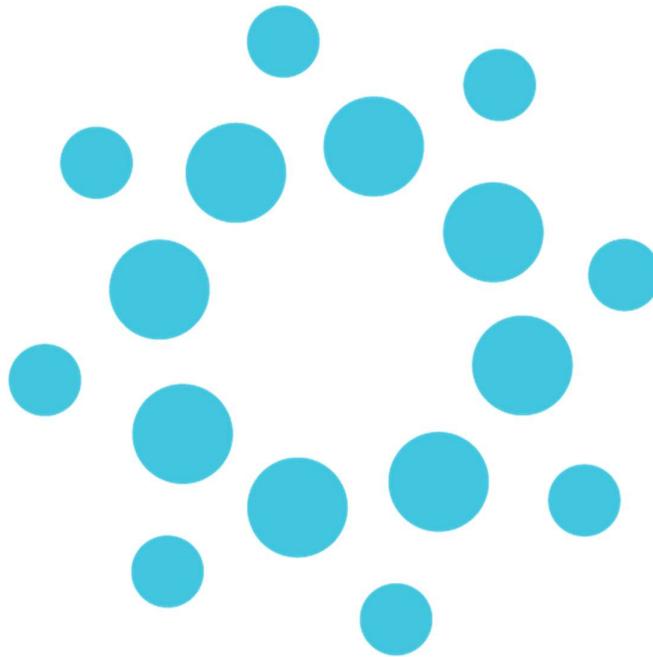# Release Notes
Medtech 32

Version 22.15 – Build 5804
(June 2018)

These release notes contain important information for Medtech32 users. Please ensure that they are circulated amongst all relevant staff. We suggest that this document is filed safely for future reference.

Contents

Introduction

These Release Notes provide an overview of the enhancements made within Medtech32 Version 22.15 Build 5804. A summary is provided below for reference:

Summary of New Enhancements

Description of Change	Category	Impact
Changes to the Provider Inbox Message Routing Rules	**Clinical**	**Moderate**
Addition of a new 'Unmatched Provider Messages' tab in the Provider Inbox screen	**Clinical**	**Moderate**
Enhancements to the Electronic Prescribing Setup screen and Activation process for the New Zealand e-Prescribing Service	**Clinical**	**Moderate**

Summary of Resolved Issues

Description of Change	Category	Impact
Fixes an issue where an Access Violation error message was appearing for the Task Manager when Checking In / Out for Briefcasing	**Admin**	**Minor**
Fixes an issue where a TEMPPAT error was displayed on the Patient Palette when cancelling an appointment from the Appointment Pad when it had been booked through the Appointment Book	**Admin**	**Minor**
Fixes an issue that could result in emails being only sent to one recipient when bulk recipients have been selected in the Statement Workflow	**Financial**	**Minor**
Fixes an issue where a Canvas Not Yet Active error message was displaying when trying to print the Internal GMS report in some situations	**Reporting**	**Minor**
Fixes an issue where the "Do not Send time" was ignored by SMS Reminders in some situations.	**SMS**	**Minor**

Provider Inbox Enhancements

Provider Inbox Message Routing Rules

Changes have been made to the Provider Inbox Message Routing Rules to ensure that messages are not defaulted to Default Provider Inbox.

The following changes have been made:

- Ignore any alpha characters at the beginning of the provider NZMC number in an incoming message.

- Ignore any alpha characters at the end of the provider NZMC number an incoming message.

- Ignore any leading 0 if present in the provider NZMC number in an incoming message.

- Check the provider identifier against the Labtests Dr Id

- Check the provider identifier against HPI Number

- Check the provider's External Full Name

IMPORTANT SETUP REQUIREMENT

Please ensure that in your providers 'External Name' field in the Setup > Staff > Members > Provider tab you have the full name of your Provider entered for matching.

- When multiple providers are identified to match to a received message, check the 'Inbox To:' field in the Setup > Staff > Members > Provider Messages tab, and if a provider is selected, then place the incoming messaged into the Provider Inbox of the selected provider.

IMPORTANT SETUP REQUIREMENT

Where a practice has configured and setup multiple providers that have the SAME 'NZMC (Registration) Number' and 'External Name' entered in the Setup > Staff > Members > Provider tab you must ensure that each of the Staff Member setups has the 'Inbox To:' field in the Setup > Staff > Members > Provider Messages tab pointing to a single provider to ensure all incoming messages are delivered to the correct Provider Inbox.


- When an incoming message has been matched to multiple providers, and there is no provider selected in the 'Inbox To:' field for matching (or) the incoming message cannot be matched to a provider directly, then flag the message as Unmatched rather than assign to a Default Provider (see Unmatched Provider Inbox Messages section below).

