

6.95 Release Notes

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About this Release

In each release there may be new features and functions that require one or all of the following:

- Purchase of a module to access
- User Training
- Specific process to be used to ensure the correct functioning

Please read the release notes and the corresponding manual pages to ensure that you understand the changes being made, what module they are associated with, and how they impact your business processes.

If you have any questions about anything in a release, please contact support either by phone or through a Redmine ticket.

Release Notes for CareRight 6.95

In this article:

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- Virtual Front Door & Smart Forms
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 - Online Booking > Move 'individual timeslots' or 'morning/afternoon timeslots' to appointment types
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 - Enquiries > Better access to Archive controls
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 - Professional Contacts > Link to Staff Member
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Major Features

Virtual Front Door

CareRight offers [Online Booking](#), [Online Enquiries/Expressions of Interest](#) and [Shareable Smart Forms \(Assessments\)](#), [Telehealth with Coviu](#) and [Online Payments with Stripe](#).

To add to these capabilities, we've massively expanded the functionality available behind the scenes and introduced tools to manage your interactions with patients - past, current and future.

Combined with our vast Assessment library, and informed by NSQHS standards, we can streamline your patient intake,

triage and planning with team based tools.

Healthlink Australia & Secure Messaging Improvements

We are making quality improvements to our secure messaging implementations (Argus, Medical Objects, Healthlink NZ) and adding support for Healthlink Australia.

Virtual Front Door & Smart Forms

Online Booking > Add ability to create and share a patient portal assessment via appointment triggers (Screening and PROMS)

We have introduced the ability to send a specific patient portal assessment as part of an appointment template.

This allows you to achieve such things as:

- Post appointment followup health surveys (PROMS)
- Pre appointment health checks (24 hours before)
- Pre appointment consent/agreement forms

We will be expanding the capabilities beyond appointment triggers in coming releases.

Used By

Test Appointment email trigger assessment

Code*

Appointment form trigger

Description*

Appointment form trigger

Subject*

Appointment form trigger

Body

<p>Hi {{patient.given_name}},

Your appointment with {{appointment.provider_display_name}} is confirmed and we are looking forward to seeing you tomorrow at {{appointment.start_time}} at {{location.description}} {{location.address1}}.

There is a new secure form to fill out prior to your session: Assessment</p>

Please phone {{appointment.location.phone}} if you are unable to attend.

Regards,
{{location.display_name}}

←

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👤

🔄

From

test@clintel.onmicrosoft.com

Subject

Appointment form trigger

To

sara@clintelsystems.com

HTML

Plain text

Source

Hi Test,

Your appointment with Dr MaryIn JOY is confirmed and we are looking forward to seeing you tomorrow at 15:20 at Adelaide Clinic 18 Dequetteville Terrace.

There is a new secure form to fill out prior to your session: [Assessment](#).

Please phone if you are unable to attend.

Regards,

Online Booking > Move 'individual timeslots' or 'morning/afternoon timeslots' to appointment types

To allow a mix of both individual timeslots for consultations, and a 'next available' mode for procedure bookings, the appointment types now have the configuration for which mode they present as.

Appointment types

Duration (minutes) *

30

Sort Order

10

Background Colour

#dfc2d6

Text Colour

Associated Assessment Name

Online Booking Fee (II)

Cool Down Period (working days)

0

☒ Enabled For Theatre

☐ Disabled

☒ Online Booking

☐ Enable Student

☐ Telehealth Enabled via Covu

Online Booking Settings

Online Booking Mode

Individual Timeslots

Booking Fee Strategy

Assessment

Redirect URL after online booking

Update Appointment type

Cancel

New assessment control: style

Recommended for technical staff or users with web design experience.

