

Release notes

Summary

This document contains the updates included in the Patient application version 1.248, Clinic version 4.219 and the Medical content version 1.147. There are no updates on Manage in this release. The changes are expected to be launched to production on the 1st of April.

Patient application

Changes in version 1.248

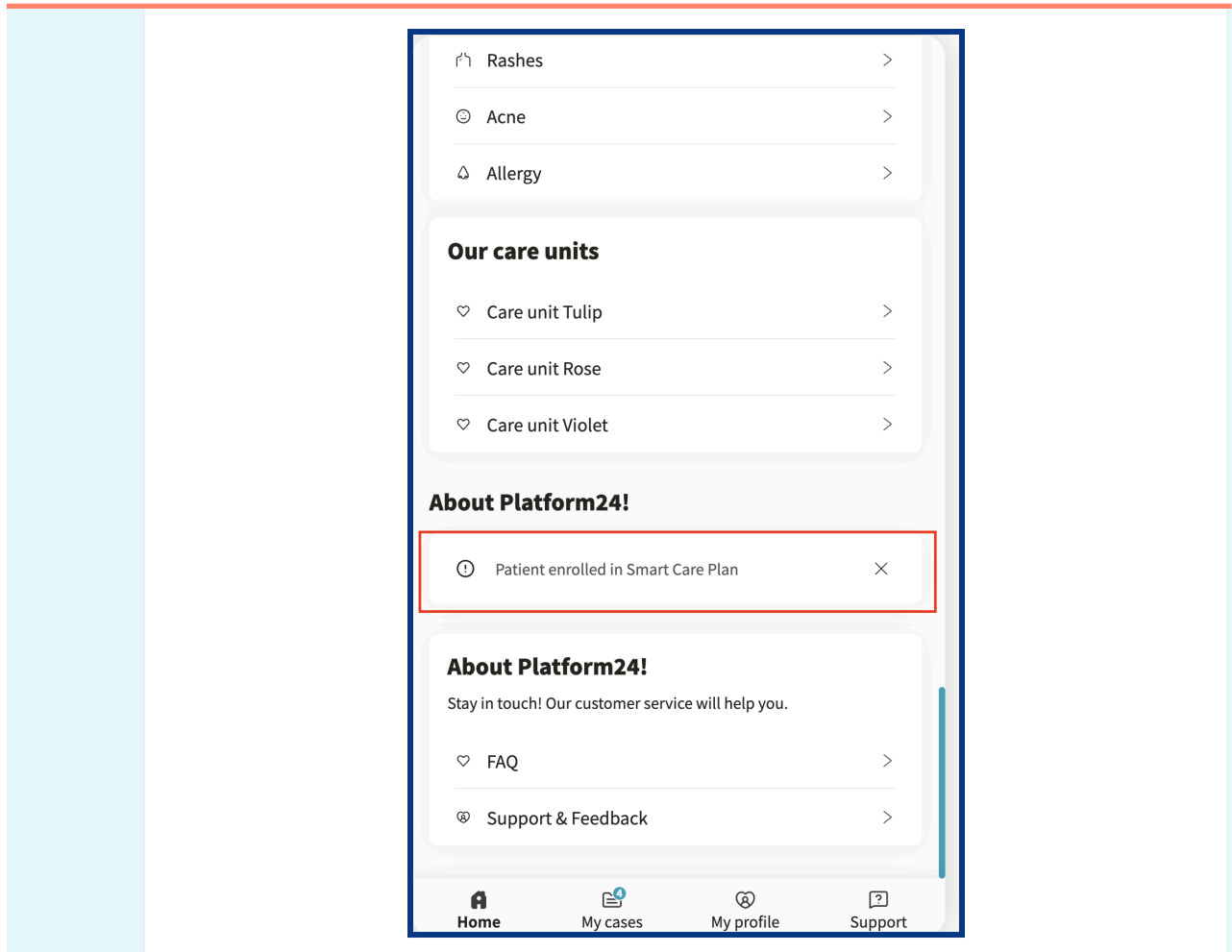
1 Personalization engine: personalize start page and content pages based on care plans

It is now possible to customize start page items and content pages in the Patient app based on whether the patient is enrolled in a care plan or not.

The personalization engine already supports customization based on age, gender, children and care unit opening hours. Care plan is the newest addition to our available personalization options.

In the image below, you can see an example of a notification banner which is only shown on the start page if a patient is enrolled in a care plan.

Contact your Customer Success Manager for more information about how to enable this functionality.



Clinic

Changes in version 4.219

1 Clickable links in chat messages during video calls (Vonage)

It is now possible to share clickable links in chat messages during ongoing video calls in our Vonage-based solution. This is supported for both patients/guests and Clinic users.

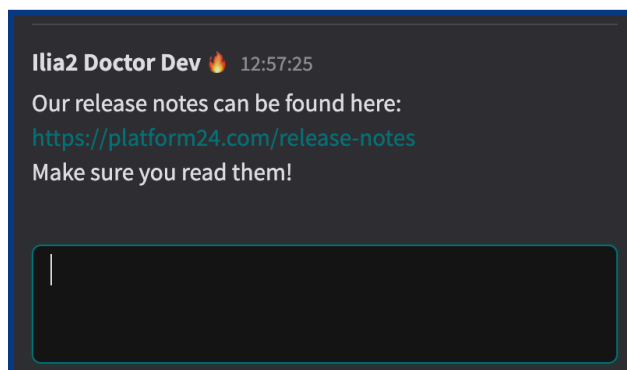
Only secure <https://> links are clickable. Links using <http://> or without a protocol (for example *google.com*) are ignored.

