

# Release notes

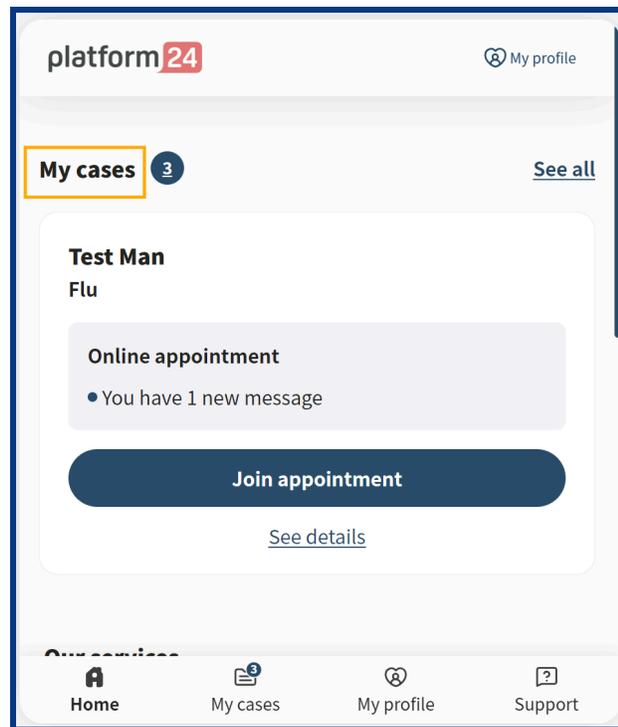
## Summary

This document contains the updates included in the Patient application version 1.214 and Clinic version 4.184. There are no updates on Manage and the Medical Content in this release. The changes are expected to be launched to production on the 16th of July.

## Patient application

### Changes in version 1.214

- |   |   |
|---|---|
| 1 | <h4>Improved handling of finished appointments with unread messages</h4> <p>To reduce the risk of users missing out on important information from their practitioners, finished appointments with unread messages are now stored in the Active tab in My Cases page. The user must access the chat history and read the message, then the appointment will be moved to the Finished tab.</p> <p>This implementation is retro-active, meaning that existing users with finished appointments with unread messages in their history, will see them on the Active tab and must read the message.</p> <p>This change applies to both sync and asynchronous appointments, finished with unread messages.</p> |
| 2 | <h4>New default name of My Cases on the Homepage</h4> <p>The heading My next visit has been renamed to My Cases and is now the default value to better reflect a wider range of activities the patient can have in the Active tab. Note that the default value can be overridden through configuration. This means that if you have a customer-specific text this will still override the change.</p>   |



The heading My Cases on the *home page*.

### 3 New counter on Homepage and My cases page

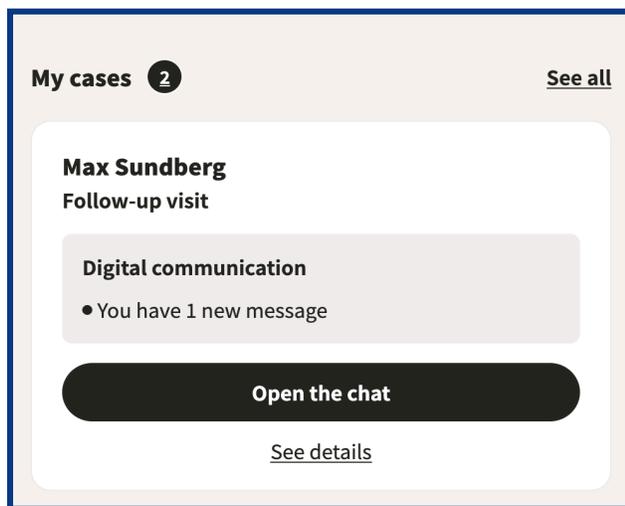
A counter has been added throughout the Patient application. The counter indicates how many activities a patient has where an action from the patient is expected. The increment is dynamic and will increase or decrease as new activities appear or are handled by the patient.

The cases where actions are expected from patients are:

- An unused booking ticket
- Ongoing appointment with unread messages
- Questionnaires to answer

The counter is shown in the following locations:

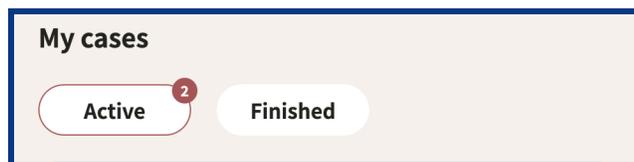
- Homepage - next to My Cases heading when an activity card is presented. This will appear only when there are at least two activities.
- Homepage - My Cases bottom menu button. This counter will be active when there is at least one action expected from the patient.
- My cases - Active tab. This counter will be active when there is at least one action expected from the patient side.



