



DASH Service Pack #2 Release Notes

Central

Guarantor / Subscriber Enhancements

- Made the following enhancements to the system logic for managing Guarantor and Subscriber information:
 - The user will be able to auto-populate information in the Guarantor Details section of the Patient Demographics page if the guarantor is an existing person in the system. The user can either select the “Same as Patient” radio button; or perform a search for an existing person.

GUARANTOR

☒ SAME AS PATIENT

GUARANTOR LAST NAME

Test

GUARANTOR FIRST NAME

Radix

SEARCH FOR PERSON/GUARANTOR

- The patient insurance details will have the following toggle buttons to select the subscriber:
 - Subscriber Search: the user can search a person’s name if the subscriber is an existing person in the system.
 - New: Selecting this option will clear the subscriber information fields and allow the user to key-enter new details.

Subscriber Information

☒ NEW ☐ SELF ☐ TROY JONES

FIRST NAME *

LAST NAME *

MIDDLE NAME

BIRTH DATE *

GENDER *

SSN

RELATION TO PATIENT

MAILING ADDRESS LINE 1

833 Chestnut Street

ADDRESS LINE 2

Add line 2

CITY

Philadelphia

STATE

PA

ZIP CODE

19103

COUNTY

Oakland

- Self: The user may check this option if the subscriber is the same as the currently selected patient. Note that selecting this option will lock the Subscriber Information fields from editing.

Subscriber Information Q Subscriber ☐ NEW ☒ SELF ☐ TROY JONES

FIRST NAME * PatientAgain	LAST NAME * One	MAILING ADDRESS LINE 1 833 Chestnut Street	
MIDDLE NAME Middlename	BIRTH DATE * 09/05/1979	ADDRESS LINE 2 Add line 2	
GENDER * MALE	SSN 789342609	CITY Philadelphia	STATE PA
RELATION TO PATIENT SELF	ZIP CODE 19103	COUNTY Oakland	

- Guarantor: If guarantor information is present in the patient's Demographics, the user may select this option if the guarantor is also the subscriber.

Subscriber Information Q Subscriber ☐ NEW ☐ SELF ☒ TROY JONES

FIRST NAME * Troy	LAST NAME * Jones	MAILING ADDRESS LINE 1 123 st	
MIDDLE NAME	BIRTH DATE * 01/01/1990	ADDRESS LINE 2	
GENDER * DO NOT WANT TO DISCLOSED	SSN	CITY	STATE GA
RELATION TO PATIENT	ZIP CODE 12345	COUNTY	

Task List Bug Fixes & Enhancements

- Repaired a bug so that the Task List can now be filtered by the 'Cancelled' status.
- Previously selected filter conditions in the Task List will now be retained in the 'Search' modal for a user session.
- Fixed a minor issue that occasionally caused Task status updates to fail.

Patient Instructions Alert Screen Bug Fix

- Repaired a bug to ensure that Patient Instructions will now display consistently on the Appointment Confirmation page for Telehealth appointments.

Patient Instructions
Telehealth instructions for the patient

Select insurance
Select insurance

The selected provider/facility for this appointment is different than the patient's preferred provider/facility!
Preferred provider: Ashley Nordstrom
Preferred facility: Pinneville

☐ Update patient's preferred provider/facility

Powered by **radixhealth**

☐ ADD TO WAITLIST

Book slot

Cancel

Self-configuration Enhancements and Bug Fixes

- Decision Trees created for Triage will now render correctly in the user interface, and will no longer display an error when Decision Tree ID is selected.
- Repaired a bug that was causing a blank page when searching for a provider in the Resource Template section of the Configuration menu.
- Fixed a UI bug in the 'Tag' field on the Central > Configuration > Resource Service page. The overlapping boxes above the field are now removed.
- The character limit for the fields "Attribute Question For DASH" and "Attribute Question For DASHself" on the Preference Attribute screen has been increased from 100 to 200, in order to allow for the configuration of lengthier pop-up questions/preferences.

