Office Practicum 20.11.5

Release Notes (On-Premise Only)

Release Date

On-Premise: February 24, 2021 following the standard availability announcement

If your practice is experiencing an issue following this release, check Post-Release Support Trend Updates for new topics that have already been reported. If you do not see your issue listed, please open a case with OP's Support Team.

Shortcuts

Release Video

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All content is subject to change.

Medical Implications

Issue: Users reported a discrepancy between a deferred vaccine on the Vaccine Forecast tab and selecting the vaccine on the Complete List tab. *Clinical, Practice Management > Billing > Patient Chart > Immunizations / Encounters or Well Visits > Open or New Note > Immunizations*
Resolution: Deferred vaccines now display the vaccine antigen name in the forecast window.

Issue: Users reported that the Td/Tdap booster was calculating on earliest and date from last dose causing the booster to be recommended incorrectly.
Resolution: Td/Tdap booster now calculates correctly based on age.

Issue: Users reported that they were able to clear the Assessment, Status, Dx Description, Dx, Visibility, and Review Date within a survey by using the backspace key. *Clinical > Practice Management or Billing tab > Patient Chart > Surveys / Encounters or Well Visits > Open or New Note > Surveys*
Resolution: Survey fields are only editable when the Edit button is selected.

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Provider [P], Clinical [C], Practice Management [M], Billing [B], All [A]

Improved Functionality

[P,C,M] Ability to Show/Hide Template Name as Header in Plan and Patient Instructions

➤ *Admin tab > Global Preference button > Special tab > Medical tab*

The template name as a header in the Plan and Instructions sections of an Encounter Note can be turned off.

This setting is made at the global level and applies to all users. By default, the option **show template name as header to plan and patient instructions** is selected but can be deselected by a Practice Administrator. Deselecting this checkbox will only apply to new Encounters started after the setting was changed.

[P] Coding Section of an Encounter Not Counted as Tracked-Time for E/M Coding

➢ *Encounter > Coding*

Time spent by the provider in the Coding section of an Encounter will not count towards time-tracking for E/M coding.

[P] Message Window Via Send Message Button Included in Time-Tracking

➢ *Clinical or Practice Management tab > Send Message button*

The Message window accessible via the New Message button located in the Clinical or Practice Management tab is now included in time-tracking for E/M coding.

[P] Display Independent Historian in the Encounter Visit Summary

➢ *Encounters > New Note or Open Note > Visit Info*

When an Independent Historian is selected in the Visit Info section of an Encounter Note, it is displayed in the Encounter Summary.

[P] Orders Used in MDM Calculation of Data Reviewed/Analyzed

➢ *Encounters > New Note or Open Note > Coding*

Lab orders, separated by a semi-colon on a lab requisition, are counted as unique labs for MDM-based E/M coding. The calculation no longer uses the Orders section of the Encounter. **See**: Revert Lab Interface Temporary Workaround if the suggested workaround was followed. The suggested workaround is no longer required.

[P] In-house Diagnostic Tests No Longer Count in the MDM Calculation of Data Reviewed/Analyzed

➢ *Encounters > New Note or Open Note > Coding*

In-house diagnostic tests, ordered on the date of visit, will not be included in the calculation of Data Reviewed/Analyzed.

[P] Medical Decision Making Details Enhancements

➢ *Encounters > Open or New Note > Coding*

The following changes were made to the MDM section of Coding and to the Medical Decision Making Details window.

- The Details button was moved closer to the Add Suggested Code button.
- The Details window displays values that do not appear as editable fields.

- In the Details window, True/False has been replaced with Yes/No.
- Risk of Complications were reworded to:
    - Number of risk assessments for patient with SDoH
    - Number of prescriptions created on date of visit

[P] Documents in the :CHART Item Type are Included in MDM Calculation

➢ *Clinical or Practice Management tab > Document Mgmt button / Clinical, Practice Management > Billing > Patient Chart > Documents*

:CHART is now a valid Item Type for the purpose of MDM calculations for E/M Coding.

[M] Speed Test URL Updated

➢ *Help tab > Speed Test button*

The Speed Test button located in the Help tab was updated to include a valid and improved Speed Test URL.

[M] Display Portal Account Column on Tracking

➢ *Clinical, Practice Management or Billing tab > Schedule button > Tracking radio button*

The Tracking window was updated to include a new column, Portal Account. This column displays the patient's portal account status, and is displayed by default. The status is updated/refreshed when the user clicks the **Update Portal Accounts** button. It is recommended to select this button each morning before appointments begin to ensure the most up-to-date status is displayed.
See: Update Portal Account Status for additional information.

