

## Medisoft 17 (Service Pack 1) Release Notes

**Enhancement:** Medisoft Clinical 17 Service Pack 1 now is bundled with Practice Partner 9.5, upgraded from 9.4.1. In addition, users may now choose any server path for the location of Practice Partner. The path is no longer fixed to P:\ppart. Previously if you had installed Practice Partner on a drive other than P, the crossfire application would not launch to allow you to send the provider, procedure, Diagnosis, and Facility lists to Practice Partner. **Note:** if you are using Communications Manager and you set your path to anything other than P:\ppart, you **must** specify the PP Server Location path in Communications Manager. This path will default to P:\ppart. To do so,

1. In Communications Manager, click Connections.
2. Select Edit for the Medisoft Clinical connection.
3. Enter the correct path in the PP Server Location field. Or use the Browse button to locate the path.
4. Click Done.

If you do nothing when you create your Medisoft Clinical connection, the system assumes P:\ppart. Initially, this field will be empty; but the next time you open the connection, P:\ppart will populate the field.

### **14803 – Correction: Missing a Permission for Unprocessed EMR Charges.**

There had been no permission listed in Medisoft Security Permissions for Unprocessed EMR Charges. This has been fixed and the user can set this permission under Enter Transactions.

### **15168 – Correction: Set Default button not working in Patient Quick Entry.**

The Set Default button was removed from Medisoft for this window.

### **15769 – Correction: Outstanding Copay report shows no information.**

The Outstanding Copay report was blank when the user tried to view it. The report was modified to look at charge lines that have a copayment so that they will appear on the report.

### **16872 – Correction: Unable to enter check numbers that contain a hyphen.**

Medisoft was not allowing the user to enter a hyphen in the check number field of the New Deposit window. This issue has been corrected in this service pack.

### **17228 – Correction: Date-To field is not leaving spaces between month, day, and year on the CMS 1500 Form.**

The Date-To field on the CMS1500 form was being printed without any spaces between each date element. The property for this field was modified so that the spaces are entered and the field data appears properly.

**19668 – Correction: Patient Remainder Balance in Statement Management is not accurate.**

When a payment is entered in the Deposit List that pays off a patient's remainder balance, it will mark the statement in Statement Management as Done but the remainder balance will not show \$0.00. Modified the code so that it will handle the status of the statement if it still has a balance.

**19680 – Correction: Patient recall list will not search properly.**

Recall entries do not appear properly when Search is used for the Date field. All rows are filtered out before the entire date is typed in by the user. Modified the code so that it will narrow the search as the user types in the date but not eliminate all rows until the full year is typed in.

**19681 – Correction: Search by Chart Number in Claims Management displays incorrect information.**

If the user chooses to sort by chart number in Claim Management, and keys in an all numeric chart number, the program will display a claim number instead. Modified the code so that the search field is set by the Search By field.

**19723 – Correction: Office Hours is not opening in the last view accessed by the user.**

Office Hours was always opening in the Day View, even though the user closed the program in another view. Modified the code so that Office Hours will open in the view that was last used by the user.

**19754 – Correction: Patient Quick Entry is not saving the value in the Signature On File field.**

Patient Quick Entry is not selecting the check box for the Signature on File field when the user saves the patient and then opens the Patient/Guarantor window to the Other Information tab. The code was modified to save this value and display it properly.

**20013 – Correction: Patient Aging Report showing \$0.00 dollar balances.**

This service pack corrects a problem where the reports in Aging Plus Pack Reports showed 30, 60, 90 day \$0.00 dollar amounts, creating a large number of pages for the report to generate and print.

**20033 – Correction: Communications Manager: RelayHealth connection type in Communication Manager not creating GT1 segment.**

This service pack corrects a problem in which the GT1 segment was not being created for a connection type of RelayHealth in Communication Manager. This segment is needed to process lab orders.

**20249 – Correction: Condition Codes for a case are not copied when the user clicks Copy Case.**

This service pack corrects a problem in which the Condition Codes were not being copied when the user clicked Copy Case. They are now copied.

**20344 – Correction: Multimedia image is not appearing in the Patient window.**

Multimedia images added and saved on the Multimedia tab in Case Entry were not being saved properly. This has been fixed.

