

Release Notes for version 418.0

2nd June 2026

Private Hospital Manager

New Zealand edition

Australia edition

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IMPROVEMENTS

Appointment

Appointment list printout adding blank line

If there was an email address for the patient, the Appointment details included a blank line. This has now been corrected.

Include Session 'Code' on printout of daylist

The Session 'Code' has now been added to the day list printout.

SMS for admission reminders

Send SMS reminders to patients prior to their hospital admission. Disable the default text and add the custom text you want to send. Include merge-codes such as Reporting Time etc.

Patient

NHI Number format change

The NHI field accepts both NHI formats. We made a change in 2023, to accommodate the new NHI format, which used the MOD-24 algorithm to check it was the correct format. Health NZ have now used the MOD-23 algorithm. The new format comes into effect on 1st July 2026.

Existing format example: ZAA0083 New format example: ARE62RS
SPM & PHM will be able to use both the current and the new NHI formats.

Health NZ information: [Upcoming changes to the NHI](#)

Medical Warnings & Cautions display on the New Appointment screen.

Both the New Appointment > Patient Registration screen and the Appointment Details screen now include a display of the Medical Warnings and Cautions for the patient, along with the existing Alert icons.

ACC45

A new feature to submit ACC45 claims directly to ACC and receive back the ACC45 number via the ACC API, has been added. This uses your Health Secure Digital Certificate (issued by Healthlink) to send the submissions. If you are already configured to send schedules or invoices directly to ACC, then you will now be able to submit a new ACC45 claim.

The following should be configured via Setup - Provider - Config 2 - Edit :

1. Practice Name.
2. ACC Provider Type.
3. Vendor Code (HPI Facility Number).

Incisive online help: [ACC 45](#)

New merge codes (F9) for letters from Ophthalmic module

Additional Merge-Codes have been added for the Ophthalmic Charts fields so you can insert as a text field or table into a letter:

- * Presenting Symptoms - <Oph_PresentingSymptoms>
- * Refraction/Lenses - <Oph_Refraction>
- * Other Tests - <Oph_OtherTests>
- * Examination - <Oph_Examination>

ARTP Refresh option

A refresh option has been added to the ARTP form which will repopulate fields, i.e. GP, Referring Doctor, Patient details, Claim details.

Add 'check spelling as you type' to ARTP

The spell-checker has been added to the ARTP form

Sending a Parked Prescription now shows correct status

Parked prescriptions, subsequently sent, no longer display as 'Parked. Not Sent'.

Saving prescription Favourites, not able to be retrieved

In the NZePS, some medicines, when saved to Favourites, were then not able to be selected due to a blank field returned from NZFormulary for the medication. When searching for a Favourite, all medicines are now displayed, regardless of whether the ULM Description is blank or not.

PHA - Pre-admission Health Assessment

The Covid-19 vaccination status has been repurposed to become a 'Pre-Admission Health Assessment' (PHA) status indicator. Its purpose is to allow the admin & clinical teams to contact the patients prior to admission and prepare for patients that may not be permitted to have surgery or require additional assessment for infection control.

While its primary benefit is for hospitals, it could also be used by specialist centres.

The status types and indicator colours are:

- * Not contacted (no colour)
- * Contact attempted (Yellow)
- * Healthy (Green)
- * Respiratory illness (7wks) recovered (Green)
- * Respiratory illness (7wks) not recovered, or Patient unwell (Red)
- * Not known (Orange)
- * Declined to answer (Orange)

The PHA status is changed in Patient module > Registration > Status > Health Status and is displayed in the same locations that the C19 symbol was previously displayed.



Allergies section changed to Allergies & Adverse Reactions

The name of the Allergies field in Patient > Registration has been extended to 'Allergies & Adverse Reactions' to better indicate the suitable field for staff to add this type of information.

Extended email functionality from Stock-Used invoicing

Sending the Inventory invoice by email from the 'Stock-Used' tab, now allows you to include personalised text into the content of the email and also choose to include any other attachments to the email.

Standard text for the email content can be setup as QuickText from Setup > Templates > Letters, to allow rapid insertion of personalised content to the email body.

