

MEDILINK 2019 R1

Feature List

APS Medilink

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## Introduction

This document lists the features in the 2019 R1 release of the Medilink Australian medical practice software system.

In this update there are lot of smaller features and bug fixes, but some of the pertinent points are:

- Eclipse Reporting overhauled: IMC Reporting & Processing
- Medilink Clinical enhancements: See feature list for a full list
- ERx now integrated and ready to implement: Script security
- Access to Tasks now within Medilink Desktop for easy access
- Task Manager alerts updated: Be informed when it matters
- Patient Claim forms modified to conform with Medicare's ongoing mandatory industry changes.

Please refer to previous feature list documents where you have skipped releases etc.:

- 2018 R2 <http://www.medilink.com.au/docs/Medilink%202018%20R2%20-%20Features.pdf>
- 2018 R1 <http://www.medilink.com.au/docs/Medilink%202018%20R1%20-%20Features.pdf>
- For older releases please contact [sales@medilink.com.au](mailto:sales@medilink.com.au) for more info.

## Medilink Desktop

### Accounting

#### Major Features

- IMC Reporting & Processing

#### Features

- Bulk Bill and IMC receipts now (optionally) backdated to the date of Payment/ERA Report: <https://help.medilink.com.au/support/solutions/articles/11000071056-backdate-banking-for-e-payments>
- Can now accommodate very long referrer address.
- Can now accommodate very long referrer emails.
- HealthPoint transaction types added to various reports.
- User Activity Report -> Transaction Log now logs all transaction types (not just invoices).
- PayID added to Edit Provider Bank Details & Invoices (can be enabled in General Options).
- Invoice Privacy options. Hide DOB/Medicare/DVA/Fund on print out.
- Hospital Facility ID prints on invoices.
- SMS options/menu/buttons renamed to better reflect the action.
- Tasks button added. This opens Medilink Browser, so users can view Tasks in Medilink Cloud.
- Provider Schedule Frequency increased from 8 weeks to 52 weeks.
- Attaching a Patient to a Personal Account will now prefill most fields. Previously did not (and if you were not careful, this could cause some fields to be overwritten with blank details).
- History Reports now show the Billing Type in full (was truncated previously).
- Referral Expiry added to Labels options.
- Patient Claim forms changed as per Medicare request.

#### Resolutions

- Fee estimates can be done for Medicare Online accounts (previously you had to untick it).
- Cash Consult defaults to Fee Estimate.
- A5 invoices layout issues.
- Manually printing Bulk Bill forms (DBAA) bug fixed. More info: <https://medilinkdirectsupport.freshdesk.com/support/solutions/articles/11000061716-manual-bulk-bill-printing-issue>
- Tool to Update Indices was causing a problem with Patient Extras. This resulted in it resetting its counter and starting to overwrite Extras from old patients.
- Crystal Report Receipts/Statements failing to print.
- Label with Referrer Town was not printing Postcode like it used to; we have restored this.
- Batch Breakdown Report not working.

## Medilink 2019 R1 - Features

- PVV (veteran) Eligibility returning false positive in some cases.
- AIR showing removed Providers.
- Medicare Online throwing exception on close.

### *IMC Reporting & Processing*

Receiving IMC Reports (including ERAs) and Processing those IMCs has been overhauled in 2019 R1 to make it easier, while also providing you with more information to help you reconcile and resubmit claims. More info here:

<https://help.medilink.com.au/support/solutions/articles/11000071007-imc-reporting-processing>

## Appointment Book

### *Features*

- DOB now displayed at bottom of Appointment Book.
- Theatre Report can now remember or forget the Assistant/Anaesthetist chosen.
- Day Surgery Theatre Report added. Like existing Theatre Report but more tailored to the needs of day surgery users.

### *Resolutions*

- Provider Finish Mode feature would sometimes cause Medilink to crash.
- Appointment Book Refresh timer sometimes may stop. Ensure it restarts automatically if it's stopped.
- Skipping through days would sometimes jump to random date. Very random/erratic though (not repeatable). Strengthened the logic with regards increment/decrement days to try and resolve this.
- Review Letters would crash in the Appointment Book if the Appointment highlighted was outside of a Schedule.

