OCTOBER 2019 NC HEALTHCONNEX CLINICAL PORTAL RELEASE NOTES

Key Terms

Clinical Portal shall mean the NC HealthConnex portal system made available to Participant, Participating Entities, and Authorized Users to use for Permitted Purposes.

Direct Secure Messaging shall mean the encrypted messaging service provided to Participants by the NC HIEA, a certified Health Information Service Provider, that allows Participants to communicate PHI securely with other NC HealthConnex Participants or with other certified Direct Secure Message recipients.

Participant Account Administrator means the staff member(s) employed by Participant or Participating Entities who will be authorized to assign user credentials to Authorized Users within the Participant's or Participating Entity's Workforce. The Participant Account Administrator is the main contact person who will receive communication from NC HIEA and who will coordinate the collaboration between NC HIEA's technology vendor and the Participant's technical services staff.

Participant Account Administrator Reference Guide shall mean the user guide published by NC HIEA that provides education and guidance to Participant Account Administrators in supporting their providers and staff in the use of the NC HealthConnex Clinical Portal.

Participating Entities shall include (i) entities that a Participant has control over, (ii) entities that are under common control with Participant, and/or (iii) entities that share information systems with Participant, and for whom Participant will submit or cause to submit HIE Data under this Agreement. Participating Entities may elect to submit HIE Data or Transact Messages through NC HealthConnex under a single Participant or as multiple separate Participants. A Participating Entity of a Participant may also be a natural person or business entity with whom the Participant has a direct or indirect business or employment relationship, including any person or entity provided a license or right to access and use any of a Participant's EHR Product, software and/or services. However, if Participant does not intend to sign this Agreement on behalf of such natural persons or business entities, those persons or entities should sign a separate Agreement.

Primary Provider User Guide shall mean the user guide published by NC HIEA that provides education and guidance to Participants, Participating Entities, and Authorized Users on the operation of NC HealthConnex and the NC HealthConnex Clinical Portal.

Please note: For more information on any of the terms or concepts contained in the release notes below, please consult the Clinical Portal Primary Provider User Guide or the Participant Account Administrator Reference Guide

RELEASE NOTES

Jira Ticket	Description	Affected Users
NCQ-11154	In **View Summary,** the "Patient Summary Report (Expanded)" report will now have units of measure displayed (kilograms, pounds, centimeters, inches, etc...) for observations such as weight and height.	All Clinical Portal Users

NCQ-12040	At the clinical portal **Login Page**, after five failed login attempts, user will see the message, "Due to exceeding the maximum number of invalid login attempts, your account has been locked. Please contact the HIEA Help Desk at HIESupport@sas.com or 919-531-2700." Prior to this change, the "Forgot Password" link would disappear after five failed logins and there would be no indication that the account was locked.	All Clinical Portal Users
NCQ-12041	In the **Conditions** tab, column label "ICD Code" will change to "Code," since the HIE also receives non-ICD codes for Diagnoses.	All Clinical Portal Users
NCQ-12044	Extending character limit for patient names to 50 characters so that patient names of up to 50 characters will display without being cut off throughout the clinical portal.	All Clinical Portal Users
NCQ-12045	The **Messages** menu item has now been removed for those users who do not have a nchie.net domain DSM account, but will still display along the upper menu bar for users with a nchie.net domain DSM account.	All Clinical Portal Users
NCQ-12048	Within a patient record, the interface refresh indicator text has been changed from **"Refresh"** to "Click to Refresh" to make it clear that users must click the text/icon to refresh the patient's data.	All Clinical Portal Users
NCQ-12064	In **Clinician Tools**, the reference to "Program" has been changed to display "List" instead.	All Clinical Portal Users
NCQ-11788	In the **Patient Search** screen, the "Assigned By" drop-down has been widened so that users can view full facility names.	All Clinical Portal Users
NCQ-11922	The login agreement on the portal **Login Page** has been modified.	All Clinical Portal Users
NCQ-11789	In the **Patient Search** screen, the tooltip over DOB is now displaying in the correct format, MM-DD-YYYY.	All Clinical Portal Users
NCQ-13725	In the **Medications** section, the "Add to Canned Text" clickable icon has been removed.	All Clinical Portal Users
NCQ-13726	In the **Conditions** section problems will only appear in Past Illness if the HIE receives an end date from sending facilities. An inactive status without an end date will remain in the Present Illness section.	All Clinical Portal Users
NCQ-12055	In **Messages** after composing and searching for a recipient, the "Name" and "DSM Address" columns have been widened and a column called "Description" has been added, which contains the users' facilities.	Direct Secure Messaging Users
NCQ-12059	In **Messages** when composing a message, the cancel button in the **Attachments** pop-up screen will now close the **Attachments** pop-up screen as it should.	Direct Secure Messaging Users
NCQ-11777	A link has been added to the PAA landing page that allows the PAA to download a blank user import spreadsheet. PAAs may fill out this spreadsheet and send to the NC HealthConnex SAS Help Desk to add/edit users in a bulk format.	Participant Account Administrators

NCQ-11727	When performing a bulk user import, errors were not initiated if roles did not exist. This issue has now been resolved and the SAS Help Desk will see errors in the case of an incorrect role.	SAS Help Desk
NCQ-11828	Duplicate DSM email addresses will now be raised as an error on import.	SAS Help Desk
NCQ-11957	Can now upload the same user with the same facility and the Block Facility will not be added.	SAS Help Desk