Messaging

SMS reminder text is completely customisable

The 'Default Text' can now be removed from the SMS appointment reminders. You can disable the

default text and add your own 'Custom Text'. This is ideal for hospitals that are wanting to send admission reminders or for practices wanting specific information related to telehealth sessions.

F10 message notifications

NZePS (electronic prescriptions) need to notify the specialist if the prescription is added or modified by the pharmacist. You can now nominate who is to be notified instead of everyone getting the message. Enable the selection in Setup > Provider > ePrescriptions

Notifications	
Operator	Donald Duck operator who receives messages of imported notifications

SMS Replies in Message Centre

SMS messages, in the Message Centre are now excluded if the reply is a variation of Yes, i.e. Y, Yes, YES etc. If there is additional text, i.e. "Yes but I might be late", then the message will still display. This was done to provide you a view of the SMS message replies that include additional correspondence from the patient.

Tasks can be Completed by anyone

It is now possible to mark a Task as Complete, even if the Task was not assigned to you. Care should be taken that Tasks are not inadvertently being marked as Complete, if they are not.

RSD Referral type changed from SRP to GRF.

If a letter is being sent as a RSD Referral, the RF1 segment is now GRF and not SRP

Authentication period extended when importing email to Message Centre

When importing emails into the Message Centre, you are prompted for MFA to authenticate the email account. The time-out period for the authenticated session (token) has now been changed so that it will remain active while your session is connected.

Also, if you switch Providers in SPM/PHM (F2) you will not be automatically logged out of the Message Centre. You will need to check that you are viewing the correct test results for the Provider, which may not be the same as the one showing in SPM/PHM. This also applies to saving files or emails from the Message Centre.

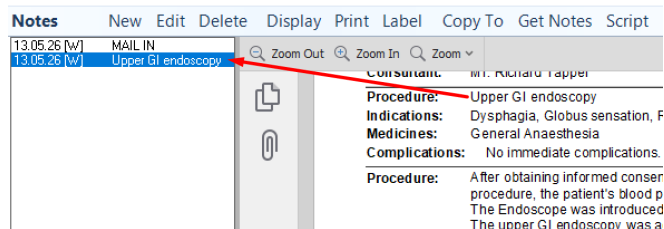
You can check the active Provider the Message Centre is open for by looking in the top Title-bar (Mail for Dr. XYZ)

Send messages as HL7 2.4 rather than as a HealthDoc

Some PMS systems cannot handle HealthDocs, which has been the method of sending scanned documents (.tif) or external documents (various file types). These data types are now bundled into a PDF file and sent as a HL7 2.4 message type.

Endoscopy and other (clinical) ORU reports can be imported

ORU^R01 messages (Observation Result Unsolicited) in the HL7 format, can be imported to the patient's Notes and appear as MailIn. Accompanying reports will be attached as an External Document but will appear in the Notes using the name of the report e.g. 'Upper GI endoscopy'. These HL7 message types are provided by applications like the Olympus Endobase (endoscopy) or other clinical systems. Some configuration by Incisive will be required to match the originating facility and application.



Dictation

Email subject line not now including patient's name.

The Subject for emails sent via Dictation now no longer includes the patient name (for privacy reasons) and instead uses their health ID e.g. NHI or Medicare. The subject line now reads 'Correspondence from <Username> (re <NHI/Medicare ID>)

Emailing Letters with notes attachments

Notes that are selected and attached to a letter in Dictation, are now being correctly sent when emailed.

Office

ACC export adding in Implants when set to Contract (not Contract + Implant) and Implants to be included in Contract Price

The ACC upload file (JSON) no longer includes the Implants where the Billing Type is set to Contract and you elect to include the implants in the contract price at the time of producing the invoice. Previously, while the invoice was correct, the implant was incorrectly included in the ACC upload file.

Theatre

Change Theatre List screen to use display more info.

The Theatre Register view has two improvements:

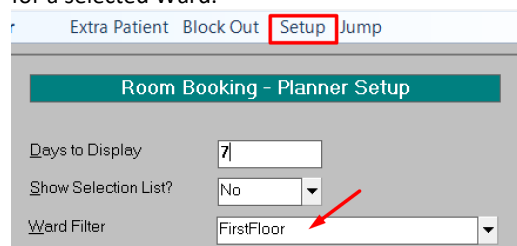
The Operation Description column has been moved to the right so that long operation descriptions can be viewed in full.