The screenshot shows the 'Triage Configuration' window with the 'Decision Tree' tab selected. It displays a decision tree for 'Medicare/Medicaid Patient'. The first question is 'Do you have Medicare/Medicaid insurance?'. If 'No', it leads to 'Test Triage'. If 'Yes', it leads to 'Is this a second opinion visit?'. If 'No' to the second question, it leads to 'Test Triage'. If 'Yes', it leads to another question. The 'Test' button is visible at the end of the tree.

This screenshot shows the 'Modify service for Dr. Patrick Connor, MD' form. It includes fields for 'FACILITY' (All facilities), 'CATEGORY' (Office visit), and 'SERVICE' (OFFICE VISIT). There is a 'SELECT RULE' dropdown set to 'TEST AND ESTABLISHED PATIENTS' and a 'RULE CONFLICT WEIGHT' of 1. The 'APPOINTMENT TYPE' is 'RECHECK 10' and the 'SELECT POLICY' is 'Generic for OV (With smart doublebook)'. The 'ESTIMATED TIME (MIN)' is 10. A 'TAGS' field is highlighted with a red box. Below these fields is a 'REASON TO UPDATE' section showing the update was performed by 'knaik' on 'Oct 21, 2021 9:48 AM' with the reason 'Created'. The form is powered by 'radixhealth' and has 'Save' and 'Close' buttons.

This screenshot shows the 'Modify attribute' form. It has three main sections: 'ATTRIBUTE DEFINITION', 'ATTRIBUTE DESCRIPTION', and 'ATTRIBUTE TAG SPACES WILL BE REMOVED'. The 'ATTRIBUTE DEFINITION' section has a 'PRE_OP' field and an 'ATTRIBUTE QUESTION FOR DASH' field, which is highlighted with a red box. The 'ATTRIBUTE DESCRIPTION' section has a 'Pre op service' field. The 'ATTRIBUTE TAG SPACES WILL BE REMOVED' section has a 'PRE_OP' field and an 'ATTRIBUTE QUESTION FOR DASH-SELF' field, which is also highlighted with a red box. Below these fields are two text input areas for questions: 'Is this appointment for Pre Op?' and another question field.

Central scheduling: Ease-of-Use Enhancements and Bug Fixes

- A change has been made to the listing order of appointments on the View Appointments page. Sorting the appointments in 'ascending' order will list all the AM appointments for a given day, followed by the PM appointments. Sorting the appointments in 'descending' order will list all the PM appointments for a given day, followed by the AM appointments. When appointments for multiple days are viewed, sorting in ascending order will follow the 'From-date AM' to 'To-Date PM' sequence.

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🔍 Search Appointments

PROVIDER NAME

Patrick Connor, MD

▼

FROM DATE

From date

📅

TO DATE

To date

📅

🔄 Appointments

Date/Time	▲ Patient Name	◇ Gender	◇ Age	◇ Duration (mins)
Wed, Nov 03, 2021 at 05:45 PM	Blue Blue	F	40	15
Thu, Nov 04, 2021 at 10:00 AM	RadixAnurag Test	M	2	10
Thu, Nov 04, 2021 at 05:00 PM	Radixresh Test	F	18	10
Thu, Nov 04, 2021 at 06:15 PM	Blue Blue	F	40	15
Mon, Nov 08, 2021 at 11:00 AM	RadixAnurag Test	M	2	10
Mon, Nov 08, 2021 at 06:30 PM	Radixshrutiselfii Test	F	35	15

- When rescheduling an appointment, the selected Specialty from the originally scheduled appointment will be retained. The resulting provider list will thus be limited only to providers in that specialty, instead of defaulting to "All."

