

# Release notes

## Summary

This document contains the updates included in the Patient application version 1.245, Clinic version 4.215, Manage version 3.135 and the Medical content version 1.145. The changes are expected to be launched to production on the 11th of March.

## Patient application

### Changes in version 1.245

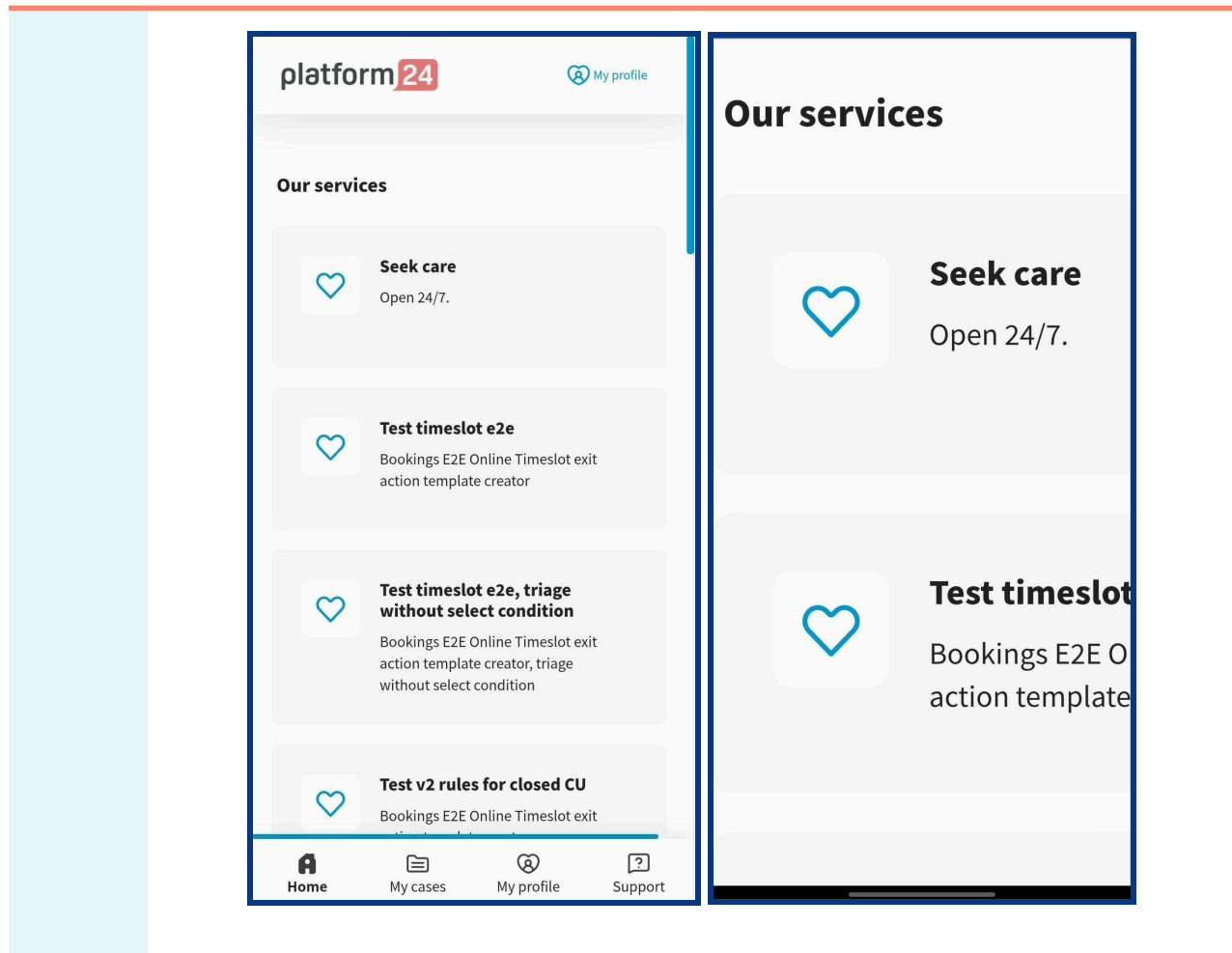
#### 1 Accessibility improvement - Zoom in the native app

As part of our continuous support for enhancing accessibility, the zoom capability has been enabled in the native Patient application for both iOS and Android.

Users can now use pinch-to-zoom in the Patient app to increase visibility.

**How to use:**

- Pinch the screen with two fingers and pull them apart or together to zoom in and out in the Patient app.
- No change of settings is required from the user side.