If this column is not needed, users can remove it from their view. **See**: **Adding, Removing or Reordering Columns**

[M] Update Portal Acct Status

➢ *Clinical, Practice Management or Billing tab > Patient Chart button*

The Portal Acct: status, located in Demographics, will update once a parent/patient completes their patient portal registration. Selecting the refresh button is not required for any newly registered patient portal accounts.

[B] Insurance Payer List Display Enhancements

➢ *Billing tab > Payers button*

The following enhancements have been made to the Insurance Payers List:

- Claim Type, as set in the Claims/Routing tab for a Payer, is displayed in the Insurance Payer List so that the list can be sorted and filtered by Claim Type.
- The ICD-10 columns were removed from the Insurance Payer List as they are no longer relevant.

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Resolved Issues

Users reported: Incorrect special characters were displayed in place of the appropriate accent or tilde symbol in Family History problem search. *Clinical, Practice Management, or Billing tab > Patient Chart button > History > Family tab* **Resolution:** Tilde symbols and other special characters are correctly displayed.
Users reported: Only the appointment time and type were displayed in the Next Appt/Vaccine Letter. *Clinical, Practice Management, or Billing tab > Schedule button / Clinical, Practice Management, or Billing tab > Patient Chart button > Immunizations* **Resolution:** The Next Appt/Vaccine letter correctly displays the patient's next appointment date, time, and type.
Users reported: The Phrase Construction button located in the Peak/Flow Triggers tab of Asthma Action Plans was non-functional. *Clinical, Practice Management, or Billing tab > Patient Chart button > Asthma Plans* **Resolution:** The Phrase Construction button opens the Phrase Construction window, as expected.
Users reported: The prescriptions displayed in the ePrescribing Center did not match the provider whose name was selected in the prescriber drop-down menu. *Main Navigation Panel > e-Prescribe* **Resolution:** The prescriptions displayed in the ePrescribing Center only display prescriptions created by the selected Prescriber, when applicable.
Users reported: When CPT code 90756 is added to a superbill, the vaccine administration code is not applied as expected. **Resolution:** When a superbill containing CPT code 90756 is converted, the vaccine administration code is added as expected.
Users reported: OP AWARE Rules were not applied when the rule included overriding the Place of Service for the claim. *Billing tab > More button (Customize group) > Advanced Workflow Rules* **Resolution:** When included in OP AWARE Rules, the Place of Service is overridden as written in the rule.
Users reported: When an Encounter Note is opened to the Visit Info tab then subsequently closed, an error message displays "CC/HPI cannot be blank". *Encounters > Visit Info* **Resolution:** The error message will no longer display when closing a note from Visit Info of an open Encounter Note.
Users reported: All Documents that were marked as reviewed on the date of the visit were included in the Encounter Summary. *Clinical or Practice Management tab > Document Mgmt / Clinical, Practice Management > Billing > Patient Chart > Documents*

Resolution: Only Documents that have a valid Document Type are displayed in the Encounter Summary when reviewed on the date of the visit.
Users reported: The Available to Add tab in Report Criteria did not display options to choose. Users were unable to create new reports and the Summary Note displayed as abbreviated. *Clinical > More (Customize Group) > Report Criteria* **Resolution:** The Available to Add tab in Report Criteria is no longer blank and will populate as expected.
Users reported: When multiple surveys, including CHADIS surveys, were sent to the Patient Portal and completed, the survey results were not returned to OP. *Clinical, Practice Management > Billing > Patient Chart > Surveys* **Resolution:** CHADIS survey results are sent back to OP when multiple surveys are completed from the Patient Portal.
Users reported: The attachment icon was not displayed in the Message Center when an attachment was included with Patient Portal messages, CDA messages received from an outside source, and internal messages. *Main Navigation Panel > Portal, External or Phone* **Resolution**: The attachment icon is displayed, as expected, when an attachment is included with a Patient Portal messages, CDA messages from an outside source and internal messages.
Users reported: When sending a medication to a pharmacy and then selecting to cancel from the Choose a Pharmacy window, an error message displayed "Prescription failed: Invalid Pharmacy ID". *Clinical > Practice Management or Billing tab > Patient Chart > Medications / Encounters or Well Visits > Open or New Note > Medications* **Resolution**: The error message "Prescription failed: Invalid Pharmacy ID" is not displayed when cancelling from the Choose a Pharmacy window.
Users reported: An error message is displayed, "Field GROUPID must have a value" when a user tries to create a new Group permission. *Practice Management tab > Staff/Providers > Security Access button > Groups tab* **Resolution**: The error message "Field GROUPID" must have a value" will not display when creating a new permission Group.

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