Back

Search patient > Schedule appointment

Test, RadixAnurag

03/25/2019 | 2 years, Male

Patient ID: 11249

🕒 PAST APPOINTMENTS:

November 08 2021 9:00 am

Cumming [12]

Connor, Patrick

Recheck 10

★ PREFERRED PROVIDER:

Ashley Nordstrom

APPOINTMENT NOTES:

Test, Radix Admin 11/3/2021 04:37 PM

Napalo, Nick 11/3/2021 04:35 PM

🔍 Search Appointment

1 SEARCH SERVICE

2 SEARCH FACILITIES

3 SELECT RESOURCE

VISIT REASON

Back pain

▼

SERVICE NEEDED

Office visit

▼

SPECIALTY

Orthopedic

▼

🔍 search

Selected: 1

Distance

Cumming DME

578.6

Cumming

585.6

Duluth

592.2

Northside POC DME

595

Sports Medicine

600.4

Shoulder and Elbow CENTER TESTING LONG NAME

603.3

+ More...

🔍 search

Selected: 0

Availability

David Anderson, MD

New patient

Low

Telehealth Provider

High

James Fleischli, MD

High

Patrick Connor, MD

High

ABI/CCA CO ABI/CCA CO

Low

Matthew Dobler, PA-C, ATC

Ineligible

High

Alexandra Hanson, FNP-C

Ineligible

High

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- Repaired an issue causing duplication of the “Ineligible” label against provider names on the Appointment Scheduling screen.

DASHself

User interface Improvements

- The Google Maps icon will no longer display on the appointment confirmation screen for telehealth appointments.
- Repaired a bug that was preventing the patient’s preferred facility from displaying consistently across all self-scheduling steps.
- The “Payment” option will no longer be displayed from the top screen menu when not applicable.
- Removed the “Previous” button from the Patient Information screen.

User experience Improvements

- Repaired a bug that was forcing some patients to re-enter their insurance information when navigating to a prior step in the scheduling process, even if no updates were required.
- Repaired a bug that caused the Insurance Information screen to be bypassed if the patient navigates back and makes a revision to information in the Patient Information screen.
- Repaired a bug that was causing unpopulated non-mandatory fields to prevent the patient from progressing through the scheduling process.
- If the patient selects a facility from the drop-down list, that location will now display consistently as the primary facility on the provider search screen.

- If a patient selects a Specialty from their initial DASHself search, they will now be prompted to indicate a Visit Reason after choosing their provider from the resulting screen. This change simplifies the search process and avoids the risk of patient confusion.

Communications Consent Bug Fix

- A bug was found that caused self-scheduled patients who did not check the communications consent box at the time of scheduling, but who had already granted consent when their patient record was created in the EHR, to have their consent status set to “No.” This has been resolved so that if a client leaves the communications consent fields blank at the time of scheduling, no update will be made to their patient record.

Appointment Date & Time Bug Fix

- Fixed a bug to ensure that appointment date & time information matches correctly across all communication modes.

Linked Providers Improvements

- DASHself logic for auto-selecting associated providers (i.e., PA with MD, or vice versa) will now be consistent with the equivalent logic in DASHcentral.
- Repaired a bug to ensure that MDs or PAs with multiple linked providers will have all linked providers displayed in DASHself

DASHin

Signature Page User Interface

- Mobile & tablet user interface updates:
 - The patient will be prompted to both type their name, as well as provide a digital signature using the touchscreen.
 - A consent checkbox will be displayed below the signature box field with an asterisk requiring the patient to complete this portion prior to proceeding.



The screenshot shows the 'Signature' page of the DASHin mobile application. At the top is the 'ABCHospital' logo. Below it, the title 'Signature' is displayed. A message reads: 'Please make sure you provide your signature. You will need to fill out all the forms again if your signature is missing.' Below this, a smaller instruction says: 'Please give a digitized signature in the box below'. The form contains two main sections: 'Patient signature' with the prompt 'Enter your name here *' and a text input field, and 'Please sign here *' with a large rectangular box for a digital signature. A 'CLEAR SIGNATURE' button is located at the bottom right of the signature box.