## 2 Update to the Vonage video platform – Improved participant management and chat

The latest update to the Vonage video platform gives patients and guests better control over their calls. Enhancements include the ability to pin participants, easier access to the participant list, and a more visible chat function. The goal is to make it easier to navigate and interact during video calls.

### 1. Multi-Pinning

- Patients/guests can now pin multiple participants on the screen.

- For the best experience, it is recommended to pin no more than one or two participants, especially when using a smartphone.

## 2. Participant List – New Indicator

- If not all participants fit on the screen, a redesigned tile will now appear.
- The tile includes a clear prompt to open the full participant list.

## 3. Participant Management

- A new button in the Context menu (three dots) provides patients/guests access to the full participant list.
- Patients/guests can pin and unpin participants from the list view.

## 4. Chat Accessibility

- The chat button has been moved from the Context menu to the main button row.
- This change ensures that the chat button is always visible and easier to use.

# Clinic

## Changes in version 4.215

### 1 Updated design on listing label

*The following changes only affect customers with listing integration.*

Recently, we added labels to indicate the care unit a patient is listed at on the drop-in page in Clinic. We have made some minor updates to make it easier to distinguish between the three labels:

1. Different icons for each label
2. Additional information in tooltip
3. Changed label title from “Listed at” to “Listed”

Listed at Meetings CU B1 (this care unit)

This design mockup shows a dark grey callout box with white text. Below the callout box is a light grey button with a calendar icon and the text 'Listed'.

Listed

Design if the patient is listed at the same care unit as the one the practitioner is logged into

Listed at Meetings CU B1 (within cluster)

This design mockup shows a dark grey callout box with white text. Below the callout box is a light grey button with a calendar icon and the text 'Listed'.

Listed

Design if the patient is listed at a care unit within the same cluster as the care unit the practitioner is logged into

Listed at Meetings CU B1

This design mockup shows a dark grey callout box with white text. Below the callout box is a light grey button with a calendar icon and the text 'Listed'.

Listed

Design if the patient is listed at another care unit than the one the practitioner is currently logged into (and this care unit is not within the same cluster)

## 2 Updated design for participants in appointments

We have updated the design of participants in the appointment view. The change was made to make it easier to see the participants of the appointment and also to distinguish the responsible practitioner from invited practitioners. These changes are made to get a consistent design across all appointments and to prepare for upcoming improvements of participant management in appointments.

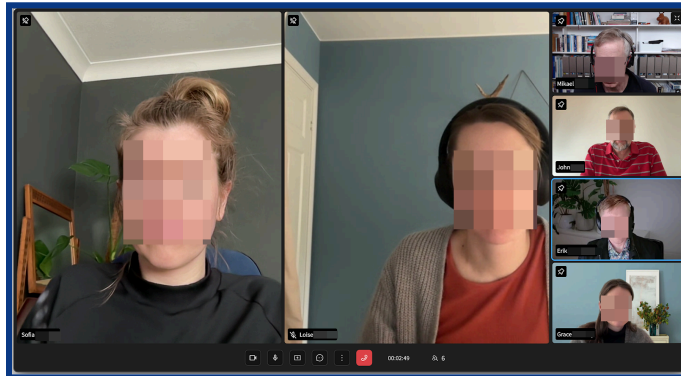
The screenshot displays the P24 patient interface for a patient named Test Asynk. The patient's profile includes gender (Male), height (123 cm), weight (123 kg), and BMI (81.3). The interface shows a chat window on the left with a message from the patient: "Hej och välkommen till Meetings test! Jag heter Emil [redacted] och är sjuksköterska." and a response from the system: "SMS sent". The chat window has a "Finish appointment" button. On the right, the appointment details are shown, including the title "General question", start time "02/28/2025 1:48 PM", and origin "Meetings test". A red box highlights the "Responsible practitioner" section, which lists "Emil [redacted], sjuksköterska, Meetings CU A2 (escalations)" and "Invited practitioners" including "Meetings Admin, administratör, Meetings CU A1". Below this, there are sections for "Allergies", "Diagnosis", "Medication", and "Surgery", all showing dashes. The "Before the appointment" section includes "Answers from patient" and "Previous note summaries". The "Answers from patient" section states "This appointment does not have any patient interviews associated with it". The "Previous note summaries" section shows a link to "Breast feeding problems 2024-07-03, 16:06" and notes that the summary is not available for this appointment. At the bottom, there is a text input field for sending messages and a "GENERATE" button.

### 3 Improved control and participant management in P24's video solution (Vonage)

This update introduces new features in our video solution for practitioners, including improved participant management, expanded background options, and a more accessible chat function. The update makes it easier to manage calls and ensures smoother communication between all participants.