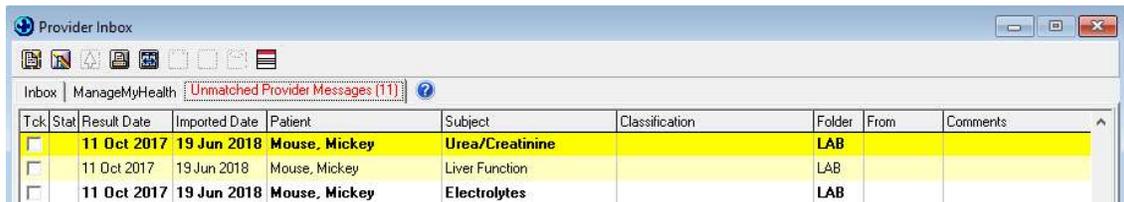# Unmatched Provider Inbox Messages

Module ► Inbox ► Provider Inbox

A new tab has been added to the Provider Inbox screen called 'Unmatched Provider Messages' to enable Providers to easily identify messages that have come into the practice that have not been matched to a Provider (see Provider Inbox Message Routing Rules section above).

These messages have been flagged as un-matched and are not being allocated directly to the practices Default Provider to avoid the lack of regular checking. This has been done to ensure that they are visible and are able to be checked by all providers.
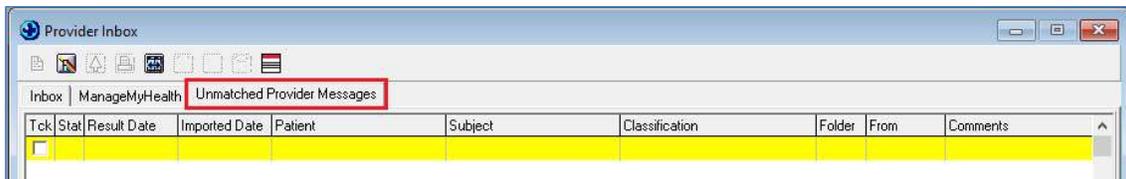
Post upgrade to Version 22.15, if messages coming into Medtech32 cannot be matched to a provider directly, then the messages will be flagged as Unmatched rather than be assigned to a Default Provider, and will be displayed on the Unmatched Provider Messages tab.

When messages are available for viewing on the Unmatched Provider Messages tab the tab will be displayed in Red text, and a count of Unmatched Provider Messages will be displayed.


IMPORTANT INFORMATION FOR REVIEWING INBOX MESSAGES
When opening a message in the Unmatched Provider Messages tab, changing the Attention to field 'to another provider' and clicking on the OK button in the View Provider Inbox message screen the record will be moved to the Provider Inbox of the selected Provider in the Attention field.
If you are the Provider in the Attention field you will be able review and File the Inbox message directly from within the Unmatched Provider Message screen.
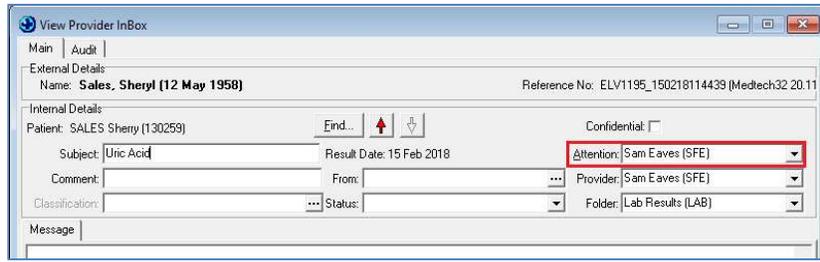
Given it is possible for two providers to open the same incoming message from the Unmatched Provider Messages tab, the following message will be displayed when one of the providers attempts to file an Inbox message that has already been actioned by another provider.
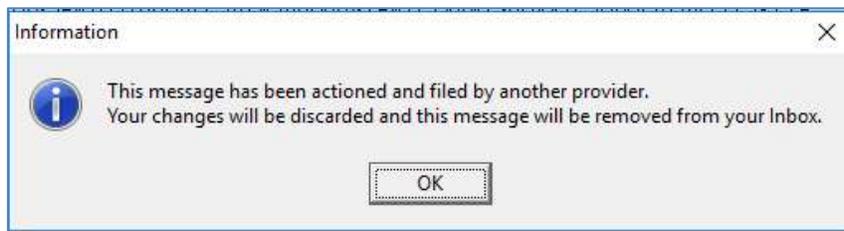
NZePS Enhancements

Activation for New Zealand ePrescription Service

Setup ► Connected Health Information Service ► ePrescribing

Enhancements have been made to the Electronic Prescribing Setup screen and Activation process for the New Zealand e-Prescription Service to make it easier for Practices to on-board themselves.

NZePS Activation

The activation of NZePS can be initiated by practices themselves if you have installed Medtech32 Version 22.15 Build 5804 or later.

You can find your Electronic Prescribing Setup screen by navigating to Setup > Connected Health Information Services > ePrescribing.

To activate NZePS for your practice:

- Complete the Connected Health Information Services Request Form available on the Ministry of Health website

- Sign and email the Connected Health Information Services Request Form to the Ministry of Health at onlinehelpdesk@moh.govt.nz

- The Ministry of Health will process the application and provide your practice with the relevant information needed for configuring the NZePS service within Medtech32.

Authorisation and Activation Process

Once the above steps are completed for NZePS with the Ministry of Health, your practice can activate NZePS by accepting the Terms and Conditions and Ongoing Monthly Fees as part of the **Authorisation and Approval to Activate** process within the Medtech32 ePrescribing Setup screen.

