Release Notes for CCACs and External Partners

CHRIS 2.5.1/HPG 3.3.1

Organization	Ontario Association of Community Care Access Centres
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Contents

Document Revision History

Version No.	Date	Summary of Change	Contributors
0.1	Nov 21, 2014	1st draft	Joan Hill
0.2	Nov 21, 2014	Updates from OACCAC business leads	Product Management
1.0	Nov 22, 2014	Final version as posted for CCACs and external Partners	

Executive Summary

This document provides specific information on the defect resolutions included in the CHRIS 2.5.1 - HPG 3.3.1 release, scheduled to be deployed on the evening of November 23, 2014.

These changes are in response to critical issues reported by CCACs and external partners, following the release of CHRIS 2.5.0 – HPG 3.3.0 on November 19, 2014.

Defect Resolutions

SMA #	681695 – CW; 681689 – CENT; 681648 – HNHB; 681700 – NSM; 681728 – CHAM; 681785 – WW; 681863 - SE
Affects	CCAC users that can add/update client records
Description	*Add [Client] Note – Technical error displayed after Saving Note* When users selected the Clients tab to access a different client after Saving a new Note, the following technical error was displayed: "An Error has occurred in the application: … Click HERE to return to the Application." This defect has been fixed. The user is now navigated to the correct search page under the Clients tab.
SMA #	681808 – HNHB; 682006 - NE
Affects	E&S Vendors, CCAC client services
Description	*E&S Order – Client phone number missing in E&S Flat File* When new or updated medical equipment and supply orders are sent to the selected vendor, the client's telephone number is no longer included in the E&S Flat File. [The phone number does display on the PDF version of the order.] This defect has been fixed. The client's telephone phone number is now received by medical supply and equipment vendors in the E&S Flat File.
SMA #	681733, 681784 – ESC; 681807, 682105, 682108 – SW; 681832 – WW;681853 – CW; 681864, 681879, 682004 – CENT; 681868, 682088 – HNHB; 681988 – CE; 682038 – NSM; 682076 - MH
Affects	LTC homes, Hospitals, CSSAs using HPG Referral Management
Description	*HPG Referral Management – Referral Details cannot be viewed* When LTC home, hospital, or CSSA users click on a referral from the Referral Search Results or the Email Notification or the LTCH Waitlist (for LTCH users only), the Referral Details page flashes briefly and then returns to the page the user was on. The Referral Details page is never displayed. This defect has been fixed. When an external partner clicks on a Referral link, the Referral Details is now displayed.

SMA #	681859, 682014 – CHAM; 681862, 682077 – SW; 681898 - HNHB
Affects	Service Providers, CCAC client services
Description	*Service Referrals / Frequency Changes since R2.5 include out-dated information in Provider Notification Notes* As part of CHRIS R2.5, the OACCAC delivered functionality that included the automated sending of Provider Notifications, as part of the External Communications Efficiencies. This functionality has led to Providers receiving notifications where the Provider Notification Notes field may contain old or outdated information. The risk is that Providers will not realize this information is old and will act on the communication. An interim fix was deployed on the evening of Friday, Nov 21, 2014. The functionality of automated sending of Provider Notifications introduced in CHRIS 2.5 has been turned off and the CCAC users will manually send provider notifications using the choices in the Provider level Action Dropdown. The OACCAC is determining the path forward for the permanent fix and will communicate timelines and details as soon as they become available. A communication for CCACs and Providers has distributed that contains a full description of this issue, and the interim fix that has been implemented. This communication is included in the Appendix of this document.

Appendix – Automated Provider Notification Temporary Fix Communication to CCACs and Providers

November 21, 2014

Issue:

As of CHRIS 2.5, the OACCAC delivered functionality that included the automated sending of Provider Notifications in the External Communications Efficiencies.

This functionality has led to Providers receiving notifications that the field Provider Notification Notes may contain old or outdated information. The risk is that providers will not realize this information is old and will act on the communication.

Solution:

Interim Solution will be released after 9 pm on November 21, 2014

The functionality of automated sending of Provider Notification introduced in CHRIS 2.5 will be turned off and the CCAC users will revert to manually sending provider notifications using the action dropdown.

The following messages that were part of CHRIS 2.4 **will continue be sent automatically a**s they do today.

- Initial Service Referral notification sent for new service offers (offer acceptance, service offer bypass, verbal confirmation 'Accept')
- Frequency Changes notification sent when client goes On Hold and the user selects the 'Notify Provider' option as part of the On Hold process
- Service Referral sent automatically upon Provider Discharge through the Discharge Wizard or discharging individual provider records

CCAC Impacts (Post the Deployment of the Temporary Fix)

- Users must continue to send Frequency Changes and Service Referral notifications manually for any updates
- The 'Send Frequency Changes' and 'Send Updated Referral' buttons in the Provider Notifications screen at the Provider level have been removed in CHRIS 2.5. Users will need to send these notifications manually through the Action drop down at the provider level by selecting the 'Send Service Referral' or 'Send Frequency Changes' actions

- Users will be prompted to review and update the Provider Notification Notes as per CHRIS 2.4 functionality
- The five new flags on the Service Referral/Frequency Changes notifications will continue to be sent to providers (New, On/Off Hold, Service Update, Client Update, Discharge

Provider Impacts (Post the Deployment of the Temporary Fix)

- Service Referral and Frequency Changes notifications should no longer contain Provider Notification Notes that have not been reviewed prior to the sending of the notification
- Service Referral and Frequency Changes notifications will continue to contain the Change Summary Information as deployed in CHRIS 2.5
- Reduction in the number of notifications sent to Providers
- The five new flags on the Service Referral/Frequency Changes notifications will continue to be received (New, On/Off Hold, Service Update, Client Update, Discharge)

APR Impacts (Post the Deployment of the Temporary Fix)

- When an Automated Provider Report that contains Change Requests is marked as reviewed, the system will send a frequency change/service referral notification automatically (user selects 'Apply Change Requests' on APR). If the APR contained an 'approved' discharge provider request, the notification sent will be a service referral. In all other cases, the notification sent will be a Frequency Change
- In CHRIS 2.4, there was an option to 'Send Frequency Changes' upon reviewing the Automated Provider Report. While Frequency Changes notification shall still be sent automatically for those APR's that contain change requests, the option shall no longer be available to send a Frequency Change for those APRs that do not contain Changes Requests (Information Only APRs). Users will need to navigate to Provider level to manually send the notification if required

Next Steps

- This is an interim solution to the sending of Automated Service Provider Functionality. The OACCAC is determining the path forward for the permanent fix and will communicate timelines and details as soon as they become available.