Tech Support: (888) 310-3105; Support@patientsafesolutions.com

4.7 Server and Client Release

This release note is to inform customers of new features, enhancements, and resolved issues in version 4.7 of the PatientTouch System.

Release Information

PSS recommends you upgrade your server and client to the versions below:

Server: 4.7

Client App: 4.7

Affected Hospital Staff

All PatientTouch 4.x Users

Global System Release Notes

New Features and Enhancements

Feature: Removal of Recipients from Group Chat Made Easier

Description: A larger sized "X" is visible when users touch the recipient name in the To field of Group Chat. Users may touch the "X" to remove a recipient from the recipient's list.

Audience: PatientTouch iOS Clinical and Comms Users

Impact: This feature provides an easier method for removing recipients from Group Chat

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Clinical iOS Application, PatientTouch Communications iOS Application

Additional Resources: PatientTouch Clinical Application User Guide (iOS only), PatientTouch Communications Application User Guide (iOS)

Feature: PatientTouch Analytics Communication Detail Reports Converted to HTML

Description: Analytics Communication Detail reports now display as HTML tables. This allows for dynamic sorting by user, column resizing, text searching, etc.

Audience: PatientTouch Analytics Users

Impact: Provides flexibility in sorting, column resizing, and searching.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Analytics

Additional Resources: PatientTouch Analytics User Guide

Feature: New PatientTouch Analytics Report: VoIP Call Experience Trending

Description: Shows the percent of poor/unacceptable calls as a % of all calls rolled up by day/week/month over a given time range.

Audience: VoIP Users

Impact: The goal of this report is to track the % of Daily Poor/Unacceptable calls relative to total calls per each day.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Analytics

Additional Resources: PatientTouch Analytics User Guide

Feature: Unread Message Count Added to Conversation Details

Description: The number of unread messages in conversation details displays on the top left of the conversation details screen, next to the Back button, in a white, round circle.

Audience: All PatientTouch Clinical and PatientTouch Communications Users

Impact: To decrease missed notifications and improve the messaging experience.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Clinical iOS Application, PatientTouch Communications iOS/Android Applications

Additional Resources: PatientTouch Clinical Application User Guide (iOS only), PatientTouch Communications Application User Guide (iOS), PatientTouch Communications Application User Guide (Android)

Feature: Care Role: "Show on Care Team" Setting

Description:"Show on Care Team" setting provides the ability for users to hide/display a care role on a patient's Care Team.

Audience: All PatientTouch System Users

Impact: Provides flexibility in removing care roles from care team.

Third Party Requirements: N/A

Configuration and Maintenance: Enterprise Manager>Configuration>Care Roles>Show on Care Team.

Devices and Applications: PatientTouch Clinical iOS Application, PatientTouch Communications iOS/Android Application, Enterprise Manager, Web Messenger, Desktop Messenger

Additional Resources: PatientTouch Clinical Application User Guide (iOS only), PatientTouch Communications Application User Guide (iOS), PatientTouch Communications Application User Guide (Android), Web Messenger User Guide, Enterprise Manage User Guide

Feature: Enterprise Manager Setting to Enable or Disable Image and Audio Attachments

Description: Customers may enable or disable image and audio attachments on messages, in accordance with hospital policies. These settings are controlled in Enterprise Manager. When disabled, touching the image or audio icon will display a message indicating the attachment has been disabled on organizational policy.

Audience: All PatientTouch Clinical and PatientTouch Communications Users

Impact: This feature allows hospitals to comply with company policy on image and audio attachments.

Third Party Requirements: N/A

Configuration and Maintenance: Enterprise Manager>Settings>Secure Messaging>Audio/Image Attachments

Devices and Applications: Enterprise Manager

Additional Resources: Enterprise Manager User Guide

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Feature: PatientTouch Clinical iOS Application Image/Audio Attachments

Description: Customers may enable or disable image and audio attachments on messages, in accordance with hospital policies. These settings are controlled in Enterprise Manager. When disabled, touching the image or audio icon will display a message indicating the attachment has been disabled on organizational policy.

Audience: All PatientTouch Clinical and PatientTouch Communications Users

Impact: This feature allows hospitals to comply with company policy on image and audio attachments.

Third Party Requirements: N/A

Configuration and Maintenance: Enterprise Manager>Settings>Secure Messaging>Audio/Image Attachments

Devices and Applications: PatientTouch Clinical iOS Application, PatientTouch Communications iOS/Android Application

Additional Resources: PatientTouch Clinical Application User Guide (iOS only), PatientTouch Communications Application User Guide (iOS), PatientTouch Communications Application User Guide (Android)

Resolved Issues:

1. Fixed an issue for some customers where their Device List report was not displaying all devices.

Specimen Collection Release Notes

New Features and Enhancements

Feature: PatientTouch Analytics Specimen Collection Reports Converted to HTML

Description: Analytics Specimen Collection reports now display as HTML tables. This allows for dynamic sorting by user, column resizing, text searching, etc.

Audience: PatientTouch Analytics Users

Impact: Provides flexibility in sorting, column resizing, and searching.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Analytics

Additional Resources: PatientTouch Analytics User Guide

Resolved Issues

1. Fixed issue where users were able to omit lab orders in the Clinical Manager. Phlebotomists are now restricted, based on user role or privilege, from omitting lab orders in the Clinical Manager.

Web Messenger Release Notes

New Features and Enhancements

Feature: Cursor automatically placed in text message bubble, contact search and patient search. PSS-26615

Description: When users click the text message bubble to start a conversation the first time, the cursor will automatically display so users can begin typing. For contact and patient search, when users click the search icon, the cursor will automatically display so users can begin typing.

Audience: All Web Messenger Users

Impact: This feature provides for a faster and more efficient way to send messages and perform searches.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Communications Web Messenger

Additional Resources: N/A