By pressing the Spacebar on your keyboard, you can expand the single row of the booking to display the full Operation Description and other operation related information entered in with the booking.

Ward

Add a 'Ward' filter for the beds in the Bed Planner.

The Bed Planner option in the Ward module includes a Setup option to filter and display only the beds for a selected Ward.



Reports

Export function for the 'Stock On Order' report - STKOO101

The 'Stock On Order' report (Stock > Purchases) can be 'E'xported. The export records include: Ordered, Due, Order#, Code, Description, Owing, \$ Exp, Total, Category, Supplier Name, Supplier Code, Due Date, Quantity Ordered, Pack Description, Items/Pack, Minimum, Maximum, Notes, Stock On Hand

Appointment Planning Report - incorrectly reporting cancelled sessions

The Appointment Planning report (Reports > Appointments > Hospital > Planned Bookings) is no longer reporting cancelled sessions.

Operations by Surgeon report - Billing Type added to Export

The 'E'xport function in the Operations by Surgeon (Reports > Operations/Procedures) now includes the Billing Type that was used for invoicing the operation.

Operations by Billing Type - NHI & Invoice No. added to Export

The 'E'xport function of the 'Operations by Billing Type' report (Reports > Operations/Procedures) now includes the NHI number, Invoice number, Surgeon name & Surgeon specialty. This information is being requested by HealthNZ for some of their contracts.

Stock Invoiced in Period - Supplier & Supplier code added to Export

The 'E'xport function for the 'Detailed' Stock Invoiced in Period report (Reports > Stock > Stock Usage

Setup

Field Form updated

Radiology > ARG-Te Tai Tokorau field-form has been updated to allow text to be added beside the 'General X-ray' selection.

Security code not now required for ACC18 User Numbers

The requirement for a security code to access the User Numbers \ (Setup - Provider - Form Numbers\), has been removed.

Security code not now required when editing Email settings

A security code is no longer needed to edit the email settings for a Provider. It is our recommendation that permissions to Edit should only be given to a Role that is appropriate to configure these settings.

Search field in Stock > Material Items includes 'Tag' code lookup

Include item 'Tags' in the Search field of Material Items (Setup > Stock > Material Items). Useful to include searches for Consolidated Charge items (e.g. screws) or Very High Value items. The fields used for the search are: stock code, stock description, supplier code, tag code

Utilities

Export of Patient Notes not including content in Letters

Export Patient Notes now correctly includes the addressee and CopiesTo details in the letter

Export Patient Notes - include form letters, field forms

Patient Supplied and Custom Forms (Field Forms) note types have been included to the range of records that are now exported using Utilities > Export > Export Patient Notes

BUGS

NZePS error HIE206: No of Total Dispense Refills Authorised missing

Because of the way data is being entered by the pharmacist, an error message during the retrieval of notifications could occur. Code has now been added to try and alleviate this.

Prescription notifications error - duplicate key

Code has been added to try to prevent the following error message: 'Notification - An item with the same key has already been added' when trying to import NZePS notifications.

'ChestRAD' radiology reports are loading faster

Code has been added to try to improve the loading speed of results from ChestRAD.

Sub-Contractor Payments Owing report error

An error in Sub-Contractor Payments Owing report, caused by a large number of financial records, has now been corrected.

Patients – view for Appointments shows incorrect date if appointment edited and then transferred

If an appointment is made (for one date), edited one or more times \ (for the same date\), then transferred to a Wait List, and then transferred to a new date, the date in the 'Appointments for patient' screen displays the original date, not the new date. This has now been corrected.

Processing an ARTP with attached (compressed) notes

If the Notes table has been compressed applied, an attached \ (compressed\) note in an ARTP no longer produces an error when the ARTP is processed.

HTML formatted Radiology reports are printing correctly from Notes

The printing of Radiology reports sent as HTML \ (in Australia\) are now printing in the correct format

ACC schedule exported, but schedule did not advance properly

Additional code has been added to prevent schedules from being uploaded to ACC when the schedule has not been properly closed off and advanced.

