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Release Notes for CCACs and External Partners

CHRIS 2.5.2 – HPG 3.3.1

Organization	Ontario Association of Community Care Access Centres
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Contents

Contents.....	2
Document Revision History.....	3
Executive Summary.....	4
Defect Resolutions	5

Document Revision History

Version No.	Date	Summary of Change	Contributors
0.1	Dec 1, 2014	1 st draft	Joan Hill
0.2	Dec 3, 2014	Updates from OACCAC business leads	Product Management
1.0	Dec 5, 2014	Final version as posted for CCACs and external Partners	Joan Hill

Executive Summary

This document provides specific information on the defect resolutions included in the CHRIS 2.5.2 – HPG 3.3.1 release, scheduled to be deployed on the evening of December 10, 2014.

These changes are in response to critical issues reported by CCACs and external partners, following the release of CHRIS 2.5.0 – HPG 3.3.0 on November 19, 2014.

Defect Resolutions

SMA #	681923 – WW; 683913 - NW
Affects	CCAC Client Services, Clinical & HRM Staff
Description	<p><i>View Client Notes – Note Body difficult to read</i></p> <p>Since R2.5.0, it is much harder to read the content of Notes in the Details view of the Notes grid. The amount of space allocated for [Note] Subject and Details is much smaller with the addition of the new [Note] Category and Sharing columns.</p> <p>This defect has been fixed. Reductions in the width of the Category and Select columns has been added to the Subject and Details column, allowing the content of the Note to be read more easily.</p>
SMA #	681783 – NW; 682263 – CE; 682984 - CW
Affects	CCAC Client Services
Description	<p><i>Client Labels – client address is incomplete</i></p> <p>When a client address was long, either due to the inclusion of an Organization / Building Name or Additional Address Info, or a very long Street Address with Suite / Room #, the address information on the Client [Mailing] Label is truncated. The address information is incomplete, and Canada Post will not be able to deliver the mailing.</p> <p>This defect is going to be fixed. The address label logic is being rolled back to that in a prior release, and the subsequent fixes reapplied.</p> <p>The new label logic will be deployed shortly after R2.5.2.</p>
SMA #	681509 – SW; 681911 – SE; 682104 – NE; 682109 – CENT; 682528 – MH; 682556 – HNHB
Affects	CCAC Client Services
Description	<p><i>Edit Personal Contact – updated contact address not saved</i></p> <p>There are situations in R2.5 and prior releases where the user is unable to change the address for a Personal Contact from the client's address to an address specific to the contact. The user would record the new address and Save, but upon returning to the Personal Contact Details page, the address would have reverted back to the old address.</p> <p>This occurred when the following conditions were true:</p> <ul style="list-style-type: none"> • Current contact address is "Same as Current Client Home Address" • Client Home Address is a Provincial or Local Organization address (e.g.

	<p>LTCH)</p> <ul style="list-style-type: none"> User changes contact address to “Contact Address”, selects Location Type = Private Dwelling, types the details of the contact’s address, and Saves the changes <p>Since no error messages are displayed, the user believes that the contact address has been changed. But upon return to the Personal Contact Details page, the contact address displays the previous “Same as Current Client Home Address” flag.</p> <p>This defect has been fixed. When a Personal Contact address is changed from an institution address to a contact specific Private Dwelling, the institution ID field is now cleared, and the new address is displayed.</p>
SMA #	682358 - CW
Affects	CCAC Clinical staff
Description	<p><i>Clinical role – Users cannot record their Workload</i></p> <p>CHRIS users with the new Clinical role were unable to Add Workload for their work because their name could not be found in the Smart Lookup for the Staff field.</p> <p>This defect has been fixed. The Staff smart lookup now includes users with Clinical Role, along with CCs and TAs.</p>
SMA #	681859, 682014 – CHAM; 681862, 682077 – SW; 681898 - HNHB
Affects	Service Providers, CCAC Client Services
Description	<p><i>Service Referrals / Frequency Changes since R2.5 include out-dated information in Provider Notification Notes</i></p> <p>As part of CHRIS R2.5.0, the OACCAC delivered functionality that included the automated sending of Provider Notifications, as part of the External Communications Efficiencies.</p> <p>This functionality led to Providers receiving notifications where the Provider Notification Notes field might have contained old or outdated information. The risk was that Providers would not realize this information was old and would act on the communication. Because of the client risk, the automated sending of Provider Notifications was turned off temporarily until a permanent fix could be deployed.</p> <p>This defect has been fixed. In CHRIS R2.5.2, two changes have been made:</p> <ul style="list-style-type: none"> Provider Notification Notes has been moved to its own section in the notifications report. This means that a change in the content of Provider Notification Notes will trigger inclusion in the Summary of Changes field. If there is NO change in Provider Notification Notes, then date and time of

