

4.9 Client Release

This release note is to inform customers of new features, enhancements, resolved, and known issues in version 4.9 of PatientTouch Communications.

Release Information

PatientSafe Solutions recommends you upgrade your server and clients to version 4.9.

Affected Hospital Staff

1. All PatientTouch Communications 4.x Users

iOS Release Notes

New Features and Enhancements

Video Calling

Description: Users with the Enable Video Calling will be able to initiate video calling with one or more individuals.

Audience: Caregivers using PatientTouch 4.9 or above and on a smartphone.

Impact: In today's distributed care environment, video enables virtual team based care, allowing caregivers and patients to connect face to face even if they aren't in the same location.

Third Party Requirements: Twilio must be installed on your server and configured for video calling.

Configuration and Maintenance: Facilities must have Twilio installed to use this feature.

Devices and Applications: Enterprise Manager, PatientTouch Clinical iOS Application, PatientTouch Communications Application (iOS/Android)

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

Call History Will Differentiate between Video and VoIP Calls

Description: For VoIP users, the call history will show incoming video/outgoing video for missed and answered video calls and the badge count will increase will each missed call.

Audience: All VoIP users on 4.9.x.

Impact: This feature helps differentiate between VoIP and video calls.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Communications Application (iOS)

Additional Resources: N/A

Broadcast Messages

Description: Users with the Broadcast Messaging permission have the ability to send a broadcast message from Enterprise Manager to the following different groups: PSS-28975

1. Users in a nursing unit, team, group (org unit)
2. Users in a care role
3. Users in different departments

Audience: System Administrators

Impact: System administrators can send broadcast messages to users in different groups.

Third Party Requirements: N/A

Configuration and Maintenance: Enterprise Manager, Messaging, Send Broadcast

Devices and Applications: Sent from Enterprise Manager and viewable on all PatientTouch clients

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

Auto-Attendants Added to Hunt Groups

Description: Hunt groups may now include auto-attendants. PSS-27900

Audience: Hunt Group Users

Impact: Auto-attendants may be included in hunt group configurations in cases where other members of the hunt group are unavailable to answer.

Third Party Requirements: Users must have VoIP with Freeswitch or CUCM installed.

Configuration and Maintenance: Auto-Attendants must be added in CUCM.

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

Additional Resources: N/A