The view of the counter on the *home page*.



The view of the counter on the bottom menu.



The view of the counter on the *Active* tab in the *My cases* tab.

#### 4 Improved sorting of sync and async activities under My Cases page

To support patients identifying the items which require their immediate attention the logic of sorting activity cards on the My Cases page has been updated. The logic follows the order listed in the table below.

There is no specific sorting of activities of the same type and in the same state of the flow (e.g. Two ongoing sync appointments with unread messages, will take the first two spots in the activity list).

#	Activity	State
1	Ongoing sync appointment	Has unread messages
2	Ongoing async appointment	Has unread messages
3	Finished sync/ async appointments	Has unread messages
4	Ongoing sync appointment	Has no unread messages
5	Proposed sync appointments	Patient confirmation is expected
6	Drop-in sync appointments	Queue is active, patient is not received.
7	Sync appointments planned on current date	Appointment is not started.
8	Booking tickets	Unused
9	Ongoing Async appointment	Has no unread messages
10	Future activities	Planned after the current date

## Clinic

### Changes in version 4.184

#### 1 New timeframe for booking window in booking tickets

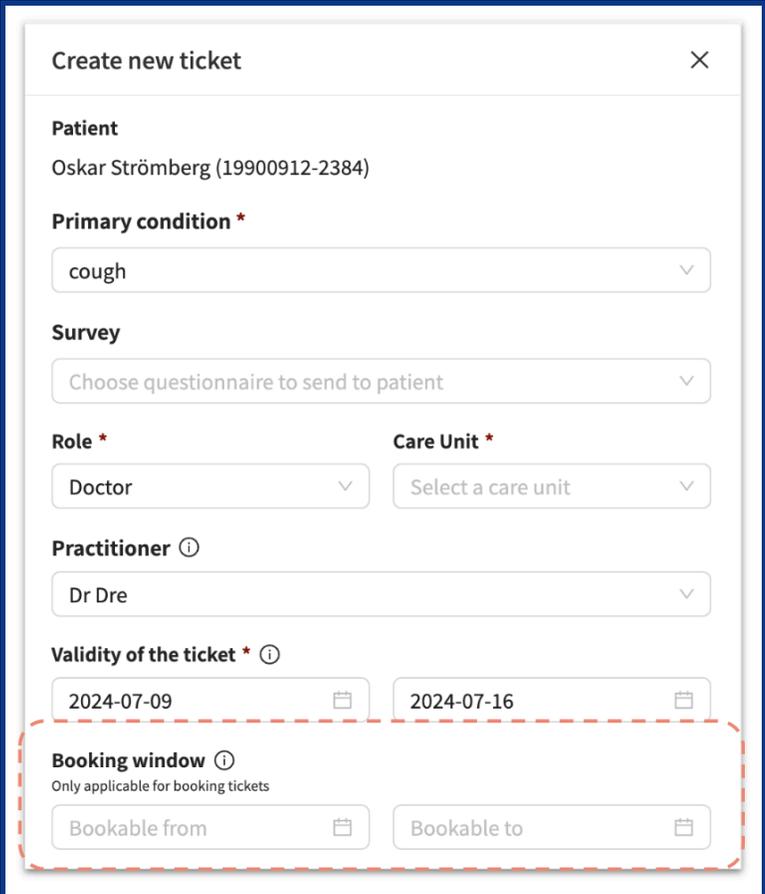
Previously, the validity period of the ticket determined both 1) when the patient could use the ticket in the app and 2) the dates between which the patient could book an appointment.

By adding a new time frame for the booking window, the `validity period` now determines when the patient can use the ticket in the app, and the `booking window` specifies the dates between which the patient can book an appointment. If no dates are set for the booking window, we will use the validity period, as before.

For example, you can now send a booking ticket to a patient that they must use within a week, but the patient can book an appointment for a month later.

Note that this is only applicable for booking tickets, not for drop-in tickets.

Contact your customer success manager if you want to enable this feature.



The screenshot shows a 'Create new ticket' form with the following fields:

- Patient:** Oskar Strömberg (19900912-2384)
- Primary condition \*:** cough
- Survey:** Choose questionnaire to send to patient
- Role \*:** Doctor
- Care Unit \*:** Select a care unit
- Practitioner ⓘ:** Dr Dre
- Validity of the ticket \* ⓘ:** 2024-07-09 to 2024-07-16
- Booking window ⓘ:** Only applicable for booking tickets. Bookable from to Bookable to.

The 'Booking window' section is highlighted with a red dashed border.

The *create new ticket* view with the *booking window* option visible.

## 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.

## Questions

If you have any questions, please contact Platform24 Support or your Customer Success Manager.