F3 displays correct 'Field form' if Notes are compressed

If the Notes table is compressed, Field-forms in the F3 'View Notes' now correctly displays the whole form, not just the form name.

Email content not displaying

All emails imported into the Message Centre correctly display the email content in the right-hand window

Images sometimes displaying with the incorrect thumbnail

Under certain circumstances in a group practice, the wrong image thumbnail would display (despite the correct image displaying). This has now been corrected.

External browser used for URL links

Help pages will use an external browser to display the content. The Javascript functions perform better using external browsers.

Refresh issue with emails in the Message Centre

The refreshing of emails in the Message Centre has now been resolved.

Bed Planner error if Edit then Cancel repeatedly

The Bed Planner has been made more robust when editing patients or moving patients between beds, so it doesn't error when making rapid changes on a slower network.

Appointment Planning report - exported dates are not dd/mm/yy

The Appointment Planning report in Reports > Appointments > Hospital is exporting the date in the correct dd/mm/yyyy format

MENU CHANGES

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 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.

- v937 - Added ACC45 button to Patient > Claims
- v938 - Added Patient (External DB) to Utilities > Import to enable external database lookup
- v940 - Updated links to help file URL to use https protocol

FIELD FORMS

Below are the Field Forms that have been recently added or updated (Setup > Templates > Forms > Field Forms)

28.08.2025	Updated	Wyvern Private Hospital - Recommendation for Admission Form V3 Feb 2025
03.09.2025	New	Referral - Hands on Rehab - Hand Therapy Referral Form.pdf
03.09.2025	New	Pre approval - SXAP - St.G COSL - Heaton JV 2025
04.09.2025	New	Referral - Auckland Neurophysiology - Nerve conduction Referral Form 09/25
08.09.2025	New	Admission Forms - Norwest Private Patient Info E admissions v1 09/25
11.09.2025	New	Patient Admission Form - Southern Cross - 09/25
11.09.2025	New	Patient Health Questionnaire - Southern Cross - 09/25
17.09.2025	New	Referral pro-VAGGETm9.jpeg TLab Limited - Specimen form
17.09.2025	New	Admission Requests AS PQ digitised.pdf Anaesthesia Specialists Patient Questionnaire
30.09.2025	New	Imaging Radiology Request Form (Otago)
01.10.2025	New	Consents Anglesea Hospital Consent
01.10.2025	New	Admission Requests Anglesea Hospital Admission Forms
02.10.2025	New	SXAP - Southern Cross Hosp Bariatric
02.10.2025	New	SXAP - St Georges Hosp Bariatric
03.10.2025	Updated	Mercy Hospital Doctors Admission Letter DAL v10.0
07.10.2025	New	Awanui MDRO IPC Screening 08/25
24.10.2025	New	NZ Blood Tissue Bank request 10/25 v9
30.10.2025	New	Forte Health - Request for Treatment 2025
31.10.2025	New	North Island Sarcoma MDM Referral 2023
03.11.2025	New	SXAP - Allevia Approval Form Urology MUR 10/2025
03.11.2025	New	SXAP - Franklin Hospital - Ortho 2025
25.11.2025	New	Approval Forms - SXAP - Allevia - ENT 2025/04
02.12.2025	New	AWANUI Lab Form (Wellington)
02.12.2025	New	Imaging - ARG
04.12.2025	Updated	Admissions - Norwest Private Patient Information v4
15.12.2025	New	Approval - SXAP - Mercy Ascot Orthopaedics 2026
17.12.2025	Updated	HPV-cytology-histology-samples TWO 08/25
19.12.2025	Updated	SXAP - Forte Endoscopy 15.12.2025
07.01.2026	New	Approval - SXAP - Allevia - ENT 2026
14.01.2026	Updated	ACC - ACC2152-treatment-injury-claim
14.01.2026	Updated	Admissions - St George's Hospital - Consent form (01/26)
29.01.2026	Updated	Histo/Path - MDRO_IPC_Screening_Nov2025
27.02.2026	New	Consent - Columba Agreement to Treatment
10.03.2026	New	RESS ICPMSK Proforma (1pg) - note this is only a single page document.
16.03.2026	New	SXAP Ortho Pre-Approval - Forte
16.03.2026	Updated	illumiscreen 19092025
23.03.2026	Updated	ACC6273 Pain Management Referral 10/24
20.04.2025	New	SXAP - Forte pre approval form GENERAL 0326
24.04.2026	New	District-nursing-referral-form Lakes District

