Release Notes Platform24

Summary

This document contains the updates included in the Patient application version 1.199, Clinic version 4.168, Manage version 3.95 and the Medical content version 1.111. The changes are expected to be launched to production on the 3rd of April.

Patient application

Changes in version 1.199

1	New information banner for asynchronous appointments
	We are excited to announce an update enhancing communication efficiency in asynchronous appointments. Moving away from automated system messages, we have introduced a static information banner to display expected response times directly in the chat. See image below.

What's new?
The static information banner replaces repetitive system messages with a clear, always-visible banner, showing when patients can expect replies from healthcare practitioners in asynchronous chats.

Key enhancements
Improved user experience: The banner provides immediate, unobtrusive information about response times, improving the chat experience in asynchronous appointments.

Note
The banner is configurable per Patient application. For synchronous appointments, the banner will not appear in real-time appointments, confirming its targeted use for asynchronous communication only.

Release Notes Platform24
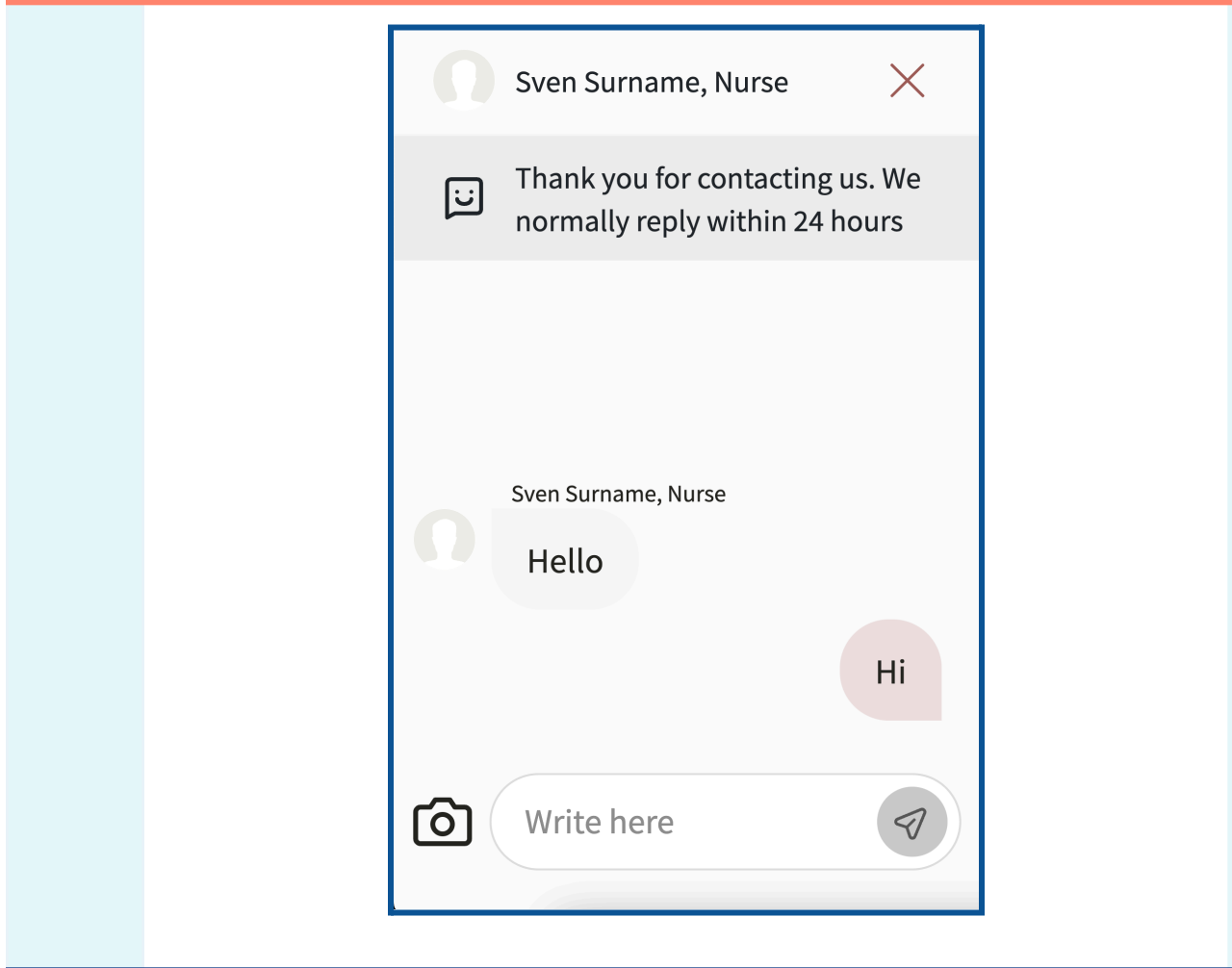
Release Notes Platform24

