

Zedmed v37.3.0

Last Modified on 02/10/2024 11:23 am AEST

Fixes and enhancements

Office	ZED-9747	Fixed performance issues in Zedmed Some practices experienced slow response times when their Office Waiting Room had a large number of patients.
Clinical	ZED-9739	Fixed the margins of Letters in Summary Views>Documents There was a formatting issue with the margins of letters viewed from the Summary Views Documents Tab - in the Patient Record. The margins are now displayed correctly
Clinical	ZED-9740	Fixed an issue with printing PDFs from the results inbox. There was a problem that prevented the printing of PDF documents from the Results Inbox.

Zedmed v37.2.3

New full version release

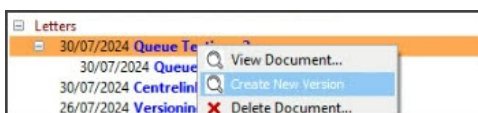
Shortcuts to specific sections:

- [Document versioning](#)
- [Suppressed invoices workflow](#)
- [Improved claim management](#)
- [Secure Send enhancements](#)
- [Improved WP Tools](#)
- [General enhancements](#)
- [Resolved issues](#)

Document versioning

Instead of editing Documents and Referral Letters, you now Create new versions. This ensures that a document's history of changes is retained. This applies to the following document types: Letters, Referrals, CDA Referrals and Batch Letter Writer letters distributed using print or send.

To update a document, right-click it and select **Create New Version**. A new version will be created and opened for editing.



Newly created Documents and Referral letters will have a v1 suffix, and subsequent versions will increase to v2, v3 etc. Versioned documents are displayed using a tree structure. A new document version can be created from any version of a document, it does not have to be the latest.

Summary Views

- Problems
- Referrals
 - Forms
 - 26/07/2024 Health Assessment 700-706 v2
 - Letters
 - 30/07/2024 Queue Testing v2
 - 30/07/2024 Centrelink Medical Certificate v1
 - 26/07/2024 Versioning testing v1
 - 26/07/2024 BLW versioning test v2
 - 26/07/2024 Medical Certificate v2
 - 24/07/2024 Ref Letter - Smoking v1
 - Referral Letters
 - 29/07/2024 eReferral Dr Vivian Mortier v1
 - 26/07/2024 eReferral Dr Vivian Mortier v1
 - 26/07/2024 eReferral Dr Vivian Mortier v3
 - 26/07/2024 Testing Versioning renamed - Dr Vivian Mortier v3
 - 23/07/2024 testing - Fred Tester2 v1
- Results
- Immunisations
- Allergies
- Images/ECG
- Documents
 - My Health Record Summaries
 - 30/07/2024 Shared Health Summary
 - 29/07/2024 Event Summary v1
 - 26/07/2024 Event Summary v3
 - 26/07/2024 Shared Health Summary
- Attachments
- Measurements
- Medications
 - HealthLink

Versioning is turned off by default and is enabled in Global Options. You can also restrict the ability to delete or edit a document over a certain age. By default, it is set to 0 in Clinical >Global Options for no time limits.

To learn more, see [document versioning](#).

Suppressed invoices workflow

Bulk Bill and DVA can be disabled for Medicare/DVA invoices so that the claims can be reviewed in the Claims tab and then submitted. This provides more oversight and prevents claims from being submitted for invoices that must be voided.

See ZED-9289 for how to enable this option.

New Invoice

Invoice Patient: Mr Knut Holloway, File 41, DOB 19/05/1952 (72), DVA VSS123343, HCC#, Safety, Pens. Status Full DVA

Payer: Medicare (Applicable Fee Type MC)

Doctor: D, Phillip

Request/Referral Dr: Adelaide Path Partners, PD, 08/11/2023, 12

Claim: [Dropdown]

Fund Details: Fund #, Fund Fee Type

Refund/Gap Calculation: Fund, Medicare, Invoice Style: Print Gap, Corporate

Date	Item#	Description	GST selectable item	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
30/08/2024				MC	FRE	0.00	1	0.00		0.00	0.00
30/08/2024	23	professional attendance by a genera MC			FRE	41.20	1	41.20		0	0

Assist Fee, Properties, Add, Change, Delete, Total: 41.20, Disc.: 0.00, Gap: 0.00

Doctor Assigned Billing Codes: [Dropdown]

Billing Instructions: [Text Area]