Clickable links open:

- In a new tab (for browser users)
- In the operating system's default browser (for native app users)

Messages can include multiple clickable links.

Note: Links are only clickable in the main chat message list, not in message popups.



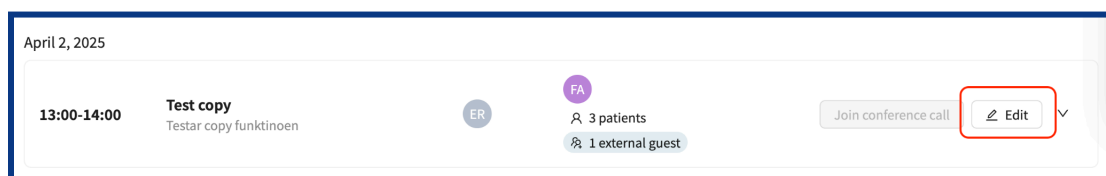
2 Improved user experience for starting and editing conference calls

We have made the following changes to help practitioners manage conference calls:

1. More visible Edit button
2. Improvements to “Join conference call” button

1. More visible Edit button

We have received feedback that it has been difficult for practitioners to find the Edit button, and we have therefore added a border and an icon to it.



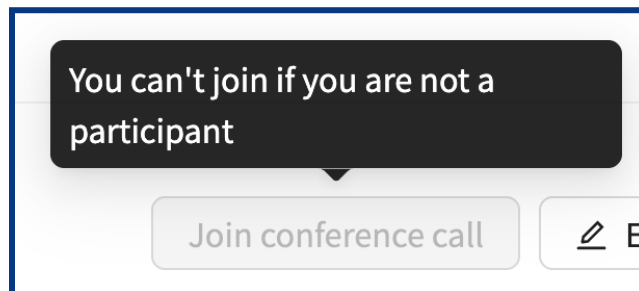
Edit button with updated design

2. Improvements to “Join conference call” button

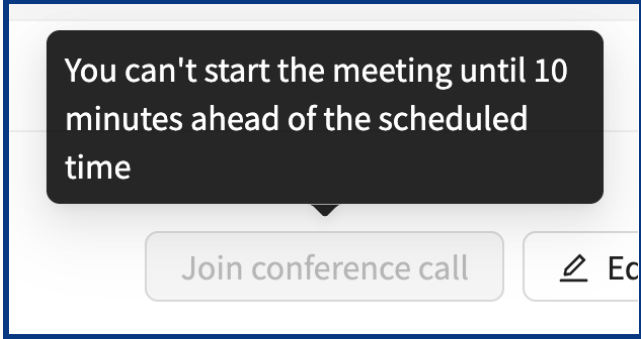
We have also received feedback that it is difficult to know when the “Join conference call” button will appear.

We have, therefore, implemented so that the button is always visible, but is disabled based on two conditions:

1. If you are not a participant
2. If it is more than 10 minutes before the scheduled meeting is set to start.



Inactive Join button with updated information if you are not a participant



You can't start the meeting until 10 minutes ahead of the scheduled time

Join conference call

✎ Edit

Inactive Join button with updated information if you are a participant, but it is more than 10 minutes before the call is about to start

If you are a participant and it is less than 10 minutes ahead of the call, the button will be active as it works today.

Medical Content

Changes in version 1.147

Medical content populating the Triage product

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

1 Changes in the questionnaire *wound*

Changes have been made to the questionnaire wound to reduce the risk of over-triage. The criteria for suspected infection have been adjusted and bleeding from wounds is now asked only in triage for fresh wounds.

2 Changes in the questionnaire *constipation*

Changes have been made to the questionnaire *constipation* to reduce the risk of over-triage in those cases where patients have mild pain together with constipation.

3 Improvements to the questionnaire *libraryAirwaysBreathing*

Improvements have been made to the questionnaire *libraryAirwaysBreathing*, due to that earlier there was a potential ambiguity in self-assessed breathing problems.

The question about breathing problems is now extended with further options that can be seen in the second image below. Regardless of which breathing intensity you affirm, the right exit is now reached depending on in which activity the problems occur.

The images are collected from the search term “breathing problems” but the questions look the same anywhere the questionnaire *libraryAirwaysBreathing* is included.

First image; breathing intensity:

- Mild
- Moderate
- Severe

Second image:

- In connection with physical activity
- When I walk up the stairs (1-2 floors)
- In connection with walking on flat ground
- When I get dressed
- When I talk or say a few sentences
- When I am at rest
- None of the above

Platform24

Hur kraftiga upplever du att dina andningsbesvär är?

+ Hur graderas andningsbesvär?

Välj ett alternativ

Lindriga

Måttliga

Svåra

Välj ett alternativ

Question about level of breathing problems, in Swedish.

Platform24

I vilka situationer upplever du andningsbesvär?

Välj ett eller flera alternativ

I samband med träning eller fysisk aktivitet

När jag går uppför trappan (1-2 våningar)

I samband med promenad på plan mark

När jag klär på mig

När jag pratar eller säger några meningar

När jag är i vila

Inget av ovanstående

Välj ett eller flera alternativ

Question about breathing problems in certain activities, in Swedish.

Other changes in medical content

1 Update in the questionnaire *covidPortal*

The link to “Folkhälsomyndigheten” is removed on the recommendation page in the questionnaire *covidPortal*.

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.