

# Release notes

## Summary

This document contains the updates included in the Patient application version 1.250 and Clinic version 4.221. There are no updates on Manage or the Medical content in this release. The changes are expected to be launched to production on the 15th of April.

## Patient application

### Changes in version 1.250

- 1 Platform24 has updated the supported operating system requirements  
  
To ensure patient safety, Platform24 will in this month (April 2025) implement stricter operating system (OS) version requirements. This means that all users must be running a supported OS version to access the patient interface via their mobile application or via the mobile browser. For Android this is OS version Android 10 or higher and for iOS/iPadOS this is OS version 16 or higher.  
  
Users on an unsupported OS version will see a screen prompt to upgrade their OS version and a link to the OS manufacturer's instructions.

## Update required

**This app requires Android  
10.0 or later**

Please update to Android 10.0 to  
continue using the app.

[Update Now](#)

Android

## Update required

**This application requires iOS  
16.0 or later**

You must update to iOS 16.0 in order to  
continue using this application.

[Update now](#)

iOS/iPadOS

## Clinic

### Changes in version 4.221

#### 1 Updates to handovers

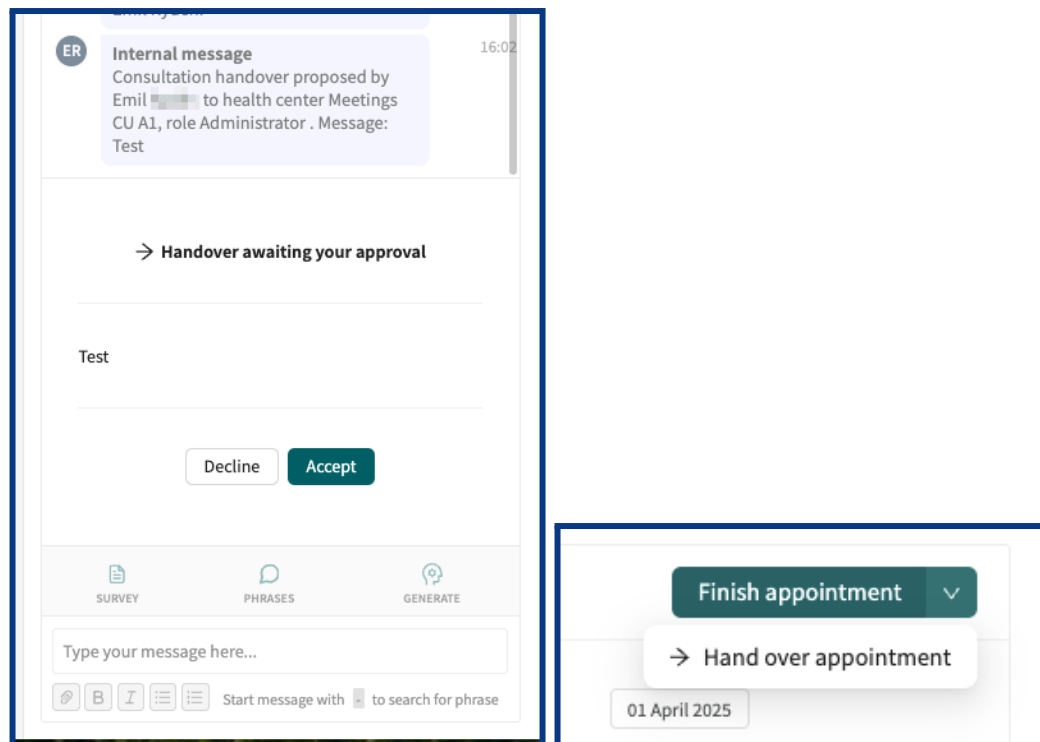
We have made updates to handovers to make the handover feature more consistent and usable. These changes are also a step towards enabling handover of async meetings.