Terms and Conditions

Medtech offers you access to the Medtech NZePS module subject to your Medtech License and Service Agreement. By activating the NZePS service in your Medtech PMS system you are accepting these Terms and Conditions.

Medtech License and Service Agreement information can be located on the Medtech website.

Ongoing Monthly Fees

Consistent with Ministry of Health policy, the Ministry has funded Medtech for the cost of developing the NZePS functionalities in Medtech32. This means there is no additional license fee to be paid by practices for NZePS functionalities in Medtech32 however, the Ministry of Health will not be funding Medtech for ongoing support, maintenance and operating costs for the NZePS Connected Health Information Service and these costs remain the responsibility of the individual practices.

As such, practices will be required to cover the following costs:

- An on-going Monthly Service Fee to cover the on-going costs for the support, maintenance and operating costs. The on-going fees payable by the practice will depend on number of licenses your practice has.

You can identify the number of licenses your practice has by navigating to Help > Register.

An indication of the Ongoing Monthly Service Fees for NZePS can be located on the Medtech website.

Activation

IMPORTANT INFORMATION - SYSTEM REQUIREMENTS

Before activation of the NZePS service within Medtech32 it is important that you ensure that your infrastructure meets the minimum requirements for using the NZePS service within Medtech32 as outlined in the System Requirements Specification Guide.

To activate the NZePS service within Medtech32:

1. Select the **check boxes** to indicate
   - Acceptance of the Terms and Conditions
   - Acceptance of the Ongoing Monthly Fees for your practice
2. Select the **Activate** button
3. Once the activation process has been completed, you will be prompted with the following message:
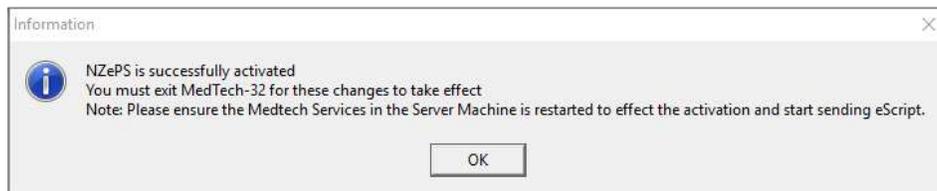
4. Click on the **OK** button to close the message prompt
5. Exit Medtech32 and complete the required restart of your Medtech Services before you start to use the NZePS service within Medtech32.

Self-Training Guides and Training Webinars

Self-Training Guides and Training Webinars for NZePS functionality within Medtech32 can be located on the Medtech website under the NZePS section.

Please review the Medtech32 NZePS Documents and Webinars to get an overview on how to use NZePS within Medtech32.

If you have queries after reviewing the provided training material, please contact the Medtech Training Team at TrainingNZ@medtechglobal.com.

De-activation

If for any reason you would like to de-activate the NZePS service within Medtech32 you have the ability to do this yourself from within the Electronic Prescribing Setup screen.

To de-activate the NZePS service within Medtech32:

1. Select the **De-activate** button

2. Once the de-activation process has been completed, you will be prompted with the following message:
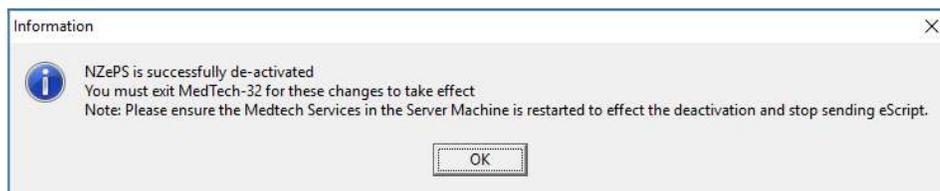
3. Click on the **OK** button to close the message prompt

4. Exit Medtech32 and complete the required restart of your Medtech Services to complete the de-activation of the NZePS service within Medtech32.

If you are interested in learning more about the New Zealand e-Prescription Service please see http://www.medtechglobal.com/chis/ or contact salesnz@medtechglobal.com.

Resolved Issues

The following list details the issues that have been resolved in this release.

Overview of Resolved Issues

1. Fixes an issue where an Access Violation error message was appearing for the Task Manager when Checking In / Out for Briefcasing.

2. Fixes an issue where a TEMPPAT error was displayed on the Patient Palette when cancelling an appointment from the Appointment Pad when it had been booked through the Appointment Book.

3. Fixes an issue that could result in emails being only sent to one recipient when bulk recipients have been selected in the Statement Workflow.

4. Fixes an issue where a Canvas Not Yet Active error message was displaying when trying to print the Internal GMS report in some situations.

5. Fixes an issue where the "Do not Send time" was ignored by SMS Reminders in some situations.

For further information on these new features, or any other queries regarding the changes in this release, please contact Medtech Support via:

- Medtech32 application [**Help ► Contact Support**]
- Online Chat: www.medtechglobal.com
- Email: support@medtechglobal.com
- Insight: Register for the Insight Customer Portal at https://insight.medtechglobal.com/ and Log a Support Ticket