01.05.2026 SXAP - CHCH Endo 04/26
01.05.2026 SXAP - CHCH General Surgery 04/26
06.05.2026 Columba Agreement to Treatment - Botox
06.05.2026 Columba Agreement to Treatment - Hysteroscopy D&C Mirena
06.05.2026 Columba Agreement to Treatment - LLETZ
06.05.2026 Columba Agreement to Treatment - Mirena
06.05.2026 Columba Agreement to Treatment- Hysteroscopy D&C
07.05.2025 REM Consent for Surgery (Remuera Surgical Care)
08.05.2026 SXAP - Kakariki - Ortho v1.5.3.3
13.05.2026 CIP Specialist Referral Form

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.

There are two methods you can use to apply the updates.

1. Deploying and running a 'Quiet' installer application on each workstation/laptop.
This is the **recommended** option.
The database structure will need to be updated as a separate process. The Incisive Helpdesk can assist with this process or your IT technician.
2. Copying the updated program files from a central location on the server, to each workstation/laptop.
This is useful for a larger specialist centre or hospital.

Update Option 1.

1. Download the 'Quiet' update installation file.
 - a. Go to <https://incisivesupport.com> and login
 - b. Navigate to Knowledgebase > TechnicalConfigurationDevices > Downloads
 - c. Save the file to a location you can access.
2. Right-click on the file, go to Properties menu and 'Unblock' the file
3. Log on to the workstation/laptop using an account with Administrator privileges.
4. Copy the downloaded file to the workstation/laptop to update
5. Right-click on the file and choose 'RunAs Administrator'
6. When completed,
 - a. Ensure the database structure has been updated
 - b. Log into the Incisive application and check Patient > Notes and Appointment modules are loading correctly.

Update Option 2.

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. Download the 'Server' update installation file
 - a. Go to <https://incisivesupport.com> and login
 - b. Navigate to Knowledgebase > TechnicalConfigurationDevices > Downloads
 - c. Save the file to a location you have access to.
3. Right-click on the file, go to Properties menu and 'Unblock' the file
4. Find the Incisive installation directory on the server (usually c:\spmwin)
5. Rename the Updates directory to **PrevUpdates**
6. Delete any existing folder called **NxtUpdate**
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

Update the Incisive application on the Server

Before the workstation update process is about to be performed, the Incisive application should be updated on the main on-premise server. 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. If possible, restart the server. If a restart is not feasible, use Task Manager and make sure that xpmmenu.exe is not running nor any other processes that start with spm*.*
3. On the server, login using local admin or domain administrator rights.
4. Rename the directory called **NxtUpdate** to **Updates**

5. Copy all the files from the Updates directory to the Incisive program directory (usually c:\spmwin) on the server. Overwrite the existing files.
6. Update the database structure. 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.
7. Find the file 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.
8. Log in 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 using Option 2.

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. Login using either a Local Administrator login or the Domain Administrator login
3. If installing to an application Terminal Server
 - a. Exit to a Command Prompt and execute the following command
Change User /install
 - b. Use Task Manager and make sure that all Users are logged out (not just disconnected)
4. 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.
5. Once the file copy has completed, Right-mouse-click on the icon, in the Incisive folder, that you use to start the Incisive application and choose the Run As Administrator option. This will unregister any file entries in the Windows Registry and re-register the new files.
6. 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 or theatre
7. If updating an application terminal server, go to the command prompt and execute the following command:
Change User /execute
8. 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. Log onto Windows using an Administrator privileged account.
2. Use Windows Explorer and navigate to the Incisive application directory (usually C:\spmwin)
3. Find the file called ReRegisterSpm.bat and right-click on it and choose 'Run As Administrator'. You will see a lot of files displayed in a black window. When it's finished, press any key to close it.
4. Right-mouse-click on xpmmenu.exe and run using the Run As Administrator option. Login and check the Patient > Notes and Appointment modules load correctly.

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.