The following changes have been implemented:

1. Updated icons
2. "Move" is now called "hand over"
3. Updates to the label
4. Chat history is not hidden

#### **1. Updated icons**

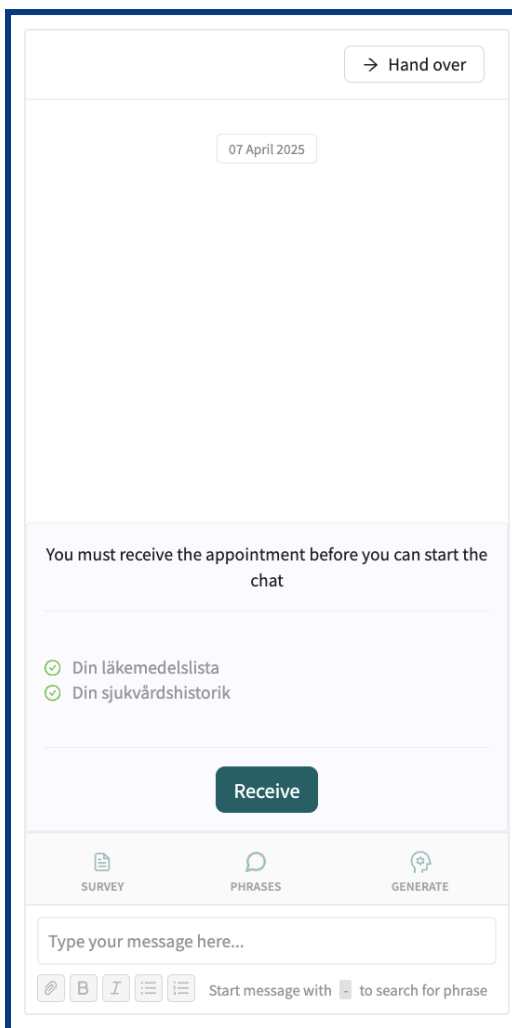
The handover icon is now updated to look the same everywhere. Note: the old startpage will not be updated since it is going to be deprecated soon.



The handover icon is applied consistently

## 2. “Move” is now called “hand over”

Previously, practitioners used the "move" button to hand over meetings that had not yet been received. The button is now called "hand over" for consistency.



“Move” is now called “Hand over” for consistency

### 3. Updates to the label

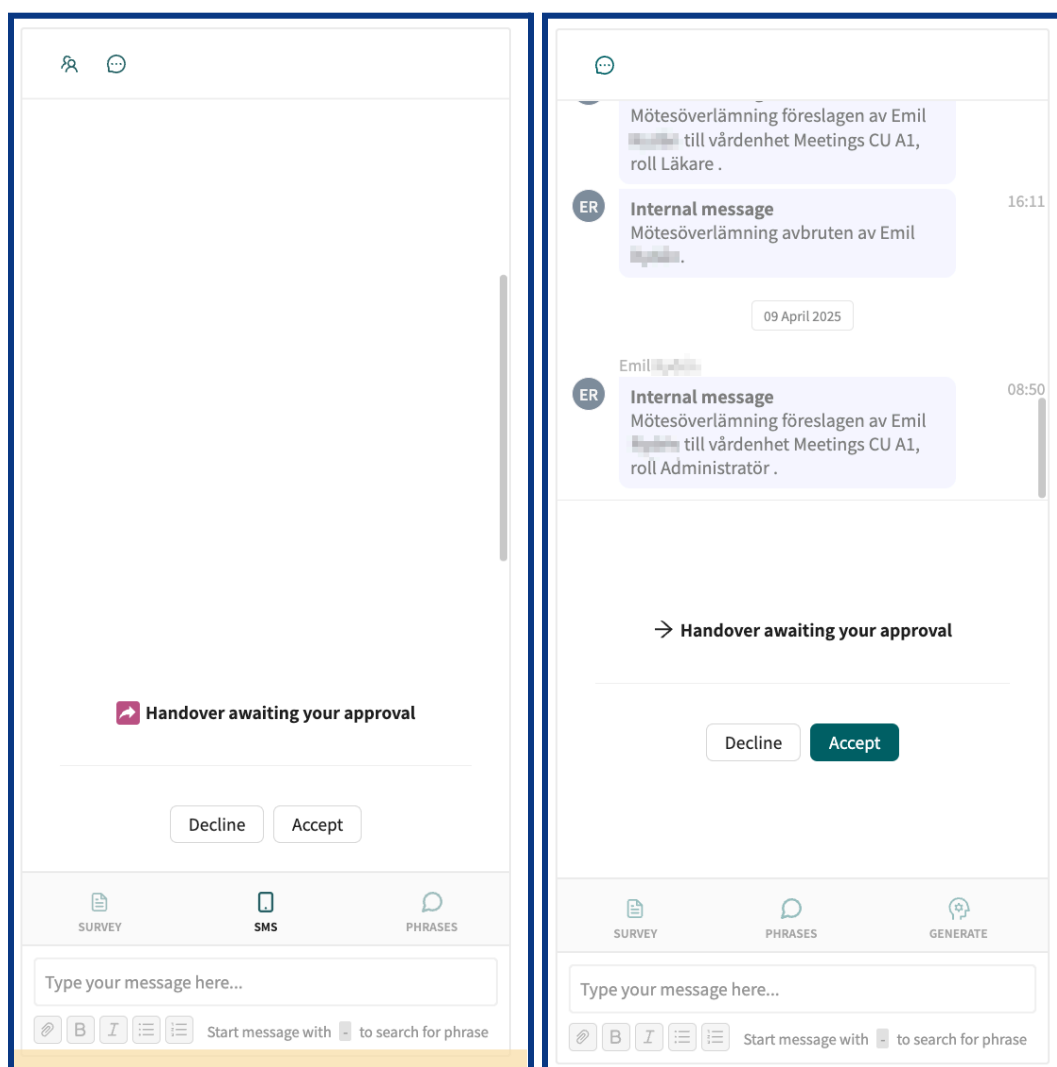
The handover label on the *Drop in* and *Async appointments* pages has been updated with an icon and blue color.