## Clinical

### Features

- A Test-based name filter for searching Results.
- Switch patients while in Results screen.
- Forward Results via Secure Emessaging.
- Improve Results loading performance.
- Unactioned Results will now attach to New/Next Consult.
- Show a list of today's Appointments.
- Results with multiple items inside can now be cycled through.
- Improve speed of DHR loading.
- Results Filter now saved per User.
- Allow HL7 Parser to be more lenient with simple HL7 format rule violations, i.e. ignore when some field sizes/repetition rules commonly broken by other vendors. For example, v2.3.1 OBX5 can now be virtually unlimited in size (previously was 65536 char max).
- Workflow of Results improved.
- Script Favourites now User based.
- Script Favourites now alphabetically sorted.
- Added a Results Filter to show unattached Results.
- Request forms added/updated:
  - Australian Clinical Labs
  - Brisbane Private Imaging
  - Exact Radiology
  - Imed Radiology
  - Sullivan & Nicolaidis
  - QLD Xray
- ERx to allow Authority item with an emergency provisions number.
- Drug Quantity calculation/stored differently to better align with ERx requirements.
- Similarly, Drug Quantity Unit Type now better definable (can't always be just implied from Drug selected).
- ERx Repeat Script logic.
- New logic fields for ERx needs to be propagated out to existing Favourites/Quickscripts, which we try and do intelligently and will prompt users to confirm.
- Attach Results to Consult from Results Screen.
- Script Repeat Intervals (number of days between).
- HL7 Results with a HTTP link in a free text (FT) payload will now be a clickable link.
- Results can now match on Patient's Medilink Id if it's from the same practice (i.e. some messaging providers will include that if we have outputted it in other areas, e.g. ADT).

## Medilink 2019 R1 - Features

### Resolutions

- Multiple HL7 messages in a single file would not always process correctly, fixed.
- Script Paper Source not working.
- Repeating All Scripts when you have only one selected throws an exception.
- Out of Memory when Printing Scripts.
- Creating a new Pathology Request from Patient Summary Screen doesn't refresh the Patient Summary.
- Messages with a duplicated control id cause a heavy load issue (in theory shouldn't happen).
- Results List not showing Copy To Providers properly.
- Some observations would not load properly.
- Results with HTTP link are sometimes malformed.
- ERx throw error on adding script.
- Out of Memory when Previewing Results.
- Result ACKs may not be unique.
- Multi-result HL7 messages that throw exceptions would stop processing others.
- MedicalObjects HL7 header segments causing issues.
- ERx could not be disabled.
- Could not Print Result without Actioning it.
- If ERx service not running before we print a Result, it causes problems.
- Repeat All Scripts option only prints the first Script.
- Reload of Patient Summary after Repeat Script changes all headings to (Loading...).
- Add to Favourites not remembering the PBS/RPBS option.
- Clinical Details Notes box extender removes the cursor.
- Switching Results to All Patients and then back to an individual Patient does not work.
- Details panel doesn't immediately display updated Script Information after it's edited.
- Quickscrip with Authority Script prompts to enter the Approval Code twice.
- QR Code printing error if ERx not enabled/not working.
- Different Providers can no longer edit a Consultation, only add Addendum.
- ERx invalid Entity Id error.
- ERx Entity Id list not updating when adding/removing values.

## Document Management System

### Features

- Bulk Letters Description of the current Filter now visible.
- WIA can now choose alternate Scanner on the fly.
- Secure Emesage can now contain patient DVA number.
- BMP Loading speed improved.
- Can now create Letter from Bulk Letters even if the Patient has no Referral (or No Referrer is ticked).
- Secure Emessages / ADT now outputted with Medilink Patient Id plus the practice's Medilink Id.

### Resolutions

- Bulk Scans not showing PDFs imported via DMS Polling.
- Letters may fail to generate is a patient is on multiple Accounts (very specific scenario though – now fixed).
- Special (invalid) characters in the database record pointing to the path of a Letter can cause a crash.
- MedicalObjects requires some changes to outbound Secure Emessaging, to ensure uniqueness of entity identifiers.
- Bulk Letters Provider Filter not working.
- Secure Emesage with no appointment outputs a blank PV1, should just skip the segment instead.
- HealthLink wants Secure Emessages with Medilink Internal Patient Id field to be labelled PI instead of PATID.
- Secure Emessages with blank or missing Letter will now be stopped. This can happen if for some reason the Letter was open/locked in Winword and couldn't be read.
- If Review Letters folder has autosaved files (saved by Winword) it can cause a crash.
- Can't File Away Review Letter if the month folder does not exist (now auto-creates it).
- If you Import a file in DMS and add a Document Type, if you click Cancel it will still add the Document Type.