Close

FilterExpandClose

Assessment

hidden_field patient id

label font size 4 0 b Refraction font b br br

label style flexbox cell display flex flexbox grid border 1px solid #eee padding 5em 1

style e311582000_style

label i p style color blue Determines the lens power needed to compensate for any

table e69898373751840 table

grid refractions1

show_if show if refractions2

table prev pres

table fgss

grid e138679340 grid

table fgss re

table pres note

text_field txt 1

Save ChangesCancel

style

Name

e311582000_style

Position

3

```
1 .flexbox-cell {
2   display: flex;
3 }
4
5 .flexbox-grid {
6   border: 1px solid #eee;
7   padding: 5em;
8 }
9
10 /** Target the Given Prescription structure. T000: Specific IDs or classes */
11 .flexbox-grid .flexbox-cell .flexbox-cell {
12   display: grid;
13   grid-template-columns: 1fr 1fr 1fr 1fr 1fr 1fr 1fr;
14   grid-template-rows: 1fr 1fr;
15 }
16 }
```

Save ChangesCancel

Customise the CSS of your assessment.

New assessment control: html

Recommended for technical staff or users with web design experience. Previously, to add custom HTML a label element was used. Now a dedicated HTML element exists

The screenshot shows the 'Assessment' control configuration window. On the left is a tree view of controls under 'Assessment', including 'hidden_field patient id', 'label font size 4 0 Ocular Health P font br', 'table anterior', 'table posterior', 'label', 'table e246626000 table', 'table iop', 'html e306442460 html' (which is selected), 'label Eye drops can be used with patients who can t respond verbally or when son', and 'table dilation'. On the right is the configuration panel for the selected 'html' control. It has a title 'html' and two input fields: 'Name' with the value 'e306442460_html' and 'Position' with the value '7'. Below these is a text area containing the HTML code: `1 Dilation `. At the bottom of the panel are 'Save Changes' and 'Cancel' buttons. A small note at the very bottom states: 'Allows arbitrary HTML. Use with caution. Ensure your HTML is well formed.'

New assessment control options: Additional CSS Classes

Recommended for users with web design experience **(Specifically CSS Grid or Flexbox)**

The *grid*, *row* and *cell* controls allow the input of additional CSS classes.

Use in combination with the *style* control, this allows for better customisation of form layout across mobile and desktop devices..

Online Booking > Phone Number Validations

CareRight now allows you to optionally configure validation patterns for mobile phone numbers.

Regular Expression For Validate Mobile Phone Number

As this varies by country, customers wishing to utilise this functionality should research carefully the correct patterns to use.

- [Australian Mobile Number Format](#)
- [Australia Telephone Number Format](#)
- [New Zealand Telephone Number Format](#)
- [Google's libphonenumber](#) - an international library for phone numbers world wide.


Enquiries > Better access to Archive controls

INBOX OUTBOX DRAFT HELD ALL BULK PRINTS UNMATCHED ENQUIRIES ASSESSMENTS				
New Enquiry				
Dashboard / Correspondence				
Enquiries Archived Newest First Admission Enquiry Q				
Location: Enquirer: Subject:	Adelaide Miss Marget Blue Re test purpose only please ignore	Enquiry Category: Start Date: User:	Admission Enquiry 02/02/2024 at 12:09 PM (+1030) sarah Clintel	<a>Show <a>Restore
Location: Enquirer: Subject:	Adelaide Miss Lady Smith Miss Lady Smith	Enquiry Category: Start Date: User:	Admission Enquiry 02/02/2024 at 12:07 PM (+1030) sarah Clintel	<a>Show <a>Restore
testtt				
Location: Enquirer: Subject:	Adelaide Margert Loadg Re admission testing purpose	Enquiry Category: Start Date: User:	Admission Enquiry 02/02/2024 at 12:01 PM (+1030) sarah Clintel	<a>Show <a>Restore
This is only for testing purpose .				
Location: Enquirer: Subject:	Location Testti Bob Smith Bob Smith	Enquiry Category: Start Date: User:	Admission Enquiry 22/01/2024 at 05:34 AM (+1030) Miss System Administrator	<a>Show <a>Archive

Patients > Current Assessments > Filter by name (Basic Charts)

If you perform regular assessments of a patient, it's now easy to filter them to a list.

Combined with an [Assessment Summary Display](#), this gives you the power to see trends over time.