Waiting in line		Received	Finished		Only show assigned to me <input type="checkbox"/>		
Prio	Patient	Condition		Arrived	Role	Practitioner	
3	<div>Test Participants 19521118-XXXX</div> <div><div>→ Handover</div></div>	General question		Apr 1, 2025 5:26 PM	Nurse	<div>ER</div> → Administrator	

Label on *Drop in* and *Async appointment* pages updated with icon and color

#### 4. Chat history is not hidden

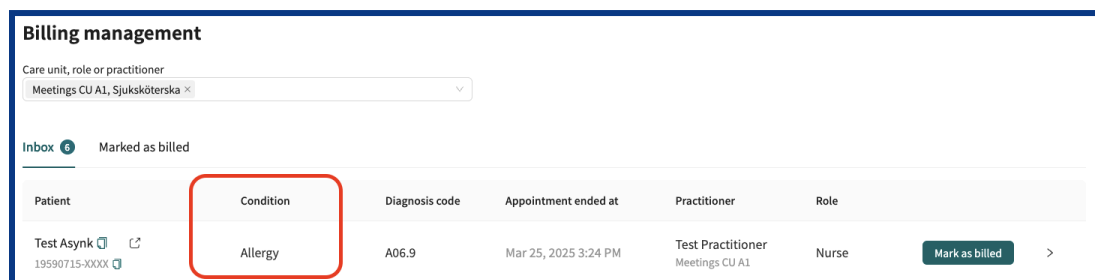
Previously, the chat history of a visit was hidden for the receiver of a handover. Since chat history is important information for a practitioner to be able to assess if they should accept or decline the handover, the chat history is no longer hidden during an ongoing handover.



Chat history is now shown for receiving practitioners during an ongoing handover

## 2 Condition added to *Billing management* page

We have added the condition of the visit as a column on the *Billing management* page to make it easier to see what the visit was about.



The screenshot shows the 'Billing management' interface. At the top, there's a dropdown menu for 'Care unit, role or practitioner' with 'Meetings CU A1, Sjuksköterska' selected. Below this are tabs for 'Inbox' (active) and 'Marked as billed'. The main table has columns: Patient, Condition, Diagnosis code, Appointment ended at, Practitioner, and Role. The 'Condition' column is highlighted with a red box. The first row of data shows 'Test Asynk' as the patient, 'Allergy' as the condition, 'A06.9' as the diagnosis code, 'Mar 25, 2025 3:24 PM' as the appointment end time, 'Test Practitioner Meetings CU A1' as the practitioner, and 'Nurse' as the role. A 'Mark as billed' button and a chevron icon are at the end of the row.

Patient	Condition	Diagnosis code	Appointment ended at	Practitioner	Role
Test Asynk 19590715-XXXX	Allergy	A06.9	Mar 25, 2025 3:24 PM	Test Practitioner Meetings CU A1	Nurse

Condition is now added as column on the *Billing management* page

## 3 Fixed issue for creating video appointments for colleague at another care unit

We have fixed an issue that led to video appointments always being created at the care unit the appointment creator was logged in at.

Now, the appointment will be created at the care unit of the practitioner that is selected as responsible practitioner. If the practitioner has roles on several care units, the appointment is created on the care unit under which the practitioner was selected in the resource selector.