## MediLinkIt

### Major Features

- Transcriptions

### Features

- All MediLinkIt Printing now has Margin, Paper Size & Source settings.
- Print to Email via Microsoft PDF Printer (in addition to Bullzip PDF Pro)
- Print to Email added to the MediLinkIt Printer Settings area.
- Print to Email now works with Medicare Online claims too.
- Clinical printer options added to MediLinkIt Printer Settings area.
- ADT trigger now contains Patient Email.
- Billing Printing Font Size options.
- Billing Printing now includes Extras (i.e. claim details).
- Billing Printing now groups Multi-Receipts on one page.
- If you change Printer Options in MediLinkIt it now triggers MPW2000 (main Medilink app) to re-read Settings.
- Billing Printing Referrer Address tweaked to make it more readable.
- Hard capped IntelliSMS SMSes to 160 characters, (previously it was possible to exceed it in certain circumstances, which results in double charge).
- Billing Printing allow user to Always Choose Printer.
- Preliminary HI Number logic added to MediLinkIt.
- Review Billing screen now shows the Patient's Fund (doesn't necessarily mean the billing had anything to do with that Fund though).

### Resolutions

- Database ReadNext behaviour issue (was returning true at end of table).
- When you choose to both Email & Print (when doing the Print To Email), the printout will cause an error.
- Billing Printing change print tray issue resolved.
- Billing Printing would fail if patient has quotes in name/address/etc.
- Billing Printing layout of patient address fixed.
- Print to Email Margins not working properly.
- Resolve Margins vs Scripts/Request (i.e. documents where you're printing on a pre-printed page).
- Issue with Hicaps Payee Providers.
- Billing Printing in A5 has a warped layout (doesn't scale correctly).
- New Printer Settings screen overwriting Font selection from Legacy Printer Settings.
- Billing Printing of Quotes shows blank dollar values.
- Margin unit of measure ambiguity. Handle based on the local computer settings.

## Medilink 2019 R1 - Features

- User Activity Reports (Appointments/Transactions) not updating until close and re-open program. Now re-loads data when you do something (i.e. change dates or filters).
- Open Medilink Browser (Medilink Cloud viewer) from MediLinkIt throws an error.
- Issue printing wrong patient Extras in some cases.
- New Printer Setup dialog appears in front of everything, even if it doesn't have focus.
- New Printer Setup dialog can be opened multiple times.
- Print To Email actual Email dialog is hidden behind others.

### *Transcriptions*

Transcriptions has been added as a MediLinkIt .NET module. This replaces our legacy Transcriptions module MediOz.EXE, although the functionality is very comparable. This was important for our move to a new database system (still underway). More info can be found here:

<https://medilinkdirectsupport.freshdesk.com/support/solutions/articles/11000054762-transcriptions>

## Medilink Cloud

### Major Features

- Standalone\* Appointment Book
- Standalone\* Billing
- Standalone\* Clinical

\*Standalone = not integrated with Desktop. This is a separate version of our Medilink Cloud application than what most of our Medilink Desktop users would be interested in (i.e. Integrated Medilink Cloud). However, elements of these modules will be slowly incorporated in to the Integrated version over time, and ultimately it will be a long-term replacement for our Desktop system. It is also worth noting that these modules are still very new and are still under heavy/continual development as at the time of writing.

### Features

- Medilink Browser users can have their own Login (not tied to Provider).
- A tool to can now be run to force Update Appointments, thereby ensuring that Conduit re-syncs them:  
<https://help.medilink.com.au/support/solutions/articles/11000064100-update-appointments>
- Users now get a warning if they try and process LanternPay claim for a Patient with no client number.
- HealthPoint Items hard-capped at 16.
- Can now accept multiple Payments of the same type.
- Medilink Browser is now size adjustable.
- The description of the Invoice
- Can now jump to a single day in Appointment Book via Date selection box.
- Consult Notes and Letters now use Unicode (i.e. allow non-English characters).
- Hide the Home Tab (no longer appropriate).
- Improved performance of Medilink Cloud when viewed in Medilink Browser.
- Appointment List view now dependent on User Role. Providers see themselves; other users see Providers that are relevant to themselves (and Managers/Admins see all).
- Simple MBS Item Lookup built in to Medilink Cloud.
- Remember Task List last view as preference. Include filters and order.
- Availability of Provider is now Location based.
- Hour picker now can have greyed out times.
- Appointment List can now link directly to multiple associated Invoices.
- Billing Claimant is visible in Invoicing screen.
- Referrals system (largely as part of Billing, although used elsewhere too).
- Optionally allow Invoice + Items added when Appointment created.
- Tyro EFTPOS Refund.