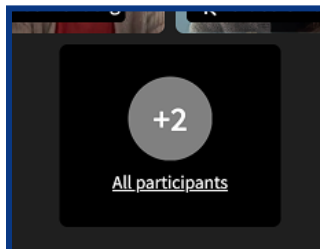
## 1. Multi-Pinning

- Practitioners can now pin multiple participants on the screen in Vonage.
- For the best experience, it is recommended to pin no more than one or two participants, especially when using a smartphone.



## 2. Participant List – New Indicator

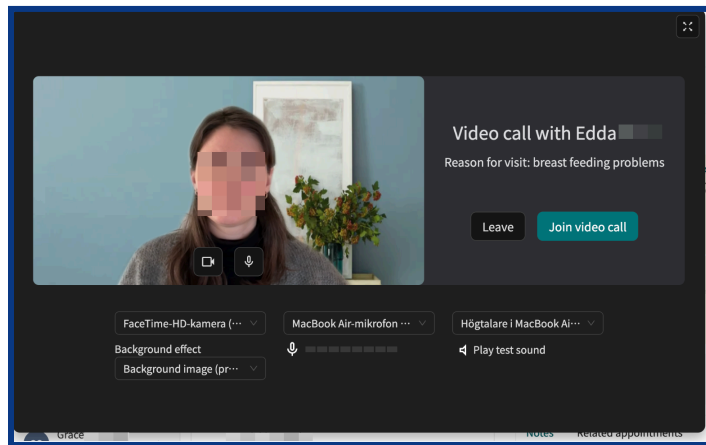
- If not all participants fit on the screen, a redesigned tile will now appear.
- The tile includes a clear prompt to open the full participant list.



## 3. Background Replacement

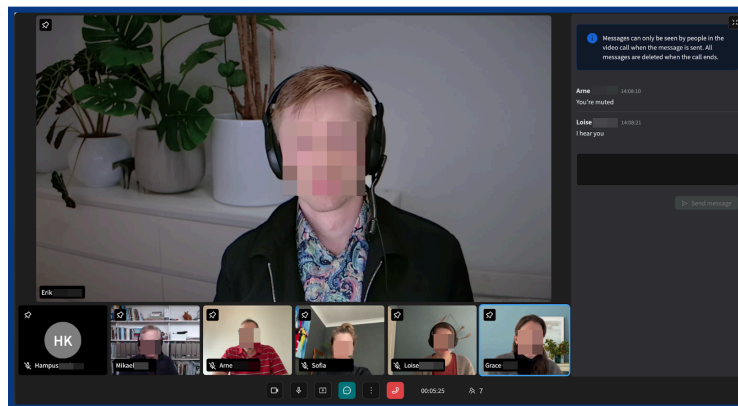
- Practitioners can replace their background with a preselected image. For customer-specific background images, please contact support.
- Background blur remains available but cannot be used simultaneously with background image replacement.
- Blur quality has been improved.

- Users with previously saved blur settings will have their preferences automatically transferred.



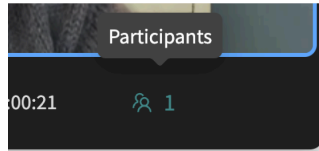
#### 4. Chat Placement

- The chat now appears alongside video tiles instead of as a separate window. This allows users to read incoming messages while still seeing other participants.

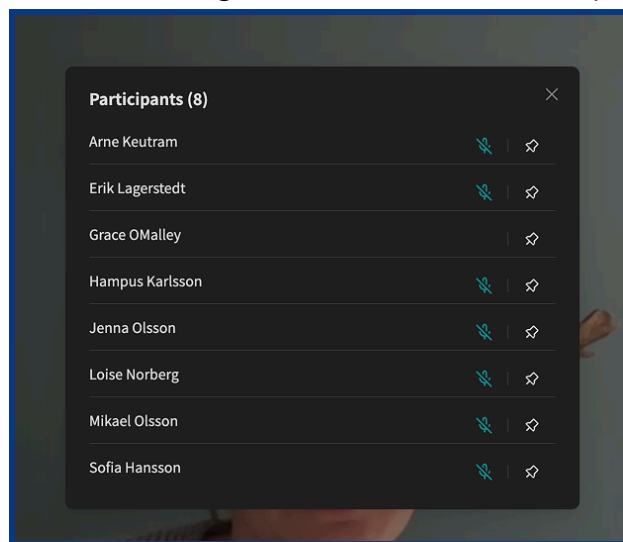


#### 5. Participant Management

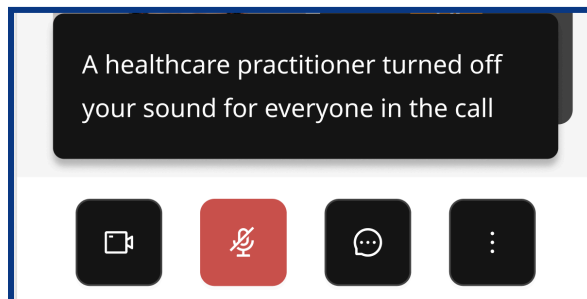
- A permanently visible button provides access to the full participant list.



