

4.9 Server and Client Release

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

Release Information

PSS recommends you upgrade your server and client to version 4.9. Running older client versions may result in loss of functionality.

Affected Hospital Staff

All PatientTouch 4.x users.

Comms

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

Auto-Attendants Added to Hunt Groups

Description: Hunt groups may now include auto-attendants.

Audience: Hunt Group Users

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

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

Assign Users the Same Extension Across Facilities with a Shared PBX

Description: Users can be assigned the same extension across different facilities when those extensions are on the same PBX.

Audience: VoIP Users

Impact: Allows users to keep their own extensions across facilities and minimizes the number of extensions used across the site.

Third Party Requirements: Users must have VoIP with CUCM installed and PBX configured.

Configuration and Maintenance: Please contact PatientSafe Solutions Technical Support Team for configuration.

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

Additional Resources: Enterprise Manager User Guide

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:

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

Please note that users with the Device List (View and Edit) permission will no longer be able to see the button for Broadcast.

Audience: System Administrators

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

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

Support for "Escalate" Action Button in Alarm/Alert Notifications

Description: Depending on your alarm/alert configuration, the button "Escalate" may display in position two on the bottom of the alarm/alert screen. Otherwise, it may display as a choice within the Options button. Previously, it was in the Action Sheet.

Audience: All PatientTouch users who receive Alert/Alarm notifications.

Impact: Provides for faster escalation process.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

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

Additional Resources: N/A

Care Role Code and Assignment Type Display on Association to Clinical Profile

Description: When associating a Care Role to a Clinical Profile in Enterprise Manager, the code and assignment type display in the table.

Audience: All 4.x Enterprise Manager Users

Impact: Allows sites to distinguish between similar Care Role names by relying on the Care Role code.

Third Party Requirements: N/A

Configuration and Maintenance: Enterprise Manager, Configuration, Clinical Profiles, Select a Clinical Profile, Care Roles tab.

Devices and Applications: Enterprise Manager

Additional Resources: Enterprise Manager User Guide

Resolved Issues

1. Fixed issue where calls were dropped on a blind transfer when users entered an outside phone number.
2. Added additional sync logic for CUCM Digest Credentials improving reliability of call registration.
3. Fixed spelling error of "transferring" when users transferred a phone call.
4. Fixed issue where custom Covid-19 isolation risk icon was not displaying in IE 11.
5. Fixed issue where caregivers received an error when accessing the PatientTouch dial pad via linking from a third party application.

Known Issues

Upgrading the Web Messenger from 4.8 to 4.9 may result in an extra binary on the server. The 4.8 version may be manually removed.

Global System Release Notes

New Features and Enhancements

Hidden Contact Information Columns Added to Caregiver and Contact Bulk Uploads

Description: To respect the privacy of primary care physicians, new columns have been added in the .csv upload for caregivers and contacts to allow bulk hiding of numbers.

New Columns to add to Caregivers.csv and Contacts.csv:

hideprimaryphone

hidehomephone

hidesms

hidehomephone2

hidemobilephone

hideothertelephone

hidepager

Audience:

Impact: Users may easily bulk manage hidden contact numbers.

Third Party Requirements: N/A

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

Configuration and Maintenance: N/A

Devices and Applications: Enterprise Manager

Additional Resources: N/A

Custom Alerts and Alarms

Description: Users may create custom alerts, sounds, and styles to better fit the needs of their facility.

Audience: All 4.x Users

Impact: Sites can upload custom sounds used in notifications of alerts and alarms for easy audible triage. Alerts and alarms can be marked as critical, overriding do not disturb settings.

Third Party Requirements: Integration support may be required if configuring notification behavior for a specific alert/alarm.

Configuration and Maintenance: Enterprise Manager>Settings>Notification Behavior. Please refer to the Enterprise Manager User Guide for details on configuring custom alerts and alarms.

