

Release Notes for 2024-04-12

07/24/2024 8:00 pm EDT

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Update

Change Healthcare Cyber Attack News

Statement mailing is currently a service managed exclusively through CHC and has been unavailable since the CHC cyber-attack.

- **Temporary Solution for Statement Mailing:** Help is on the way as DrChrono has found a temporary solution for managing paper statement mailing and is in the process of integrating with a new vendor. We understand the impact on our customers and are working hard to implement this service as soon as possible. We will provide notifications once the connection is established.
- **Discarded Statement Files:** Any statement files sent to CHC during the outage will be discarded and will not be sent once the CHC platform is restored. This prevents multiple and potentially inaccurate statements from being sent to patients as CHC comes back online.
- **Waiting for Restoration:** We are encouraging customers to wait for statement functionality to be restored through either our new vendor or the CHC platform, whichever happens first. Once statement processing is available, updated, and accurate statements can be generated and transmitted. Customers will not be charged for any unprocessed statements sent to CHC.
- **Manual Statement Processing:** In the meantime, manually printing and mailing statements from your practice is always an option. For assistance with this function, please refer to [Sending Patient Statements](#) or create a support ticket for assistance.

What's new?

Billing and Payments

Summary	Description
Separate section for CPT, HCPCS & Custom codes	CPT & HCPCS codes and Custom codes are now separated in separate sections in the Clinical Note and Billing tab in the appointment pop up.

Clinical

Summary	Description	Help Center Article
Improved Pharmacy Search	<p>The pharmacy search function has been enhanced to allow users to search by:</p> <p>Street Address</p> <ul style="list-style-type: none">• Address Line 1• Address Line 2 <p>Partial and combination data</p> <ul style="list-style-type: none">• office_name → Pharmacy Name• state• city• phone_primary• zip_code• ncpdp <p>Phone number</p> <ul style="list-style-type: none">• Support 0AAXXXXXXX format and (0AA)NXX-XXXX	
Immunization entries update	The data entered in Step 1. tab of the immunization steps will be automatically saved.	

Group vaccine submissions (Iron Bridge - Immunization Registries)	<p>The selected vaccines will appear as a group when chosen on the Select Vaccine screen. However, the list of included vaccines will only appear after clicking the "Save" button, when hovering over the "Save & Sync to Registry" button.</p> <p>Additionally, the "Save & Sync Registry" button will only appear once the last vaccine in a group is ready to be saved locally.</p>	How to use the Iron Bridge Integration (Immunization Registries Partner)
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Practice Management

Summary	Description	Help Center Article
Update reminder processor to have a lower limit for scheduled_time	Added a lower time bound and restructured the query to be more efficient.	
SAML SSO Enhancements	As part of the enhancements for SAML SSO, we have added a new SAML SSO Dashboard for our customers to view and approve SSO requests for their organization. This new dashboard can be accessed with the SAML SSO Admin Dashboard permission enabled. We have also added an option for a practice group to request their practice to participate in force SSO, which would require their users to log in via SSO exclusively. If you want to set up force SSO for your entire practice group, please enter a ticket here so our team can assist.	Utilizing the New SSO Dashboard

API

Summary	Description
Enable write access for <code>supervising_provider</code> + <code>billing_provider</code> for <code>api/appointments</code> (v3)	<p>Allows the ability to write to <code>supervising_provider</code> & <code>bill</code> creating an appointment using <code>POST</code> request.</p> <p>Note: This change only impacts V3 of the API.</p>
Enable write access for <code>supervising_provider</code> + <code>billing_provider</code> for <code>api/appointments</code> (v4)	<p>Allows the ability to write to <code>supervising_provider</code> & <code>bill</code> creating an appointment using <code>POST</code> request.</p> <p>Note: This change only impacts V4 of the API.</p>
New API resource for transactions	Implemented a new API resource for <code>GET</code> <code>api/transact</code>
Unable to update appointment vitals	When updating vitals/custom vitals through the API, it API and UI. Prior to this resolution, updating vitals/cust did not reflect via API and UI.

Resolutions

Product Area	Summary	Description
Improved multiple vaccine submission workflow (Iron Bridge -Immunization Registries)	<p>The update makes it easier to identify if vaccines are grouped together for submission based on whether the vaccine was:</p> <ol style="list-style-type: none"> not previously sent to the state registry before (saved locally). administered after the Vaccine Threshold Date. 	How to use the Iron Bridge Integration (Immunization Registries Partner)
State entry fix (patient demographics)	The "Added State" in patient demographics will be correctly displayed in the address section of the patient chart header.	
Timeout issue rendering PDF in clinical note	Users will be able to generate a preview of the clinical note PDF without any issues.	

Iron Bridge -Immunization Registries	The submission of vaccine information will not encounter any errors if a race option is chosen.	
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COMING SOON!

Summary	Description	Help Center Article
Optional Custom Session Timeout	We are excited to inform you about an upcoming optional feature that is intended to enhance security and support PCI compliance. This feature allows you to customize session timeouts according to your security preferences. Starting on April 25, 2024, you can configure your session timeout from 30 to 15 minutes, in line with the industry's best practices.	Custom Session Time