- If the patient does not both type and sign their name, the field background will be highlighted in red and instructions will be displayed to the patient as follows: *"Please make sure you provide your signature. You will need to fill out all the forms again if your signature is missing."*
- Patients will not be permitted to type as an alternative to free-hand signing on mobile devices.
- For witness signatures, the user will still have to type their name into a text field. This typed response will also be added to the PDF.

- Desktop user interface update:

- The patient will be prompted to type their name. A text box below this space will display a preview of their digital signature.
- The digital signature will only be editable by changing the typed text.
- A consent checkbox will be displayed below the signature box field with an asterisk requiring the patient to complete this portion prior to proceeding.
- If the patient does not both type and sign their name, the field background will be highlighted in red and instructions will be displayed to the patient as follows: *"Please make sure you provide your signature. You will need to fill out all the forms again if your signature is missing."*
- A similar process will be followed for the witness signature. The prompt will read "Please have your witness type their name on the line below."

The screenshot shows the ABC Hospital logo at the top. Below it, a message reads: "Please make sure you provide your signature. You will need to fill out all the forms again if your signature is missing." The section is titled "Patient signature" and contains the prompt "Please type your name on the line below *". Below this is a text input field with a preview area that says "Type your name above to preview your digital signature". At the bottom, there is a consent checkbox and text: "I consent to use electronic records and signatures, I agree this electronic signature is the equivalent of my manual signature, and I agree to the [Terms and Conditions](#), including the [Electronic Record and Signature Disclosure](#)."

- The patient will be shown an error message if they type more than 50 characters in the space for their name on mobile, tablet, and desktop formats.
- The "Next" button is clickable, as on previous DASHin screens, but will be disabled until all required portions of the form have been completed.
 - If any required fields are unanswered, a notification will prompt the patient to "Please fill in all required fields."

This screenshot shows the "Patient signature" section with a red background, indicating an error. The prompt "Please type your name on the line below *" is at the top. Below it, a red error message states: "Maximum 50 characters exceeded". Underneath the error is a text input field with the preview text "Type your name above to preview your digital signature".

- Once the form has been completed, the next button will show "Next" when the user hovers over it.

Check-in Process Bug Fix

- Patients will not be prevented from advancing through the check-in process due to non-essential errors such as logos not displaying.

Patient Experience Improvements

- Fixed an issue causing conditional questions to display in one long sequence. Conditional questions will now each display on a new text



Radix Test, M, 29y

10604 * Andrew Hylton, PA-C * Appointment on Sep 7, 2021, 11:45

BASIC VITALS

Height	Weight	BMI
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BODY PART FORM

Please select problem area : Hip
 Where would you say your pain is? : [Groin, inside or front of leg, Buttock, behind leg]
 Have you had instability or dislocations? : No
 Do you have popping / catching / grinding? : No
 Have you had any hip surgery? : Yes
 Do you have back pain? : No

line.

- Updated the rendering of "Yes" and "No" radio button responses in the DASHin PDF.

Previous format:

HEMATOLOGIC	
Anemia	No
Blood thinners (coumadin, etc)	Yes

New format:

HEMATOLOGIC	
Anemia	No
Blood thinners (coumadin, etc)	Yes

- Improved error messages for brevity and clarity to enable easy remediation.
- Fixed a spelling error on the DASHin Terms & Conditions page.

Error

Failed to load health history form
Please try again.

OK

Check-in Staff Ease-of-Use Improvements

- Repaired a bug to prevent a token from being generated if there are no attached forms.
- Conditional questions will now be suppressed from the check-in PDF if the patient answers "No" to the parent question.

Integrations

ECW

- Added an enhancement that allows for newly added referring providers in eCW to update consistently in DASH.
- Fixed an issue with eCW integrations that was causing slots to be improperly booked on some providers' schedules.

Allscripts

- Made a fix to Allscripts integrations for APM patient syncing to correctly store patient balances when either positive or negative.

Athena

- Updated Athena integrations to modify the handling of exceptional cases where Deleted status patient records in one department caused the patient record to become inactivated during check-in.