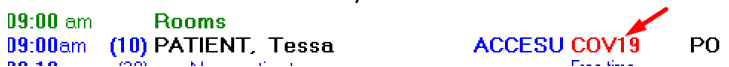
SPM-592 Appointment Daylist Covid Vaccination Status to display in Appointment book screen

The Covid-19 Vaccination Status has been added to the Appointment Book day list.

The status appears as an alert when you are making the appointment



and also colour-coded in the Daylist.



SPM-590 Appointment - Daylist Appointment / Operating Lists require Covid Vaccination status

The Covid-19 vaccination status has been added to the appointment book daylist / operating list printouts in SPM. Because of the limited space, rather than having the status in full it may need to be abbreviated:

- Not known - No record
- Unknown - Declined to answer
- NIL - Not vaccinated
- 1 - One vaccination
- 2 - Two vaccinations
- 2+ - More than two vaccinations

SPM-593 F3 - Patient View Covid-19 Vaccination status to the F3 screen

The Covid Vaccination status has been added to the F3 screen. This displays in the far right above the tabs and is colour coded.

SPM-591 F5 - Daylist F5 Daylist screen to include an indication of Covid Vaccination Status

The Covid-19 Vaccination status has been added to the display on the F5 day list.

The background colour will be either red, amber or green

SPM-161 ACC Portal invoice upload

Electronic invoices are now automatically submitted through the ACC portal at the time the invoice is processed. The ACC Java upload applet does not now need to be used as a separate process to submit the invoice.

You are also able to:

- Query ACC system (real-time) for Payment Remittance advice
- Receipt the payment
- Reconcile the payment with paid/unpaid items on the schedule or invoice
- Display ACC's reason for partial or non-payment

ACC have advised us that their eBusiness Gateway is due to be decommissioned on **31<sup>st</sup> of March 2022** which means you must enable the option prior to this date. Until then you can continue uploading the invoices, as you are currently doing.

When you do enable the option to use the ACC portal there will be no change to the steps you currently take to enter and produce a schedule

claim or invoice. The only difference, when using the ACC portal option, is that the invoice will be uploaded to ACC automatically instead of you having to use the Java applet.

The ACC portal option is enabled from Setup > System > ACC Online.

ACC API Configuration Save

Enable

Environment Production

HealthSecure Certificate Path

HealthSecure Certificate Password

**This will enable the option for all the specialists so make sure everyone is ready and have uploaded any existing invoices before turning this on.**

Further information on configuration and use is available at <http://go.incloud.clinic/accportal>

## BUG FIXES

Key	Component/s	Summary	release notes
SPM-580	Patient	Email attachments - temporary file names	Email attachments such as external documents create a TMP file in C:\Users\username\AppData\Local\Temp directory. The naming convention of the files has been changed from SPMuuuu.tmp (where uuuu was a temporary file name provided by the operating system as a hexadecimal value) to a longer more complex name. The temporary file is deleted once the Incisive application has finished with it.
PHM-95		NHI number on Theatre List truncating last digit where letters occupy more space (eg MWW)	The last digit on the NHI number is truncating from 'ALL THEATRES' report when the first three alpha characters are all wide, eg MWW. This has now been corrected.

## MENU CHANGES

Any new, modified or moved menu items will be disabled (dimmed) for all Operators in SPMi & PHMi 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.

v879 – (Australia) Added ADHA online provider items to Setup > Contacts > ADHA Providers; Setup > System > ADHA Configuration; Utilities > ADHA Specialty & Service Type > Import

v881 – (NZ) Added ACC Online Services to Setup > System

v882 - (NZ) Changed the menu item called "ACC" in Setup > Financial > Schedules > Charges to "ACC Regulations"

v883 - (NZ) Added 'ACC Export Schedules' to Office > Schedules and 'ACC Export Invoices' to Office > Invoices

v886 - Added 'Print Form Letter' to Appointments > Wait Lists

v888 - Re-added Export to Cemplicity in Utilities > Export as it was missing from recent versions.

v889 - (NZ) Changed 'ACC Advice' to 'ACC Payments' in Office > Receipts

v890 - (NZ) Changed 'ACC Export Invoice' in Office > Invoices to 'ACC Query'

v891 - (NZ) Repositioned ACC Query menu item in Office > Schedules.

## FIELD FORMS

There have been a number of new field forms added and some existing ones have been modified.

Check them by updating the list of forms available in Setup > Templates > Forms > Fields Forms then choose 'Refresh Incisive Forms'. Compare the version numbers of existing forms.

## 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 <https://incisivesupport.com>, login in, select the Downloads icon 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 or 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 snapshot backup 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 file XPMMenu.exe in the 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 that you are updating
2. Temporarily disable the virus-checker (if possible)
3. Login using an account that has Local Administrator privileges.
4. If installing to an application Terminal Server
  - a. Create a snapshot of the server
  - b. Exit to a Command Prompt and execute the following command  
`Change User /install`
  - c. Use Task Manager and make sure that `xpmmenu.exe` are not running nor any other processes that start with `spm*.*`
5. Find the Incisive folder on the Desktop
  - a. 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.
  - b. Look for a 'Reregister SPM' icon on the Desktop or in the Incisive folder. Right-click on it and choose 'Run As Administrator'. If the icon is not visible use Windows Explorer to run 'ReregisterSPM.bat' in the `\Spmwin` directory (Run As Administrator)
6. Start the 'Private Hospital Manager' or 'Specialist Practice Manager' application using 'Run As Administrator' privileges.
7. Log in to the Incisive application 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. Make sure:
  - a. You have UAC turned Off
  - b. You are using an account with Administrator privileges
2. Exit to a Command Prompt window
3. Change to the SPMWIN directory
4. Type in and execute the following command (which deletes three text files)  
`DEL spm_*.txt`
5. Exit from the Command prompt window.
6. 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.