

Introduction to PatientTrak June 2023 Release

Release No. 20230601.1

This release includes enhancements and fixes to the PatientTrak application. Complete information and procedures for implementing the enhancements are included in the applicable sections of this document.

The latest version of Google’s Chrome browser is recommended.

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Fixes

- Modified the TMInbound.exe to insert a record in to the TextMessageApptRemQueue when a patient replies back "0" to cancel their appointment.
- Modified the outbound.exe to grab cancellation messages.
- Successfully established a VPN connection for specific clients.
- Fixed an issue where “one-way” communication appointment reminders were not being sent if the first appointment reminder was marked as a “two-way” response reminder.
- Fixed an issue with the Epic app to perform correctly.
- Replaced the InfiniteLoop Nuget with a new PatientTrak Nuget.

Enhancements

- PatientTrak now allow users to send appointment reminders based on the status of previous appointment reminders (sent, cancelled, confirmed). To set up a reminder based on the Appointment Status, go to the “Filters” tab in the desired appointment reminder campaign.

The screenshot shows the 'Filters' tab in the PatientTrak interface. The 'Appt Reminder Status' dropdown menu is highlighted with a red box and is open, showing options: Nothing selected, Select All, Deselect All, Not Sent, Sent, Confirmed, Cancelled/Rescheduled, and Other.

- Appointment reminders can now notify Doctors, nurses, family or patients of a cancelled appointment. This can be setup under the “Notification” tab in the desired appointment reminder.

The screenshot shows the 'Notification' tab in the PatientTrak interface. The 'Cancellation Notification' section is visible, with the 'Notification' tab highlighted in red. The 'Send Text Message Upon Initial' section has 'Doctor' selected. The 'Message Verbiage for Initial' section shows a text box with the message: "[patient_first_name] has cancelled their appointment." Below the text box are several variables: [patient_first_name], [patient_name_masked], [bye], [doctor], and [nurse].

- Users will not be notified of late appointments. The appointment time in the Scheduling page will turn red, with a “+” in minutes to show how long over the appointment has been.

Patient		Action	DOB	Misc 1	Appt Time
TEST, TEST					06/01/2023 01:35 PM +22