## Medilink 2019 R1 - Features

- HTML editor for Letters and Consult Notes. Allows for styling and insert of pictures etc.
- Letter template system.
- Letters listed in descending date order (newest first).
- LanternPay/HealthPoint Tyro logos added to Payment screen.
- Lazy loading of modules to improve performance in general.
- Various underlying services to cache more data to improve performance in general.
- Allied Health Item Numbers properly interpret first letter, (i.e. T means physio, D means dentist, etc.).
- Review/update of security of Medilink Cloud system.
- Fonts and icons to be stored locally for performance.
- Settings moved to User's own drop-down menu, to minimize clutter. Only users with appropriate permissions will see this.
- In the Week View mode of Appointments, implement hour segments (greying out where not appropriate).
- Locate Invoice by Invoice Number Search.
- EF AsNoTracking implemented (performance improvement).
- Create/Delete Task will trigger email to all Attendees but not the Organiser
- Add Task Comment/Mark Completed/Alarm will trigger email to all.
- Password complexity rule visible on hover.
- Provider availability added to Standalone Appointment Book. Managers/Admin may copy this from another Provider.
- Editing of large text pops up large dialog.
- Letter templates stored in Azure Blob storage.

### *Resolutions*

- Conduit sync causes Invoices and Receipts to duplicate in Desktop too often.
- HealthPoint fund code not synced back to Desktop.
- Reverse/Refund Transactions not syncing correctly back to Desktop.
- Conduit failing if Invoice Item processed multiple times with different Original Transaction Id.
- Issue with 3<sup>rd</sup> party free-hand drawing component.
- The date a Letter was Created was lost when it was modified.
- Static index landing page has some unclosed HTML tags.
- Certain Errors returned are misinterpreted as valid JSON response.
- Angular ngModel/formControl issue.
- When an Invoice has no items do not prompt for Payment.
- Newly added Referral Billing logic causes older Invoices to fail validation and stops Payment etc.
- Azure Blob Storage outage was not handled gracefully.
- New Angular/Material Design caused performance issues.
- When showing Appointment from Task the timeslot selection is causing UI meltdown.
- Appointment List cramped/overlapping at lower resolutions.
- Manager level users could change Admin level users, no longer possible.
- Issues with preload of CSS/JS in Edge/Firefox.

## Medilink 2019 R1 - Features

- Better handle Email send failure.
- Only HealthPoint Claims sent today should be able to be Claim Cancelled.
- Handle CSP in WebApp and SignalR.
- Add Provider Bank Account not working.
- Ensure Standalone Invoice changes not affecting Integrated Medilink Cloud & Desktop via Conduit.
- Consultation Notes not scrolling properly.
- Medications and Conditions text fields loading with lag.
- Menu with many items not showing up properly in low resolution screen when the menu button is in the middle.
- More error details displayed when non 2xx HTTP response.
- Changing Attendee may make the Task disappear until user manually refreshes.
- Appointment screen viewable on login, but the tab is missing.
- Ensure settings appropriate to Standalone are not visible/applicable in Integrated.
- LanternPay submit button sometimes not visible.
- Angular/Material Design 7 svgIcon layout issue.
- Multi-payments not printing properly on Invoice.
- Don't allow overpayment (via back-end check).
- Invoice Payment Type not showing all options appropriately (have to scroll).
- Multi-add Attendees from Task List not working.

### *Standalone Appointment Book*

Manage availability and add appointments to Medilink Cloud without the integrated Desktop system. Integrates with the existing Medilink Cloud Task Manager system.

### *Standalone Billing*

Allows users to bill and take payments. Is independent of the Appointment Book although does Integrate with this module.

### *Standalone Clinical*

Features Consult Notes, Attachments, and Letter Writing (including Templates). Uses a rich HTML editor to allow for styling and insert of pictures etc.