Release Notes Platform24

Summary

This document contains the updates included in Patient application version 1.191, Clinic version 4.159 and the Medical content version 1.104. There are no updates on Manage in this release.

Patient Application

Changes in version 1.191

| 1	Introduction page for seek care flow
	To improve the experience for the patients seeking care through the platform, we have added an introduction page before the triage interview starts. The development is based on user tests and analysis of the data on the usage of the platform, with the purpose to clearly inform the patients on the next steps in the seek care flow. We believe that the patients' experience and understanding will increase from the description of the flow.
	The introduction page will only be present for questionnaires and flows that are used for triaging purposes.
	The introduction page will be presented once the patient has selected the condition to seek care for, before the triage interview starts.
	Not that you will be informed by your customer success manager before the functionality will be turned on for your organization.
	See image below.

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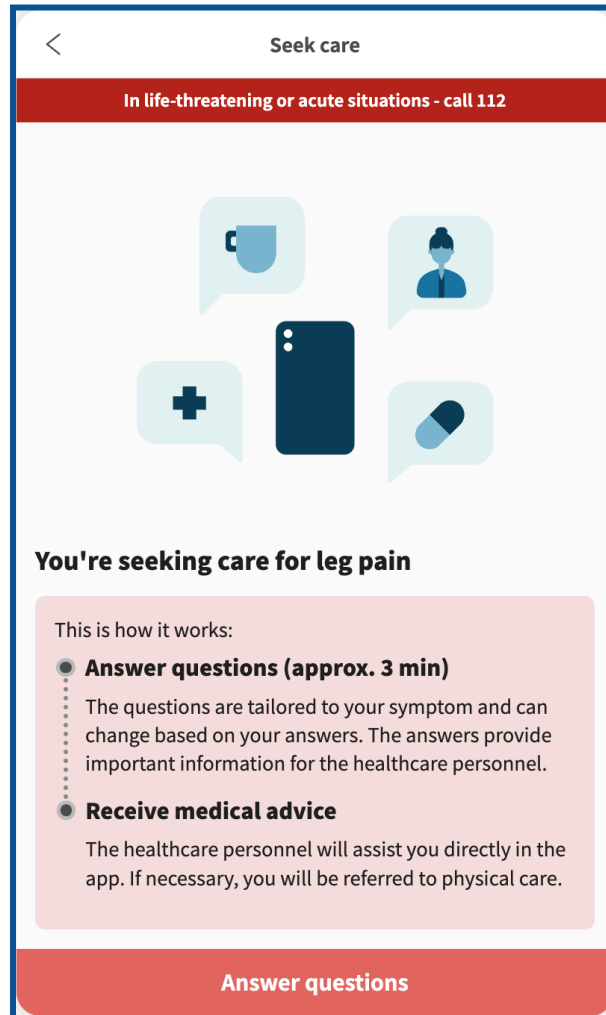
2   Camera and microphone check before video calls

To improve the quality of video calls we have added a mandatory camera and microphone check for patients before they enter a video call. This is done to decrease the number of faulty calls due to the camera and microphone not connecting.

The change will be added universally to all customers.

See image below.

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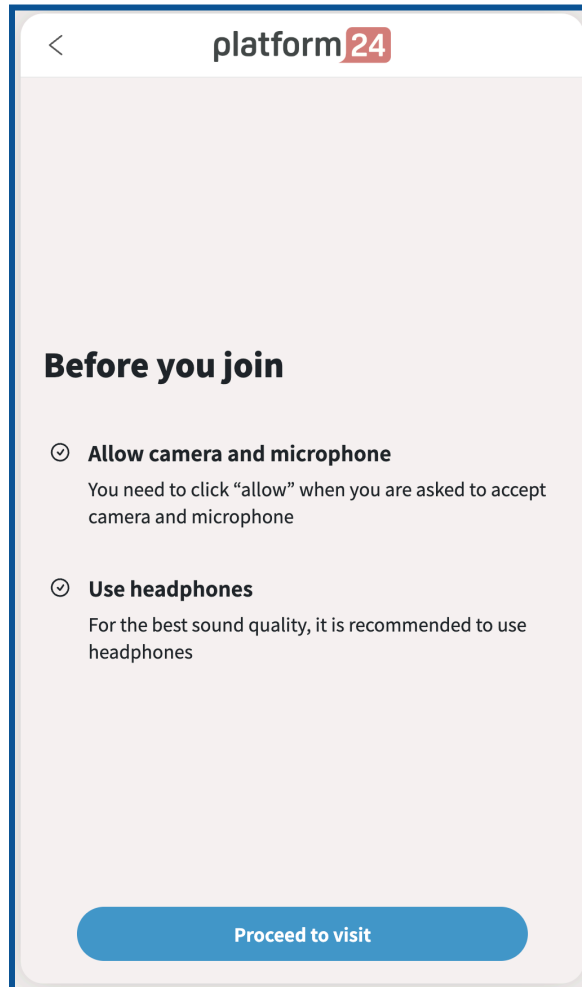
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Clinic

Changes in version 4.159

1

Customization for questionnaires sent from Clinic

When healthcare personnel in Clinic send a questionnaire to a patient (for example questionnaire in chat, questionnaire to be answered before a visit or a questionnaire in a booking ticket) they can select from all the available questionnaires in the platform.