Miss Lady Smith

My Health Record
NOTICE
Health and disability
Mailhog
Pricing

Facility: TTEST Location MRN: 000049 CRN: PN1811282 Primary Provider: Mr Stefan FORBES Referrer: Dr June Brett [dr June] (022220203) Fund: Medibank Private ,66666666
Female , aged 43 years , born on October 27, 1980 , currently admitted to Adelaide . Mobile Phone: 0410412053

Do not contact
Medicare Mental Health Plan

CURRENT SUGGESTED ARCHIVED

New

Dashboard / Patients / Miss Lady Smith

Current Assessments
Eating Disorder Examination Questionnaire (EDE-Q) - 7
Newest Created
Any State
Search...
Q

Assessment: Eating Disorder Examination Questionnaire (EDE-Q) 7 - Eating Disorder Examination Questionnaire [Filter](#)
Status: Submitted for approval
Submitted By: Miss Lady Smith
Created: 02/02/2024 at 12:22 PM (+1030)

Restraint: 1.400 Eating Concern: 1.600 Shape Concern: 0.375 Weight Concern: 0.800 Global EDEQ: 1.000

Assessment: Eating Disorder Examination Questionnaire (EDE-Q) 7 - Eating Disorder Examination Questionnaire [Filter](#)
Status: Draft
Performed By: sarah Clintel
Created: 02/02/2024 at 12:22 PM (+1030)
Performed At: 02/02/2024 at 12:22 PM (+1030)

Restraint: 0.000 Eating Concern: 0.000 Shape Concern: 0.000 Weight Concern: 0.000 Global EDEQ: 0.000

Assessments > Instances > List view

Similar to the Patient filtering, we now display a slimmed down summary of just the relevant information in table form. Over time, this will be expanded into a condensed chart display.

Correspondence > Assessments / PROMS > Have a list of newly submitted responses

Main article: [Correspondence Tab - Assessments, Create Patient and share assessments to a patient](#)

Under Correspondence, a new **Assessments** tab is available. This shows by default all newly submitted **Patient Reported Outcomes and Measures (PROMS) or Sharable Assessments**.

This allows your team to quickly triage and review information requested from patients.

CareRight™

Dashboard

Correspondence

All Correspondence

My Correspondence

Correspondences

INBOXOUTBOXDRAFTHELDAALLBULK PRINTSUNMATCHEDENQUIRIESASSESSMENTS

New Enquiry

Dashboard / Correspondence

Current Assessments

Shareable

Please select...

Newest Created

Submitted For Approval

Search...

Assessment:

Status:

Patient:

Eating Disorder Examination Questionnaire (EDE-Q) 7 - Eating Disorder Examination Questionnaire
Submitted for approval
Miss Lady Smith

Created:

Submitted By:

02/02/2024 at 12:22 PM (+1030)
Miss Lady Smith

Show

Approve

Restraint: 1.400 Eating Concern: 1.600 Shape Concern: 0.375 Weight Concern: 0.800 Global EDEQ: 1.000

Assessment:

Status:

Patient:

Image assessment (draw) 1 - Draw on image assessment
Submitted for approval
Mr Paul Smith

Created:

Submitted By:

01/02/2024 at 09:12 AM (+1030)
Mr Paul Smith

Show

Approve

Assessment:

Status:

Patient:

Image assessment (draw) 1 - Draw on image assessment
Submitted for approval
Mr Paul Smith

Created:

Submitted By:

01/02/2024 at 09:10 AM (+1030)
Mr Paul Smith

Show

Approve

Assessment:

Status:

Patient:

ABC Hospital - Estimate for hospital service 2.4 - ABC Hospital - Estimate for hospital services
Submitted for approval
Mr Paul Smith

Created:

Submitted By:

01/02/2024 at 08:50 AM (+1030)
Mr Paul Smith

Show

Approve

Assessment:

Status:

Patient:

ABC Hospital - Estimate for hospital service 2.4 - ABC Hospital - Estimate for hospital services
Submitted for approval
Mr Paul Smith

Created:

Submitted By:

01/02/2024 at 08:47 AM (+1030)
Mr Paul Smith

Show

Approve

Assessment:

Status:

Patient:

Approved By:

ADMN - New Patient Registration HU 1.7 - ADMN - New Patient Registration HU
Submitted for approval
Reny Smith
nico@clintelsystems.com Clintel

Created:

Submitted By:

Approved At:

16/11/2023 at 02:57 PM (+1030)
Reny Smith
16/11/2023 at 03:04 PM (+1030)

Show

Approve

Assessment:

Status:

ADMN - New Patient Registration HU 1.3 - ADMN - New Patient Registration HU
Submitted for approval

Created:

15/11/2023 at 01:41 PM (+1030)

Show

Help

Assessments > Library

We've refreshed the Admin > Assessments views to allow you to manage your assessments, inclusive full metadata of the methodology. Clintel Systems maintains a large library of common clinical assessments and workflows across a number of disciplines.

Assessments

CURRENTARCHIVED

New AssessmentImport

Dashboard / Administration / Assessments

Assessment Library: Looking for a standard clinical assessment or tool? Request access to the over 400 example assessments and contact Clintel Systems to discuss your requirements.

Assessments

Any Type

Search...

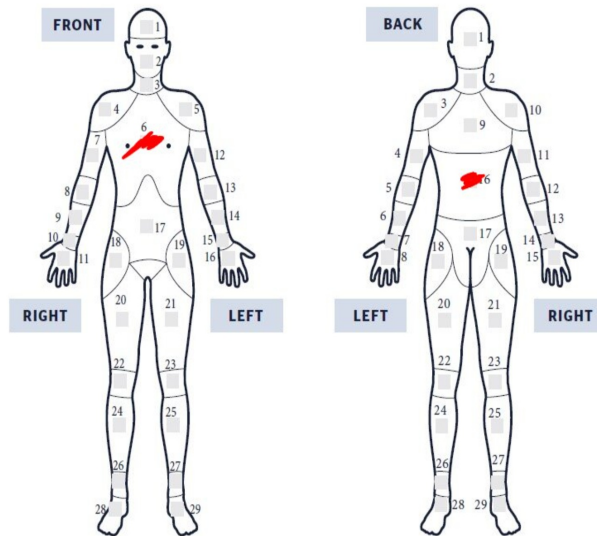
Name & Version	Title	Description	Type	Updated	
1 Initial Assessment - 1	Initial Assessment of Employee/Patient	Allows registration of a new patient/employee; inclusive capturing of referring GP, documenting specific further assessments to be conducted and if a booking fee applies or not.	Assessment	10/01/2024 at 05:28 PM	<div>EditPublishActions</div>
4AT Delirium Screening Tool - 1.0	4AT Delirium Screening Tool	The 4AT is a simple and short (<2 min) delirium detection tool designed for easy and effective clinical use. It does not require special training. The 4AT is the most-validated delirium tool in the literature, with >27 diagnostic test accuracy studies involving >5000 patients. It is highly sensitive and specific. The 4AT is now one of the most commonly-used tools in practice globally. It is proven in routine care, with high completion rates, and delirium detection at expected clinical rates.	Assessment	10/01/2024 at 05:29 PM	<div>ShowEditEnableActions</div>
ABC BEHAVIOUR DATA COLLECTION CHART - 1	ABC BEHAVIOUR DATA COLLECTION CHART	A functional behavioral assessment process, capturing Antecedent- the events, action, or circumstances that occur before a behavior. Behavior- The behavior. Consequences- The action or response that follows the behavior. Methodology: https://www.iidc.indiana.edu/irca/articles/observing-behavior-using-a-b-c-data.html	Assessment	10/01/2024 at 05:31 PM	<div>ShowEditEnableActions</div>

Assessments > Draw on Image controls

CareRight now features better diagramming tools, for use in assessments. Any diagram can be provided for use in an assessment, and clinicians or patients can indicate accurate indicators.