- Practitioners can pin and unpin participants directly from the list view, including those who are currently hidden.



- Ability to mute other participants (both patients/guests and other Practitioners).
- Muted participants receive a notification and can unmute themselves at any time.





## Manage

### Changes in version 3.135

#### 1 Now possible to schedule alerts/news items

We have added new features to the alerts/news items functionality. Alerts/news items are shown in the Patient application and are added through the Manage application. Alerts/news items include information to the patients that logs in (e.g., "Today we close the care unit at 2:45 due work place meeting, please contact x").

The functionality now includes the possibility to schedule the alerts/news items for when to show in the Patient app.

This is done to ease the administrative burden when managing the Patient app alerts.

Manage users with **Configuration administrator** rights at Patient app level are now able to set start and end dates as well as times for when the alerts/news items are to be displayed in the Patient app.

#### **New features:**

- It is possible to schedule when alerts should start showing in the Patient app
- It is possible to schedule when an alert should stop showing in the Patient app
- It is possible to schedule an alert to show indefinitely (no end date)
- It is possible to select both date and time (hour and minute)

Start date is by default selected as the current time when the Alert is created in Manage. Users can also adjust the date and time and change it to a future date. The alert is automatically displayed in the Patient app when the time set on the alert is reached.

### Add new alert

Title\*

Message

Link

#### Schedule

Starting date From   at

Ending date  Off Till   at

Alert with no ending date enabled.

**Ending date** is an optional field and can be used to set a time at which the alert should stop being displayed in the Patient app. If the ending date is not selected, the alert will always be displayed in the Patient app until a Manage admin deletes it.

**Add new alert**

Title\*

Test Alert Title

Message

Test Alert Message

Link

http://testlink.se

**Schedule**

Starting date From 04/03/25 at 10 00

Ending date  On Till 20/03/25 at 14 00

Cancel Save

Alert with ending date enabled.

Expired alerts are not automatically deleted in the UI in Manage, admins can still have access to them and adjust their end date, making the alert available in the Patient app again.

The order of the alerts in Manage still reflect the order they are displayed in the patient app. Thus, when the start date and time is met, the alert will be displayed in the Patient app in the same position that is set in Manage. The order can be changed by drag-and-dropping the alert to the desired position in the alert list.

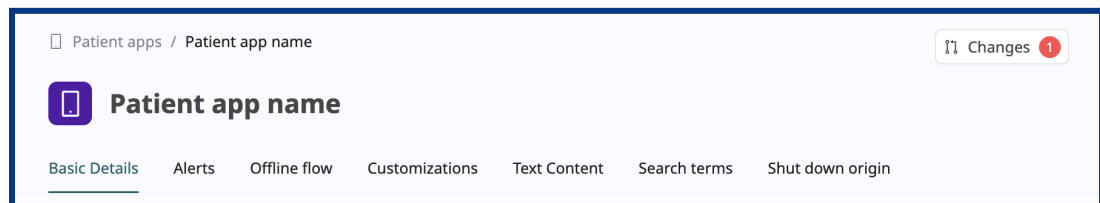


Patient app view of an alert

This feature is available for all customers with editing rights in Manage for the Patient app.

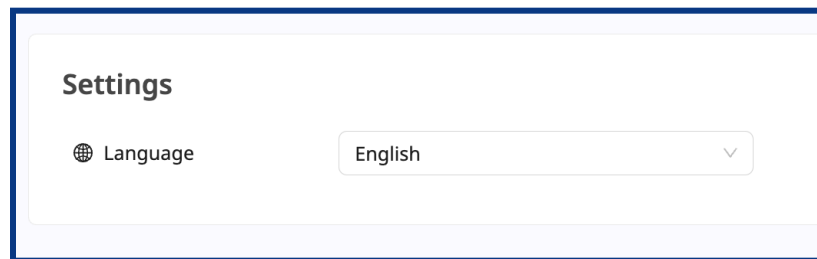
## 2 Improved page headers

We have improved the page headers on the care provider, care unit, and Patient app pages to make them more consistent and clear.