	<p>the previous notification is displayed in the Provider Notification Notes section header</p> <p>“Previously Transmitted on <i>date</i> “ “ <i>time</i> “ “ <i>time zone</i>”</p>
SMA #	5 Day Wait Time Project
Affects	CCAC Client Services, IM staff
Description	<p><i>New Service Scheduling History Table – error in Provider Assigned Date</i></p> <p>A Known Issue with the new Service Scheduling History table in CHRIS R2.5.0 was published in R2.5.0 Release Notes. There are two situations when the Provider Assigned Date recorded in the new Service Scheduling History table is recorded incorrectly:</p> <ul style="list-style-type: none"> • When a Service Offer (for a new service) was accepted on a date after the offered Frequency Start Date • When a Service Offer was accepted with a Frequency Start Date prior to the existing Provider Assigned Date (for a currently active Provider Assignment) <p>The Provider Assigned Date on the Provider Assignment record is correct.</p> <p>This defect has been fixed. The Provider Assigned Date on the Service Scheduling History is now recorded accurately, matching the corresponding field on the Provider Assignment.</p>
SMA #	682420 – HNHB; 682488 - CHAM
Affects	CCAC Client Services
Description	<p><i>Order E&S – occasionally unable to send PO</i></p> <p>Since R2.5 was deployed, a user would occasionally receive a technical error when trying to create and send purchase order(s) for a client E&S requisition:</p> <p>“Purchase Order Send Failed: ... Object reference not set to an instance of an object.”</p> <p>This only happened when there was a data issue on a Personal Contact for the client: there was no Relationship specified.</p> <p>This defect has been fixed. This was caused by logic sending additional info on E&S orders under the R2.5.0 external communications project: the logic has been corrected. Purchase order sending will no longer be blocked, even in the described data condition.</p>

SMA #	682867 - NSM
Affects	CCAC Application Admin staff
Description	<p><i>eReferral Sharing Authorization Template Details – incorrect count of documents shared</i></p> <p>For LTC Home eReferral recipients, the Number of Active Document Sharing Authorizations field was incorrectly displaying zero, when one or more documents had been shared as part of the Referral Package.</p> <p>This defect has been fixed. The logic now correctly counts active documents shared across all referred clients.</p>
SMA #	Clinical Connects
Affects	ESC, SW, WW, HNHB CCAC Client Services and External Partners using Clinical Connects
Description	<p><i>Care Plan & Community Support Note Sharing – no longer shared with Clinical Connects</i></p> <p><u>Issue</u></p> <p>As a result of changes made in CHRIS 2.5 to support note sharing, CHRIS stopped sharing the Community Support and Care Plan note types with Clinical Connect.</p> <p><u>Fix</u></p> <p>As of CHRIS 2.5.2 – Release December 10, 2014</p> <ul style="list-style-type: none"> • The latest version of the Care Plan Note and Community Support Note types will continue to be shared through Clinical Connect. • This functionality only pertains to Clinical Connect. Care Plan and Community Support notes will NOT be automatically shared in CHP • Users will be able to check the 'Do not share' flag on the client note screen to prevent the automatic sharing of the <u>current</u> Care Plan Note and Community Support Note to Clinical Connect <ul style="list-style-type: none"> ○ Note: The 'Do not share' flag only pertains to the current note and does not carry forward to subsequent notes.