SECTION - Pain intensity and interference

On the diagram below, mark ALL areas where you feel pain



Online Enquiries & Online Booking, & Enquiries > Improved automations (trigger scripts)

We have expanded the available events in the system for all assessments, specifically:

- The ability to trigger automations when **Submitting for Approval**
- The ability to trigger **Before Edit** and **After Approval** actions for **Enquiries** - this allows you to automate your referrals and intake; or apply complex validation rules.
- Triggers in Online Booking on **Submitting for Approval**

[Dashboard](#) / [Contacts](#) / [Mr enquiry test client](#) / [Correspondence](#) / [Enquiries](#)

1 error prevented this assessment from being saved

- Error in Before Save: Please convert to patient or match to existing patient to proceed.

Enquiry

Location*	<input type="text" value="QUT Optometry"/>		
Enquiry Category	Online Intake		
User	Miss System Administrator		
Start Date	<input type="text" value="11/01/2024"/>	<input type="text" value="23:10"/>	<input type="button" value="🕒"/>
Enquirer*	<input type="text"/>		<input type="button" value="Search"/>
Contact Mr enquiry test client			

Enhancements

Appointments > Automatically marked as *Complete* after three months

For a number of customers, typically when an appointment takes place it is never updated again. We have added a new default setting to automatically mark complete (archive) appointments that are still 'active' a number of months after the appointment date.

To opt out of this behaviour simply remove the configuration.

Appointment Autocomplete After Months

If there is a status available with the behaviour *Complete*, the first status available will be chosen.

Finished	Finished	Completed	<button>Edit</button>
----------	----------	-----------	-----------------------

The resulting appointment will display as below

Appointment	
Date	01/09/2023
Start Time	10:15 AM
Duration	15
Patient	Mr Paul Smith
Provider	Ormond Garrison
Location	ADL
Room	
Session Name	<input type="text" value="test"/>
Session Type Category	Consultation
Status	Finished
Condition	Completed
Appointment Type	C - Day Consultation

Note: Unlike appointment status changes via the UI, this will **not trigger any notifications**.

We will be reviewing this with customers and incrementally rolling out this change.

Batch Claims > Easier technical support from Services Australia

In some cases, a medicare payment or processing report is simply not provided by Medicare. Often, this is due to misconfiguration with Medicare - a provider's details are wrong or incomplete.

Medicare Batches

Fetch Processing ReportFetch Payment Report

[Dashboard](#) / [Locations](#) / [Adelaide](#)

No processing report was able to be retrieved for this batch. Please verify medicare registration details for the provider and contact medicare to identify the cause of the problem.
[Email Medicare](#)