### 3 Language selector moved to profile page

The language selector, which was previously displayed in the main menu, has now been moved to the logged in user's profile page in Manage so that all functionality related to the interface in Manage is gathered within that page.



## Medical Content

### Changes in version 1.145

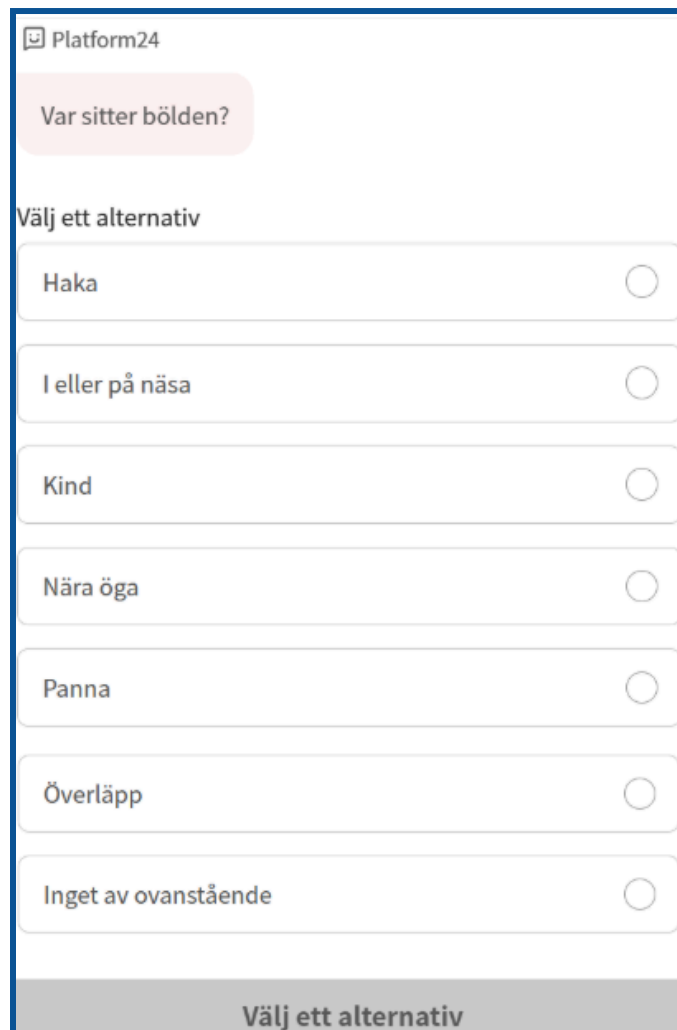
#### Medical content populating the Triage product

The changes apply directly upon release for all customers, except for those with partner-specific questionnaires.

#### 1 Updated free text questions in the questionnaire *facialSkin*

To improve patient safety in the questionnaire *facialSkin*, three free text questions have been replaced with facial localization options, if you have trouble with redness, furuncle or wound. The alternatives in the image below are:

- Chin
- Inside or on the nose
- Cheek
- Close to the eye
- Forehead
- Upper lip
- None of the above.



Platform24

Var sitter bölden?

Välj ett alternativ

Haka

I eller på näsa

Kind

Nära öga

Panna

Överläpp

Inget av ovanstående

Välj ett alternativ

Question about localization of furuncle in the questionnaire *facialSkin*, in Swedish.

## 2 Improvement in the questionnaire *libraryAirwaysBreathing*

A language improvement has been made in the questionnaire *libraryAirwaysBreathing* for children with different kinds of chest pain, when using the search term "Cough". Previously the alternatives "Pain when inhaling" and "pain over ribs" led to a question phrased as "Does your child have pain right now?". This question is now phrased as "Does your child have pain or pressure across the chest right now?",

which is the same phrasing that was previously also used from the localization “Persistent pressure across the chest”.

Vilket av följande stämmer bäst in på ditt barns smärta?

+ Vad menar vi med ont vid djupandning?

Välj ett alternativ

- Ont bakom bröstbenet i samband med hosta
- Ihållande tryck över bröstet
- Ont vid djupandning
- Värk över revben**
- Inget av ovanstående

**Fortsätt**

Alternatives for type of chest pain in the questionnaire *libraryAirwaysBreathing*, in Swedish.

Platform24

Har ditt barn ont eller tryck över bröstet just nu?

**Ja** **Nej**

Välj ett alternativ

Question about chest pain right now in the questionnaire *libraryAirwaysBreathing*, in Swedish.



## **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.