Data based on the usage of questionnaires and information from health care providers shows that many organizations do not use triaging questionnaires trough Clinic. The questionnaires used from Clinic and initiated by healthcare personnel are primarily assessment questionnaires and administrative questionnaires.

To improve the usability and minimize the scrolling when selecting questionnaire in Clinic, we have now created a customization allowing for your organization to select whether you will be able to see, and thereby also send, triaging questionnaires from Clinic.

Contact your customer success manager if you wish to filter out the triaging questionnaires in Clinic.

See image below.

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Survey

Choose questionnaire to send to patient 🔍

Filter by category

Administrative   Allergies and hypersensitivities   Assessments
Brain and nervous system   Breathing   Cardiovascular
Ears, nose, and throat   Eyes   Gastrointestinal   General questions
Genital area   Health risks   Infections   Injuries and accidents
Kidneys and urinary tract   Locomotor   Obstetrics   Oral cavity
Psychological problems   Return visit forms and diagnoses
Skin and hair

Show less

Breathing

asthma	Select
breathing problems	Select
cough	Select

View for selecting questionnaire in Clinic.

2 Possibility to configure maximum session time

The maximum time a user's session in Clinic can be valid for can now be configured according to customer needs. When the maximum time has been reached, the user must log in again. The default time is 12 hours.

3 Attestation for rapid weight loss (MDR)

MD

An attestation will be triggered if patients, enrolled in a self-monitoring plan for obesity, lose more than 1 kg in seven days. For this rule to be activated, it needs to be configured by a Product Success Manager.

Note that the update above is only applicable for customers using the RPM-product for obesitas.

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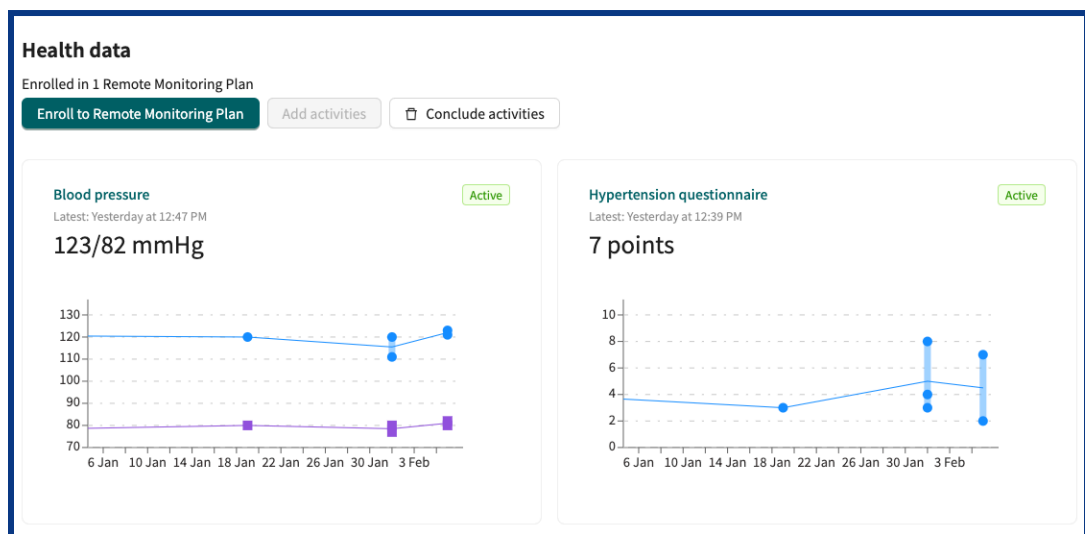### 4   Adjustment of trend attestation for U-albumin (MDR)

`MD`

Previously, an attestation was triggered if the patient reported U-albumin 1 or more twice in a row. This rule has been adjusted so that attestation is only triggered if the patient reports 1 twice in a row. This is to avoid unnecessary attestations, since attestation is already triggered if the patient reports U-albumin 2 or higher.

Note that the update above is only applicable for customers using the RPM-product for specialist maternity care.

5   Updated graphs in the health data overview view

The graphs in the health data overview view have been updated to better reflect the reported data. The data on the x-axis is now distributed according to the date the data was reported.

Health data

Enrolled in 1 Remote Monitoring Plan

`Enroll to Remote Monitoring Plan` `Add activities` `🗑 Conclude activities`

Blood pressure   `Active`
Latest: Yesterday at 12:47 PM
123/82 mmHg

Hypertension questionnaire   `Active`
Latest: Yesterday at 12:39 PM
7 points

6   New default views for health data graphs

Which time interval to display in the graph is based on the frequency with which the data has been reported. Previously, one week and one

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day were the default views, but this has been updated so that two weeks and three days are the new default views.

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Medical Content

Changes in version 1.104

Medical content populating the Triage product

1	Renew prescriptions
	The post triage questions for the renew prescriptions flow have been removed. The change applies automatically upon release to all customers who use the renew prescriptions flow.

Receptförnyelse

Ditt ärende är redo att skickas till läkare för bedömning. Vi återkommer när ditt recept är förnyat eller om vi har kompletterande frågor.

Observe!

What is included in the release notes is what is intended to be released. Be aware that the development is currently under regression testing and have to pass the tests in order to be released. Therefore, if a change is made to the release that will affect what is written in the release notes, a new version of release notes will be communicated.