**20395 – Correction: Network Professional asks for UNC path when a path is not set up.**

This service pack corrects a problem where Network Professional was asking the user for a UNC path, although one was not set up. Now, the program looks for an Advantage server and defaults to using it.

**20764 – Correction: Recalculating Unapplied Amounts in File Maintenance takes excessively long to complete for large practices.**

This service pack corrects a problem with recalculating unapplied amounts in File Maintenance by increasing the speed at which the recalculations take place.

**20724 – Correction: Patient Ledger (archived data) report comes up with Access Denied message.**

This service pack corrects an issue where the user receives an Access Denied error message when attempting to open the Patient Ledger (archived reports).

**20773 – Correction: Communications Manager--Patient Names with Apostrophes will not transmit into Medisoft from Clinical.**

This service pack corrects an error in which Communication Manager will not accept a message from Medisoft Clinical that contains a patient name with an apostrophe. Instead of the message appearing in Unprocessed Transactions in Medisoft, it would generate an error in the HL7 Error log.

**20797 – Correction: An error occurs when clicking on the document number field in the Edit Unprocessed Transactions window.**

The user will receive an error when pressing the button on the Document field on the Unprocessed Transactions Edit window. The code has been modified to fix this so the user will not receive the error.

**20808 – Correction: When Add Copay to Remainder Statements is selected, the Remainder Statement should display the remainder with the copay.**

The Remainder statement was not showing the copay amount, even though the option Add Copay to Remainder Statements in Program Options was selected. The code was modified to calculate the balance using the copay amount when the option is selected.

**20858 – Correction: Unable to add superbill numbers to unprocessed transactions.**

This service pack corrects an issue where the user was unable to add Superbill numbers to unprocessed transactions

**20900 – Correction: The Transaction Entry window is not opening in maximized form.**

If the user opens the Patient List or Claim Management and then opens Transaction Entry, the window opens but it is not maximized. The code was modified to ensure that this window opens in maximized form.

**20914 – Correction: The Billcode patch is not applied during the installation of Medisoft Clinical.**

The Billcode patch was not included in the installation of the program, causing Communications Manager to get missing segments when the EEFs were sent back to Medisoft. In this service pack, the Billcode patch is now included.

**20916 – Correction: Communications Manager--HL7 Marital status incorrect.**

Communications Manager was setting the marital status to D for all patients regardless of the selection on the Personal tab of the Case in Medisoft. This has been corrected so that the correct status is being sent.

**20921 – Correction: Patient statements printed from Statement Management are not showing transaction detail.**

This service pack corrects a problem where transaction charge lines were being removed from statements that were printed from Statement Management when the procedure code's Billable to Medicare Patient was unchecked, but the amounts of these transactions were included in the total due. Now, when the procedure's Billable to Medicare Patient field is unchecked, the charge lines and amounts will be excluded.

**NOTE:** If statements have already been created that contain this problem, you must delete those statements and recreate them for this change to take effect.

**20924 – Correction: tblPassword: Error 5016: Advantage could not find an index order with the specified name.**

The error "tblPassword:Error 5016:Advantage could not find an index order with the specified name" would appear when running Rebuild Indexes from within File Maintenance. The computer running Medisoft must have Windows 7 and the Medisoft server must also be running either Windows 7 or Windows 2008 Server. The code was revised to prevent this error from occurring.

**20930 – Correction: Medisoft Reports will only work for the last practice opened, not for the practice currently open.**

If users had multiple databases open on the same computer, Medisoft Reports would print reports only for the last database opened, and not necessarily for the active database. Users had to close all databases and reopen the one from which they wanted to print Medisoft Reports. Now, Medisoft Reports will use the path from Medisoft so the active database will be used.

**21018 – Correction: Medisoft Race and Ethnicity fields missing option for Declined.**

The Race and Ethnicity fields needed a drop-down option that allows the user to decline to answer it. This option has been added and named Declined. In addition, the HL7 code has been modified to include this value.

**21019 – Enhancement: New BillFlash buttons.**

This release includes two more locations in Medisoft from which you can launch the BillFlash website for viewing eStatements: Quick Balance and the Appointment Grid in Office Hours.