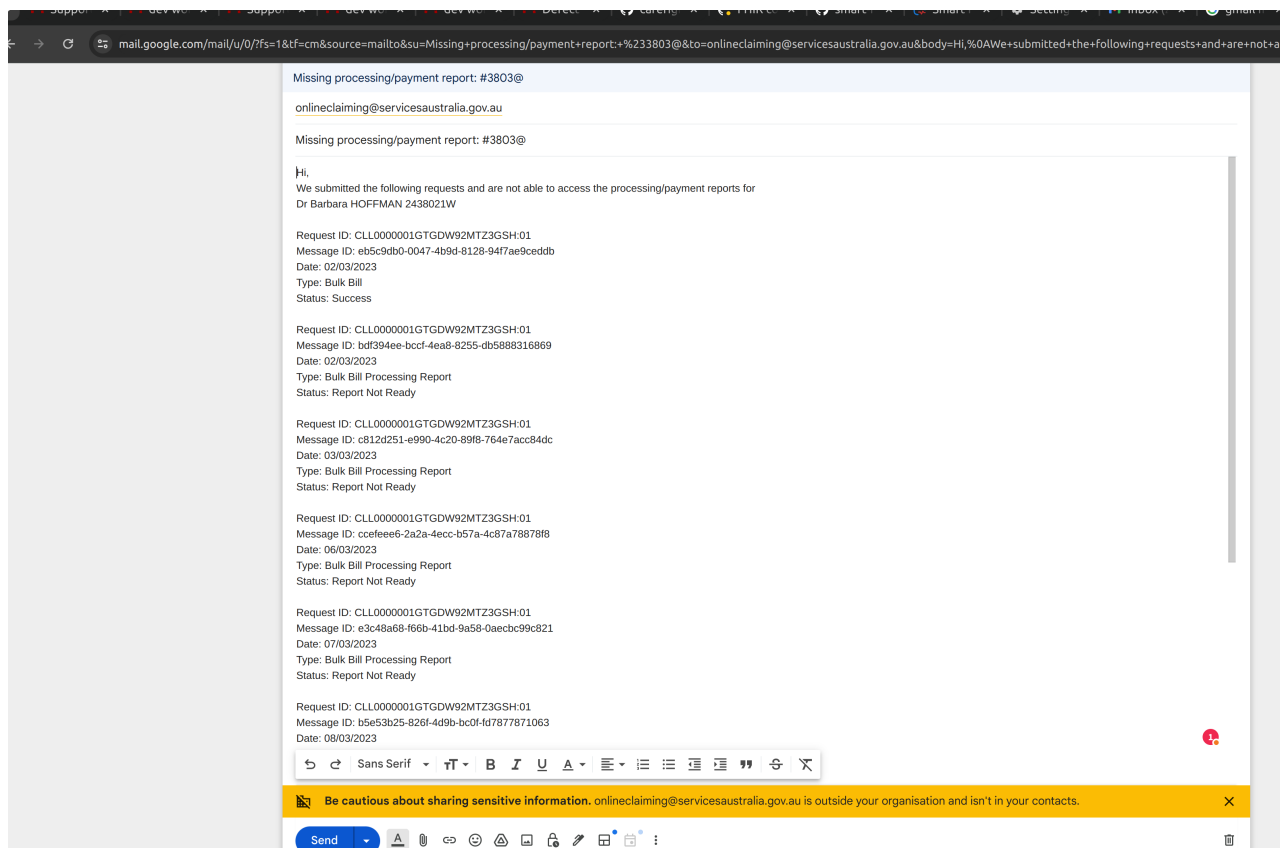
Batch

Batch Number	202303#0006
Medicare Claim ID	#3803@
Batch Date	02/03/2023
Batch To	Medicare
Batch Status	Finalised
Batch Price	\$103.50
Benefits Paid	\$0.00
Payments Received	
Medical Provider	Dr Barbara HOFFMAN
Location	ADL
Audit Id	17

Invoices

Invoice	Reversed	Removed From Batch	Invoice Date	Mrn	Client	Invoice Total	Paid Amount
42		•	22/11/2022	000007	Mr Luke Alford	934.65	00.00
44		•	23/11/2022	000007	Mr Luke Alford	660.05	00.00

To make it easier to submit questions to Medicare, we've made a one click draft email generator, to help customers and Medicare quickly get to the bottom of issues.



SAML - Recognise users who are categorised as Students

When authenticating, if the SAML Group Name matches a particular pattern, the system will automatically create a professional contact of the category *Student*.

Professional Contacts > Link to NHSD

For users not connected to secure messaging, we've added quick access to find a practice or contact via the web.

Looking for a Practice? Browse the National Health Service Directory to find their details.

Practice

Name *	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>
Fax	<input type="text"/>
HPI-O	<input type="text"/>