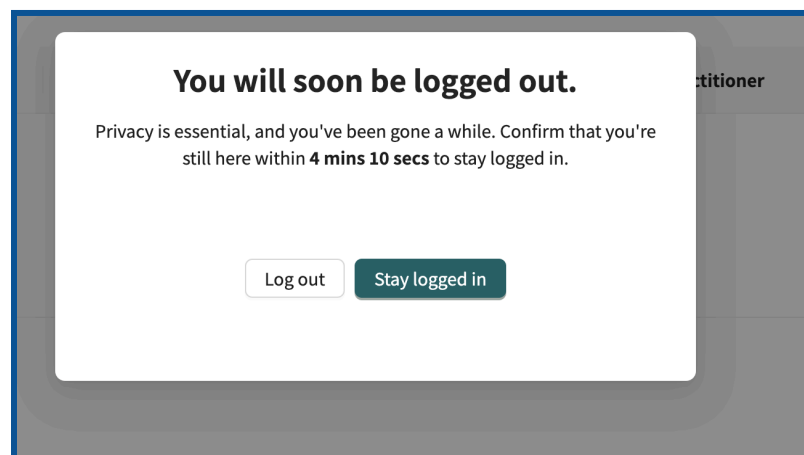## Clinic

Changes in version 4.168

1	Users logged out due to inactivity
	Users are now being logged out from Clinic after a certain amount of time, if they are not active. The default time is 60 minutes, but it can be configured per customer. Contact Support or your customer success manager if you want to change the default time.
	Previously, users were not automatically logged out from Clinic due to inactivity.
	Note that this will not be activated for all customers automatically during week 14. The functionality will successively be rolled out during the upcoming weeks.

You will soon be logged out.

Privacy is essential, and you've been gone a while. Confirm that you're still here within **4 mins 10 secs** to stay logged in.

Log out   Stay logged in

Release Notes Platform24

Manage

Changes in version 3.95

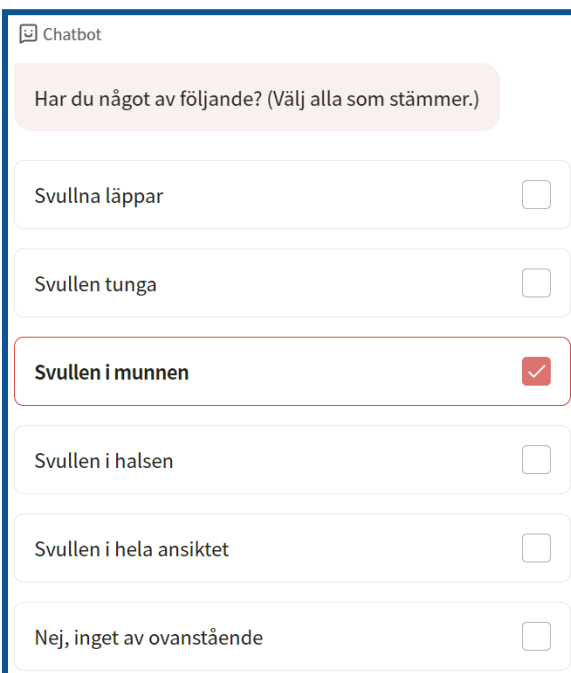| 1	**BankID login improved**
	For those who use BankID to log in to Manage, an upgrade has been done to use Secure Start. Secure Start verifies that the same person using the e-service is the one that is identifying with BankID. That way telephone frauds are made more difficult. For a user, it means that instead of entering your personal number, a QR code must be scanned with the BankID app.

Release Notes Platform24

Medical Content

Changes in version 1.111

Medical content populating the Triage product

1	Update regarding acute swelling in the questionnaire *sore throat*
	An update has been made in the questionnaire sore throat to be able to correctly triage acute swelling in the face, mouth or throat. The change will affect patients that answer that they have had the symptoms for less than two days.
	The change will be activated directly upon release for all customers who use the questionnaire sore throat.

Question in Swedish about swelling in the questionnaire sore throat.

Release Notes Platform24

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.