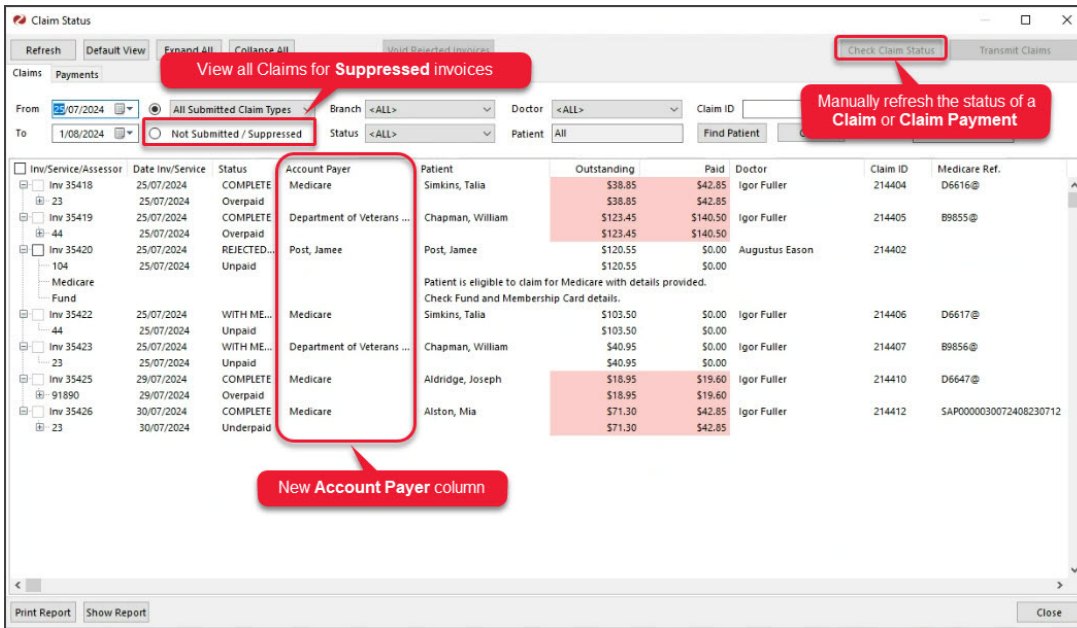
Buttons: Defer, Family, ECLIPSE, MA Online, Bulk Bill, Combo Inv., Print, Email, **Suppress**, Quick Pay, Cancel, Help

Message: This is the invoice message

Send Medicare Bulk Billing Consent

Medicare is the payer but cannot be selected.

The Claims tab has enhancements to help manage claims for suppressed invoices.



To learn more, see the [Suppressed claims workflow](#).

Improved claim management

Easy Account Enquiry Access

When you double-click on an invoice in the Claims tab, it will open the patient's Account Enquiry screen with that invoice highlighted. Closing the invoice will take you back to the Claims tab. This makes it easier to review claims.

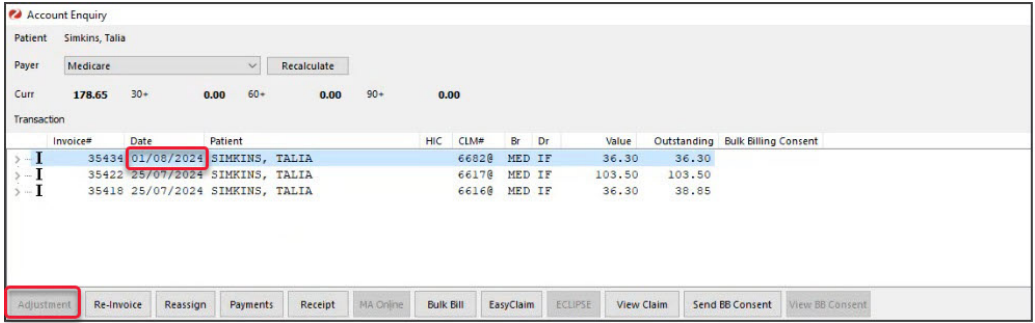
More robust claims.

- To avoid claims failing due to invoice changes, adjustments cannot be made to invoices with claims submitted in the previous 7 days. If the invoice is incorrect, select it in the **Claims** tab and click **Voice Rejected Invoices** to remove it.
- When receipting, a warning will suggest waiting 24 hours if full payment information has not been received from Medicare.
- The Claims tab has a **Check Claim Status** button so staff can manually refresh the status of a claim or claim payment.