Address

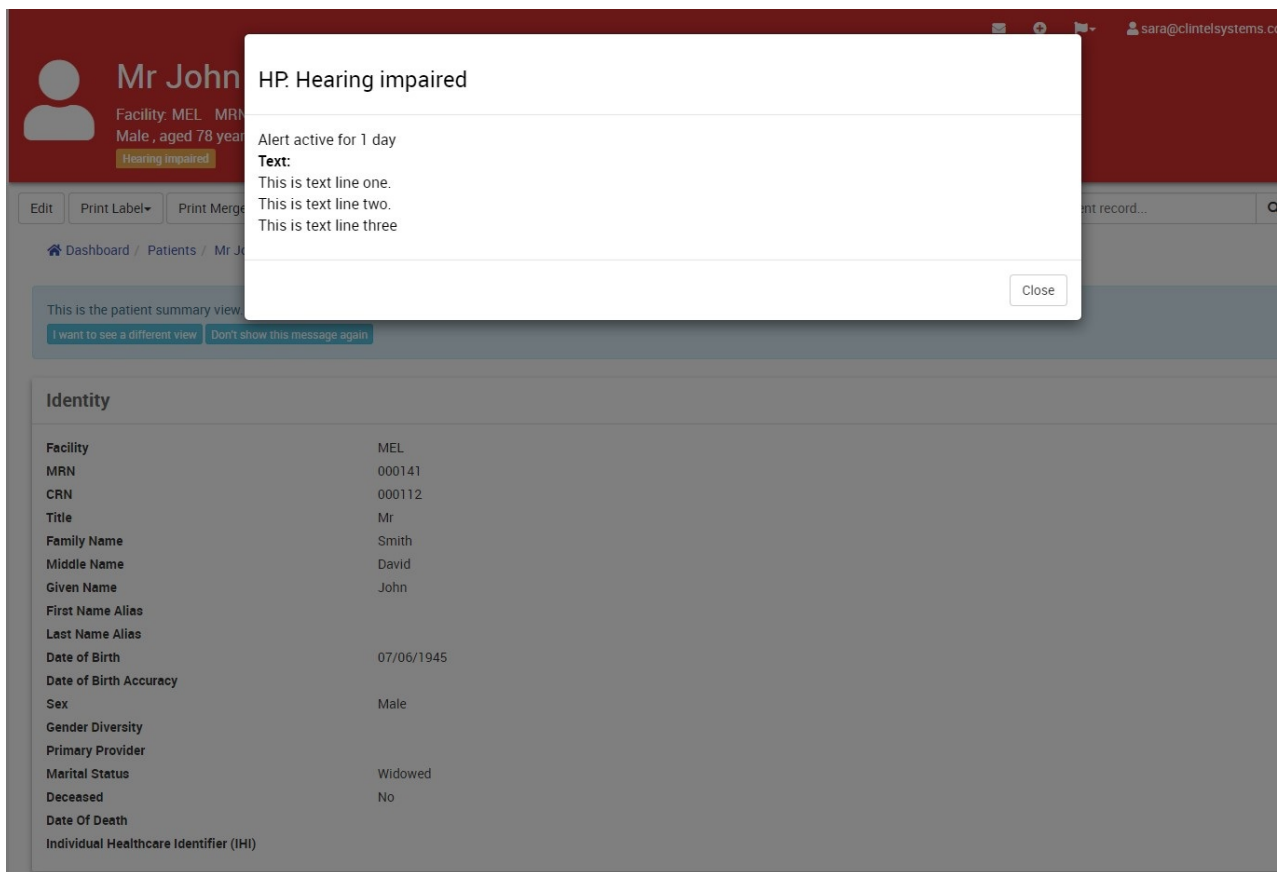
Professional Contacts > Link to Staff Member

If you work with other professional contacts who are granted temporarily access to your CareRight instance, these individuals can now be linked to staff members.

Administration

	<input type="checkbox"/> Inactive
Linked to Staff Member	<input type="text" value="Select a Staff Member"/>
Notes	<input type="text"/>

Alerts > Support for Multiple Lines



Defects & minor enhancements

- Security - update rmagick dependency
- Security - upgrade amqp-client in report_runner
- Enquiries - Ensure trigger events fire in a wider range of scenarios
- Remove deprecated code for Admin > Argus End Points
- Remove deprecated code for Results > View
- Remove deprecated code for Referrals > Letter
- Remove deprecated code for Custom Drugs > Search
- Remove deprecated code for Bulk Letters > Show, Download
- Remove deprecated code for Admissions > Pre Admission
- Remove deprecated code for Admin > Datasets > Show
- Enquiries with Assessments that are approved - Ensure the show_if renders as we expect
- Enquiry Assessment - ensure this can be translated
- Appointment statuses - prevent deletion of a status if used by an appointment status trigger.
- Enquiry with Assessment - Ensure the show_if renders as we expect
- Expand assessment validations, so that you cannot make a field named 'patient' on a patient assessment, 'location' on location assessment, etc
- Fetch payment / processing reports differently
- Patient portal assessment instance fail to set status to submit for approve after patient submit

