Release Notes for version 414.2

12th July 2024

Specialist Practice Manager
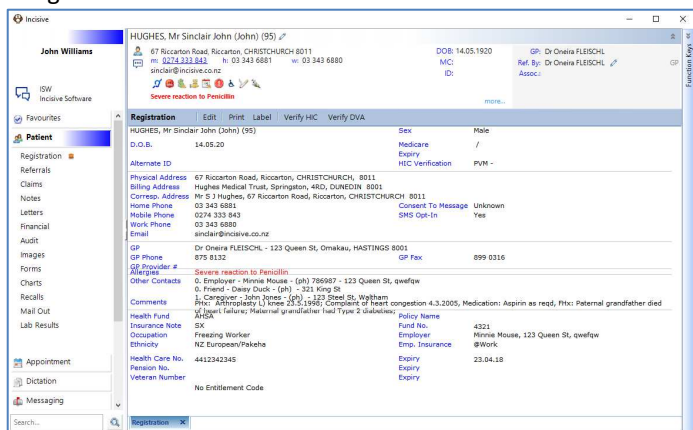
New Zealand edition

Australia edition

Contents

Integrated edition

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

SPM-503 Reports: Clinical Audit: Clinical Audit Query Report
> The Clinical Audit Query report now shows the NHI number / Medicare number rather than the ID Code.

SPM-660 Patient: ePrescriptions - NZ
> Electronic prescriptions are able to be created, sent to the patient and uploaded for a pharmacy to retrieve.
> The NZ Formulary medicine list (with monographs) is provided as a 'live' lookup, which will always provide the latest Medsafe approved medicines.
> Prescriptions can be emailed, texted or printed for the patient. The prescription will also be provided directly to the patient's 'preferred' pharmacy or made available for any NZ pharmacy to retrieve.
> Each Prescriber needs to apply to the NZePS to utilise this prescribing process. There is also specific configuration required in the Incisive application.
> Access permissions need to be applied to the menu node.
> Contact help@incisivesupport.com to request information on how to utilise this feature.

SPM-705 Patient: MailOut: Emails
> Sent emails and their attachments can be viewed and resent. A 'View' button has been added to the Patient > MailOut toolbar. For this button to be active, the new menu file will need to be imported (Setup > Personnel > Permissions) and Permissions assigned to the Roles.

SPM-753 Dictation: Typed: Finished flag
> In Dictation, when a note entry is created from a letter, the field recording whether the note was finished was being incorrectly set.   This caused display issues with the Finished flag appearing then disappearing.

SPM-761 Patient: Notes: Online test ordering
> Online test ordering directly to any of the Awanui, Pathlab and Medlab Central labs, can be completed from the patient's Notes.
> Applications to participate with this program need to be made to the respective labs.
> Contact help@incisivesupport.com for further information.

SPM-762 Dictation: Type Dictation - Send & OK
> Sending a letter (Send & OK) via Type Dictation was generating a message 'Wrong Notes Found'. This has now been fixed.

SPM-773 Patient: Registration: Diabetic alert
> The diabetic alert now has the option to record the medication in the same way as 'On Anticoagulant Medication'.

SPM-777 Appointment: Daylist: Print
> On the day list printout, the email address has been moved to a line on its own, as in some instances, it was being truncated if the phone numbers were all used or long.

BUG FIXES

SPM-757 Dictation

Emails sent from Dictation to @gmail.com addresses, will not now trigger a 'Multiple headers' message.

MENU CHANGES

In the new 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.

v915 - Added the View button to Patient > MailOut

v916 - Added Lab eOrders button to Patient > Notes

v917 - Updated the online help links

v919 - Added ePrescription menu nodes to:

- Patient > eScripts
- Office > eScripts
- Setup > Provider > ePrescription

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.