

Release notes

Summary

This document contains the updates included in Clinic version 4.249. There are no updates on the Patient application, Manage or the Medical content in this release. The changes are expected to be launched to production on the 28th of October.

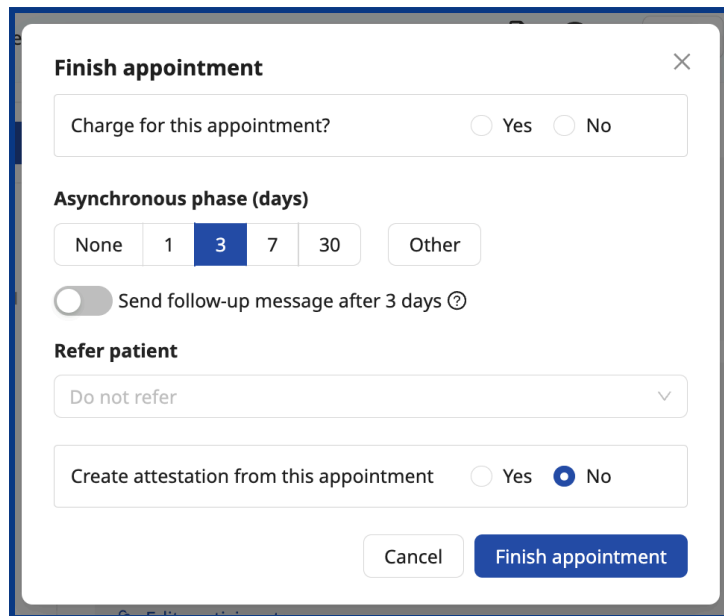
Clinic

Changes in version 4.249

1 Message not sent by default on async follow-up

Previously, when finishing an sync visit with an async follow-up period, if that period was 3 days or longer, the button to send an automatic follow-up message was enabled by default. This has now been changed, and practitioners have to actively select if the automatic message should be sent or not.

We also updated the text next to the button from “Message” to “Send follow-up message after 3 days” to better clarify what the button is doing.



The screenshot shows a 'Finish appointment' dialog box with the following fields and options:

- Charge for this appointment?** with radio buttons for ☐ Yes and ☐ No.
- Asynchronous phase (days)** with buttons for None, 1, 3 (selected), 7, 30, and Other.
- A toggle switch for **Send follow-up message after 3 days** (currently off).
- Refer patient** with a dropdown menu showing 'Do not refer'.
- Create attestation from this appointment** with radio buttons for ☐ Yes and ☒ No.
- Buttons for **Cancel** and **Finish appointment**.

2 Billing pages updates

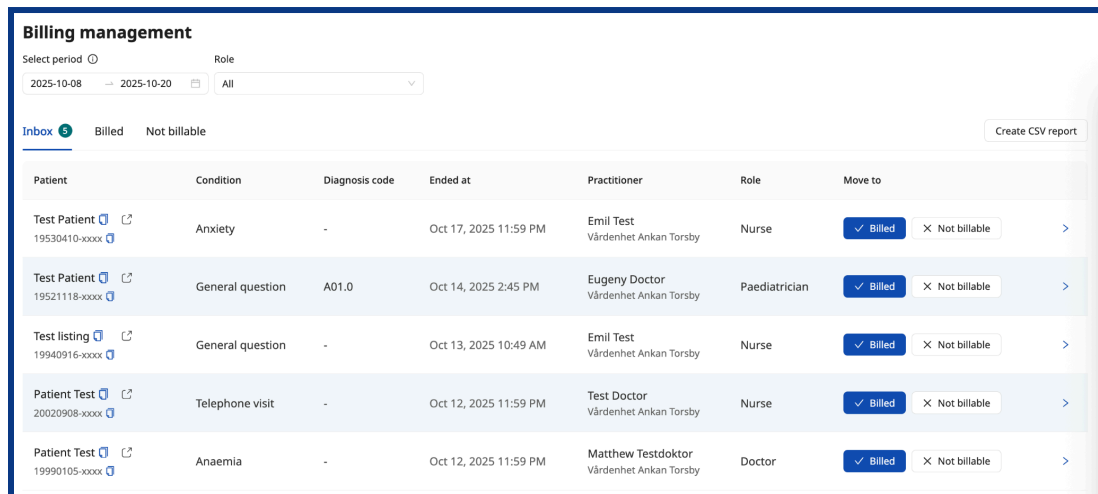
Billing page is a feature to streamline the process of billing digital visits in Platform24. It allows the practitioner to decide if the patient should be billed or not when ending a digital visit. The visits will then appear in the Billing inbox, which is mainly used by administrators and/or secretaries.

If you want to know more about this feature, you can reach out to your customer contact.

We have made several updates to the billing page:

1. Added a third tab
2. Updated filtering
3. CSV-report

The changes are implemented to improve the billing workflows, making it more flexible and improving the follow-up of data.



Billing management

Select period: 2025-10-08 → 2025-10-20 | Role: All

Buttons: **Inbox** (5), Billed, Not billable | Create CSV report

Patient	Condition	Diagnosis code	Ended at	Practitioner	Role	Move to
Test Patient 19530410-xxxx	Anxiety	-	Oct 17, 2025 11:59 PM	Emil Test Vårdenhet Ankan Torsby	Nurse	☒ Billed ☐ Not billable
Test Patient 19521118-xxxx	General question	A01.0	Oct 14, 2025 2:45 PM	Eugeny Doctor Vårdenhet Ankan Torsby	Paediatrician	☒ Billed ☐ Not billable
Test listing 19940916-xxxx	General question	-	Oct 13, 2025 10:49 AM	Emil Test Vårdenhet Ankan Torsby	Nurse	☒ Billed ☐ Not billable
Patient Test 20020908-xxxx	Telephone visit	-	Oct 12, 2025 11:59 PM	Test Doctor Vårdenhet Ankan Torsby	Nurse	☒ Billed ☐ Not billable
Patient Test 19990105-xxxx	Anaemia	-	Oct 12, 2025 11:59 PM	Matthew Testdoktor Vårdenhet Ankan Torsby	Doctor	☒ Billed ☐ Not billable

Updated view of the Billing management page

1. Added a third tab

Previously, only visits that were marked as billable when finished showed up in the inbox, which then could be marked as billed from the billing page. Now we have added a third tab to show visits that were not marked as billable. This gives users more flexibility to for instance correct visits that were marked incorrectly by the practitioner. Buttons have been added on each tab which allow users to move the visits between the different tabs as needed.

2. Updated filtering

Previously, we only showed visits that ended within 30 days. With this change we have added a date range-picker to increase the flexibility in finding visits. We have also removed the resource filter and replaced it with a role-filter to improve usability.

3. CSV-report

We have added the possibility to extract a CSV-report from the billing page. This is a regular need for care units who have different types of follow-up and reporting to do. This also increases the flexibility of the users who now can generate these reports themselves.

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.