- Patient portal - additional link parameters to hide search controls (?layout=locked)
- Exception: undefined method `emailable?' for nil:NilClass
- Correspondence tabs to be full width nav
- Disable appointment status is showing in the appointment SMS - appointment status drop down
- Archiving Enquiries not redirecting to global enquiry screen
- Make Patient Name a link-to control for assessment lists
- Removing former Providers - adjustments to *has current appointments validations*
- No new option to create the templates for message type "Letter Email"
- Fix typo in seeded religions for Jehovah's Witnesses
- Online booking - pass in URL parameters to change presentation (layout=locked)
- Improved labelling and descriptions for aged debtor reports
- Invoice paid date not set when using adjustments in specific ways
- Custom Patient Fields - where no answer has been provided yet, display **Not Stated**.

Release Notes for CareRight 6.95.1

Defects & minor enhancements

- Online Booking - Override appointment accounting location if centrally billing
- Fix Bed Status check
- Assessments - apply refactoring for read only behaviours and submitted for approval status

Release Notes for CareRight 6.95.2

Defects & minor enhancements

- Adjust stripe / online booking account selection to prefer private account

Release Notes for CareRight 6.95.3

- Security - update rack
- Security - update yard
- System > Admin > Correspondence > Ability to easily Export and Import all Letter Templates
- System > Admin > Correspondence > Ability to easily Export and Import all Merge Forms
- System > Admin > Correspondence > Ability to easily Export and Import all Custom Templates
- System > Admin > System Images > Ability to export/import all system images in bulk

Release Notes for CareRight 6.95.4

- Security - Fix checking of temporary files when writing for AV scanning.

Release Notes for CareRight 6.95.5

- Fix handling of S3 files with commas in filename

Release Notes for CareRight 6.95.6

- Fix uninitialized constant OnlinePaymentService::Invoice::DEFAULT_EXPIRY_IN_HOURS when no default settings are entered
- System > Admin > Correspondence > Ability to easily Export and Import all Message Types
- Ensure lookup table imports occur in transaction
- Fix 'private method 'open' for Results

Release Notes for CareRight 6.95.7

- MPR button not reversing
- Admin > Message Templates - allow selection of your own templates as well as others
- Calendar > Add controls for creating a new calendar session if you are a calendar session editor
- Calendar > Add links for editing specific calendar session
- Patient > Appointments > An expired referral the warning message has appeared multiple times
- Patient > Relationships > fix the issue of relationship parameter incomplete
- Program Sessions - paginate
- Stripe > Receipts - remove the enum as its causing a string validation errors

Release Notes for CareRight 6.95.8

- Fix NoMethodError: undefined method 'scoped' for #<BatchAccount:0x000000001677c3b8>
- Unbank a refund
- Remove MIMS formatting from eRx ePrescriptions, as eRx legacy technical stack fails silently.
- Fix issue with metric error message repetition
- Fix issue with auditing when assessment uses patient_id field with a non numeric type.
- Paginate patient picker controls, to avoid user input that matches a very large number of patients.
- Photos > Preserve orientation flags when scaling.
- Security > Rate limit 2FA attempts further

Release Notes for CareRight 6.95.9

- Fix bug with staff allocation and is_open? checks
- Add ABN to receipt and refund default templates
- Fix NoMethodError: undefined method '+' for nil:NilClass
- IHC Claim > Use specific accommodation type instead of episode type for patientClassificationCode
- Templates: Add line_item_gst_display variable to show item number, or "Non-Medical"
- IHC Paydown: Introduce better error behaviours and more detailed debug logging
- Security: Upgrade rack-contrib

Release Notes for CareRight 6.95.10 (Unreleased)

- Fix cancer notification back button issue for new, edit scenarios
-