Devices and Applications: Enterprise Manager

Additional Resources: Enterprise Manager User Guide

Med Admin Release Notes

Resolved Issues

1. Fixed issue where Clinical Manager was not recognizing dosing units from the medication order when accessing patient MAR.

Specimen Collection Release Notes

New Features and Enhancements

Prevent New Order for Collection When Accession ID Increments

Description: PatientTouch will now evaluate the order's accession ID against the barcode ID. If the accession ID is different but the barcode is the same, an order for new collection will be suppressed.

Audience: Phlebotomists, Lab Personnel

Impact: Instead of PatientTouch generating an order for each accession ID, it will now evaluate the barcode against the accession ID to see if a new order needs to be generated.

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

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Clinical iOS Application

Additional Resources: N/A

MRN Displays on Lab Orders Dashboard of Clinical Manager

Description: The patient MRN displays next to Visitor ID on the Lab Orders Dashboard on Clinical Manager.

Audience: Lab Personnel

Impact: Users will be able to quickly reference the MRN number when processing labs.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: Clinical Manager

Additional Resources: Clinical Manager User Guide for Caregivers

The Collect and Print Labels Screen Sorts by Tubes to be Collected (rather than accession->tubes)

Description: In the Specimen Collection workflow, on the Collect and Print Labels screen, the tubes should print in the order that was set up in Clinical Manager, Laboratory, Lab Settings, Tubes.

Audience: All Specimen Collection Users on 4.x

Impact: Provides for a more accurate and efficient collection workflow.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Clinical iOS Application

Additional Resources: N/A

Infant Care

New Features and Enhancements

Infant Care - Visitor ID Permission

Description: Users with the "Infant Care - Visitor ID" permission will be able to see the Print Visitor ID activity.

Audience: 4.x Infant Care Module Users

Impact: Allows users with the Infant Care - Visitor ID permission to generate a unique ID for an infant's visitor and print a visitor ID label.

Third Party Requirements: N/A

Configuration and Maintenance: Clinical Manager, Roles/Privileges, Caregiver Profile

Devices and Applications: PatientTouch Clinical iOS Application, Enterprise Manager

Additional Resources: N/A

Generate and Print Visitor ID Label

Description: PatientTouch can generate and print a unique visitor ID label that can be used in Infant Care workflows that show the relationship of the infant to the visitor.

Audience: 4.x Infant Care Module Users

Impact: Allows PatientTouch to generate a unique ID for an infant's visitor and print a visitor ID label.

Third Party Requirements: N/A

Configuration and Maintenance: Clinical Manager, Infant Care, Infant Care Settings, Enable Visitor ID Generation

Devices and Applications: Clinical Manager, PatientTouch Clinical iOS Application

Additional Resources: Clinical Manager User Guide, Infant Care User Guide

PatientTouch Analytics

New Features and Enhancements

MAC Address and Serial Number Added to Device List Report

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

Description: The MAC address (Wi-Fi Address) and Serial Number have been added as columns to the Device List Report.

Audience: Analytics Communications Reports Users

Impact: Assists users in managing their devices by providing quick access to these columns.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Analytics

Additional Resources: N/A

Updated Scanning Compliance Reports

Description: The following two scanning compliance reports have been updated to differentiate between externally scanned events and PatientTouch scanned events:

1. Nursing Unit Scanning Compliance
2. Medication Scanning Compliance

Audience: Analytics Scanning Compliance Report Users

Impact: Assists users differentiate between externally scanned events and PatientTouch scanned events.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Analytics

Additional Resources: N/A

Video Calling Reports

Description: The following are two new video calling reports:

1. Video Call Detail Report: This report provides users with the ability to:
 - Track aggregate video usage across the site
 - Look up video call details by host or participant

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

2. Chart of Video Call Usage: This report provides users with the number of video calls getting made, which then allows them to drill down by role to see who is doing the calling.