**21023 – Enhancement: BillFlash integration handles bad log-in credentials.**

This release enhances the functionality of the BillFlash feature by providing for credential checking. If the account is not active, the user will receive a message stating that the credentials are invalid.

**21069 – Defect: Medisoft Unprocessed Transactions needs to tally Diagnosis Codes across transactions for a single Case.**

This service pack corrects a situation in Medisoft that caused multiple claims to potentially be created for a single case when transactions were transmitted to Medisoft and processed in Unprocessed Transactions. There are cases where users would prefer to have several transactions with different procedure codes and multiple diagnosis codes to be collected into a single claim. A new check box called **Align Dx Codes during Posting** on the Unprocessed Transactions Main

window allows users to choose if they want multiple diagnosis codes to be aligned for transactions that have the same case number and come from the same HL7 group. For more information, see “Unprocessed Transactions Main Window” in the online Help in Medisoft.

**21072 – Enhancement: New Case Description field for the Unprocessed Charges window.**

The user can now add a column for Case Description on the Unprocessed Charges window. The user can add the field manually to the displayed columns by using the Grid Column window. If there is no case number, the user will receive a message saying, "Unable to locate description."

**21106 – Correction: Communications Manager--Communications Manager not cleaning old Trigger/MessageData/Messages record correctly after processing it.**

Communications Manager was not cleaning old Trigger/MessageData/Messages recorded correctly after processing them and the Configure HL7 button was cleaning up more than it should. This has been corrected.

**21108 – Correction: Communications Manager--Multiple Triggers in one cycle (Create/Update/Cancel) should send only the latest message.**

If a user creates, updates, and cancels an appointment all during one cycle of Communications Manager, the program should send only the latest trigger. Instead, it was sending all triggers and not necessarily in the correct sequence. This has been corrected.

**21131 – Correction: Communications Manager--Appointment delete messages (S17) are not always being sent when appointments are deleted.**

This service pack corrects a defect in which Communications Manager was not always sending Appointment delete messages (S17) when appointments were deleted within Medisoft.

**21134 – Correction: Communications Manager--Trigger records are being artificially marked as processed when added while Communications Manager is processing.**

This service pack corrects an error in which trigger records were being artificially marked as processed when they were added while Communications Manager was processing.

**21141 – Enhancement: Communications Manager--Consider only the Date without the time stamp when re-synching for Single appointment and not Repeated appointments.**

The program has been updated so that only the Date, and not the time stamp as well, will be taken into consideration when Communications Manager resynchs for single appointments. The program has been updated so that only the Date and not the time stamp as well will be taken into consideration when Communications Manager resynchs for single appointments. Now, when using the Force Resynch option, appointments on the schedule that are earlier in the day than when the resynch occurs will be processed. Repeat appointments will not.

**21142 – Enhancement: Removed the DG1 require segment check for Medisoft 17.**

This service pack provides an enhancement that removes the check for the DG1 segment in Communications Manager. If the segment does not exist, the user will not receive an error in transmission.

**21213 – Correction: Communications Manager does not receive messages from EMR.**

This service pack corrects an issue where Communications Manager was not receiving messages from any EMR when the connection is TCP based and the EMR is located on a remote computer. The user will need to turn off the firewall for the server computer and must make sure that the IP address for the server on which Communications Manager is installed is specified in the “EMR Located Remotely” field.

**21348 – Correction: OH Appointment Window shows all system cases.**

If users opened an existing appointment or created a new appointment and selected the drop down for the Case field, ALL cases in the system were shown. Medisoft should only show cases for the selected patient. This has been fixed.

**21377 – Correction: 5004 error when trying to run reports after opening CMS file module.**

Users would receive a 5004 error when trying to run reports after starting the CMS File Text Edit module. No reports would launch. This has been fixed.

**21379 – Correction: HL7 files with the string “MSH” will not parse properly in Communications Manager.**

Communications Manager was incorrectly handling a file that included the string MSH, creating an error. This has been fixed.

**21442 – Enhancement: Integrate Clinical Quality Reporting into Practice Partner Server install.**

This release includes Clinical Quality Reporting in the installation of Practice Partner. The installation will create a desktop icon for this.