**Create a new video call appointment** ✕

1. Appointment details — 2. **Participants** — 3. Confirm and send

**Add participant**

**Practitioner** Guest

Search practitioner **Select myself**

Meetings CU A1 **Current**

▼ Meetings CU A2 (escalations)

- ▶ Administratör
- ▼ Fysioterapeut
  - ☐ Meetings Fysio
- ▶ Läkare
- ▶ Ortoped
- ▶ Sjuksköterska
- ▶ Other roles
- ▶ Meetings CU A3 (automation)

**Participants (1)**

Patient

Sofia Jakobsson  
19530301-XXXX

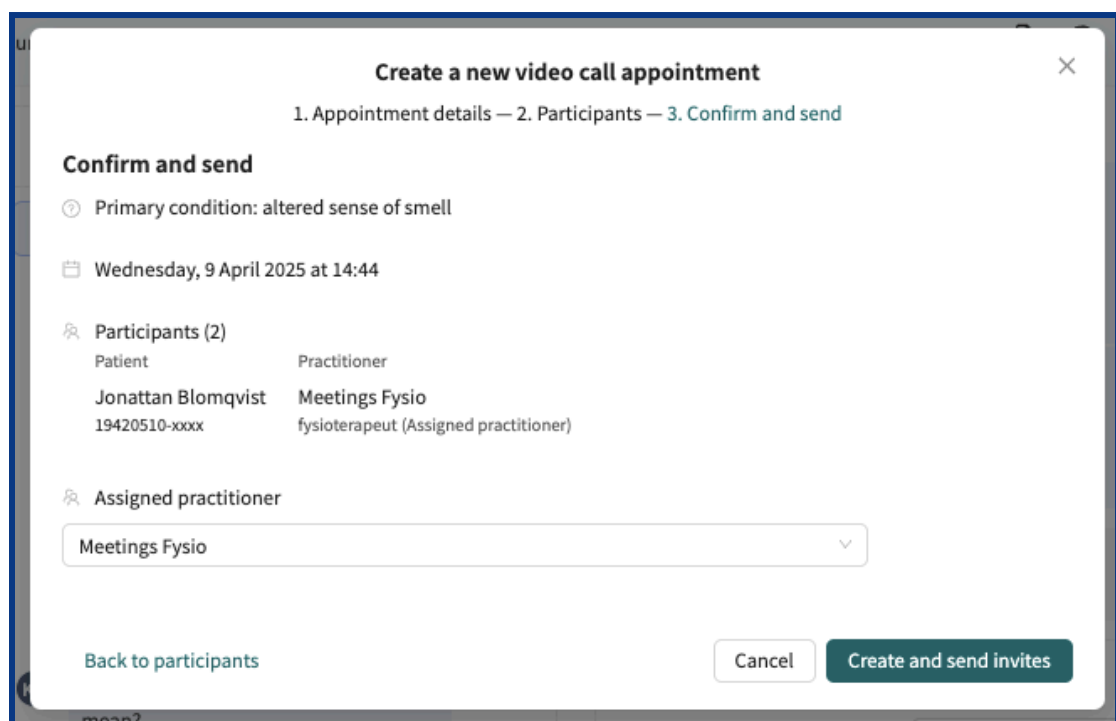
Cancel Next

Surgery

Before the appointment Notes Original answers Transcript

Care unit (Meetings CU A2) and practitioner (Meetings Fysio) are selected in the resource selector





The screenshot shows a modal window titled "Create a new video call appointment" with a close button (X) in the top right corner. Below the title is a progress indicator: "1. Appointment details — 2. Participants — 3. Confirm and send". The current step is "Confirm and send".

Under "Confirm and send", the following information is displayed:

- Primary condition: altered sense of smell
- Calendar icon: Wednesday, 9 April 2025 at 14:44
- Participants (2):
  - Patient: Jonattan Blomqvist, 19420510-xxxx
  - Practitioner: Meetings Fysio, fysioterapeut (Assigned practitioner)
- Assigned practitioner: A dropdown menu showing "Meetings Fysio" with a downward arrow.

At the bottom, there are three buttons: "Back to participants" (text link), "Cancel" (white button), and "Create and send invites" (green button).

On the previous page, physiotherapist *Meetings Fysio* working on care unit *Meetings CU A2* was added to the appointment. When *Meetings Fysio* is selected as the assigned practitioner, the appointment will be created on care unit *Meetings CU A2*.

## 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.