Audience: System Administrators and Executives

Impact: These reports provide administrators and executives with information on quality, usage, and details on video calling for their facilities.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Analytics

Additional Resources: PatientTouch Analytics User Guide

New Fields Added to "External Alerts" Report

Description: The External Alerts report is a user level report used to look up which alerts a particular caregiver has received in the chosen time frame. PatientSafe Solutions is adding additional information for each alert. Some of the added information includes: facility, room, bed, unit, and alert type.

Audience: Users of the External Alerts report.

Impact: This report provides additional information for each alert.

Third Party Requirements: N/A

Configuration and Maintenance: N/A

Devices and Applications: PatientTouch Analytics

Additional Resources: N/A

PatientTouch System Version Requirements

In order for your PatientTouch application to function at its best, it is required that you upgrade your clients to the latest server version. However, if you are unable to upgrade, you may perform your own testing on existing clients. If you want help upgrading your clients, please contact your account manager for details. See below for a matrix of PatientSafe Solutions tested iOS and PSS server version combinations.

Mobile Client App Version	Supported Hardware Model	Supported Server Version(s)	Supported Third Party Versions
PT Clinical iOS 4.9.0.xxxx	iPhone 6s, 6s+ iPhone 7, 7+	4.5.3	iOS: 13.x - 13.6.x (xCode SDK 11)
	iPhone 8, 8+	4.7.2	
	iPhone X	4.8.0	
	iPhone XR	4.9.0	CUCM (Voice)
	iPhone XS, XS Max iPhone 11		12.5
	iPhone 11 Pro Max iPhone SE2		11.1
PT Comms iOS 4.9.0.xxxx	iPhone 6s, 6s+ iPhone 7, 7+	4.5.3	iOS: 13.x - 13.6.x (xCode SDK 11)
	iPhone 8, 8+	4.7.2	
	iPhone X	4.8.0	
	iPhone XR	4.9.0	CUCM (Voice)
	iPhone XS, XS Max iPhone 11		12.5
	iPhone 11 Pro Max iPhone SE2		11.1
PT Comms Android 4.9.0.xxxx	Samsung S9	4.5.3	10 - Q
	Google Pixel 2	4.7.2	9 – Pie
	Samsung Galaxy S8 +	4.8.0	8 - Oreo
	Samsung S8 Samsung S10	4.9.0	(8.0 and 8.1)
	Google Pixel 3XL Google Pixel 3 Galaxy S9+		(built with OS SDK 29)
	Galaxy S8		(min 24)
	Samsung Note8		CUCM (Voice)
	Samsung Note S10+		12.5
Samsung Galaxy S7 Edge		11.1	

Client App Version	Supported Hardware Model	Supported Server Version(s)	Supported OS Versions
Enterprise Manager 4.9.0.xxxx (Browser)	Windows 10	4.9.0	n/a
	Mac OSX		
	(Windows) Microsoft Edge 81+ IE 11		

Client App Version	Supported Hardware Model	Supported Server Version(s)	Supported OS Versions
Clinical Communications 4.9.0.xxxx (Browser)	(Mac) Safari 13.1.1+	4.9.0	n/a
	Windows 10		
	Mac OSX		
	(Windows)		
	Edge 81+ IE 11		
Clinical Communications 4.9.0.xxxx (Desktop)	(Mac) Safari 13.1.1+	4.9.0	JRE 8 (Windows and MAC) Tested with – 1.8.0.251 (MAC) Tested with – 1.8.0.191 - 231 (Windows 10)
	Chrome 83.0+		
	Windows 10		
	Mac OSX		
Clinical Manager 4.9.0.xxxx	Windows 10	4.9.0	JRE 8 (Windows and MAC) Tested with – 1.8.0.251 (MAC) Tested with – 1.8.0.191 - 231 (Windows 10)
	Mac OSX		
PTA Client (Web Client) 4.9.0.xxxx	Windows 10	4.9.0	JRE 8 (Windows and MAC) Tested with – 1.8.0.251 (MAC) Tested with – 1.8.0.191 - 231 (Windows 10)
	Mac OSX		