To learn more, see the [Review Claims guide](#) > **Claim Management enhancements**

Specific updates for invoices and claims

Office	ZED-9289	<p>Add "Force Claim Suppression" to suppress submitting Medicare/DVA claims</p> <p>A new option under Practice Details called Force Claim Suppression. Ticking this box will disable the ability to submit a DVA or bulk bill claims directly from the invoice screen. Note that this setting is off by default.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Practice Details</p> <p>Practice Name: ZEDMED DEMONSTRATION SYSTEM</p> <p>Branches: AEN, Medclaims Minor ID: MPK00001, Export to MD</p> <p>eHealth Information: HPI-O: 8003 6282 3336 7349, Search HI Service, Check HI Provider Classifications</p> <p>Organisation type: General Practice, Organisation service: General practice medica</p> <p>Integrated Eftpos/Easyclaim provider: Tyro</p> <p><input checked="" type="checkbox"/> Force Claim Suppression Checking this box will disable the Bulk Bill/DVA button on the invoicing screen.</p> <p>API Gateway Key</p> </div>
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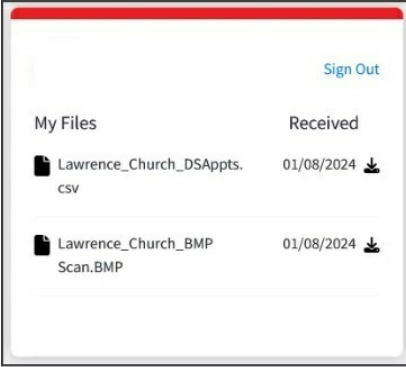
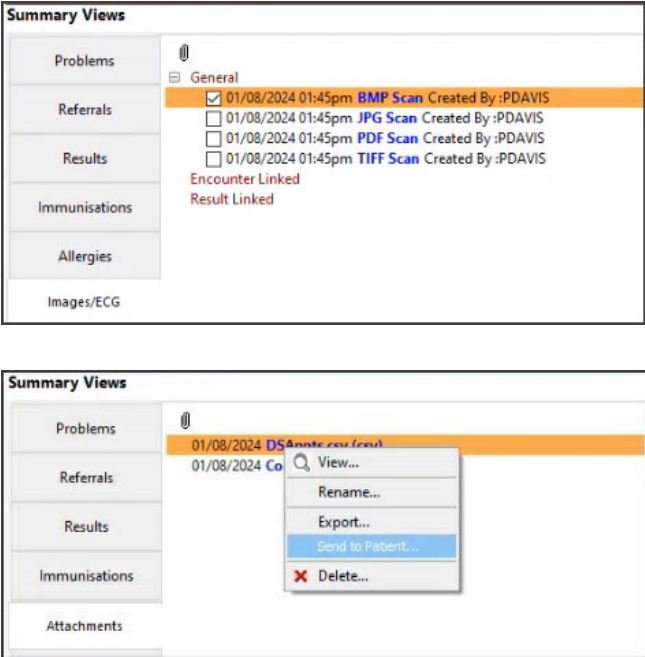
Office	ZED-9290	<p>Changes to Claims Status Screen</p> <p>Added Account Payer to the claim status view.</p> <p>Changed the option Not Submitted to Not Submitted / Suppressed. You can choose this option, then select Refresh to display only the Suppressed invoices queued in the Claims tab.</p>
Office	ZED-9291	<p>Restrict changes to invoices for submitted claims</p> <p>Disabled the Account Enquiry screen's Adjustment button for all claims less than 7 days old. This applies to Bulk Bill, DVA and Eclipse claims. MA Online and Tyro Easy Claim will still have the button available.</p>  <p>The screenshot shows the 'Account Enquiry' interface for patient Simkins, Talia. It includes a 'Payer' dropdown set to 'Medicare' and a 'Recalculate' button. Below this is a table of transactions with columns for Invoice#, Date, Patient, HIC, CLM#, Br, Dr, Value, Outstanding, and Bulk Billing Consent. The 'Adjustment' button in the bottom toolbar is highlighted with a red box.</p>
Office	ZED-9360	<p>Added a 'Check Claim Status' button</p> <p>Added a Check Claim Status button to the Claims Tab so staff can manually refresh the status of a Claim or Claim Payment.</p>
Office	ZED-9361	<p>Change the auto-void criteria for receipting off payments</p> <p>Added additional checks to prevent the automated receipting of claims that have been paid but where the processing report is incomplete.</p>
Office	ZED-9367	<p>Fast access to a claim's invoice from the Claims tab</p> <p>Changed the double-click function in the Claim tab. Double-clicking a claim will now take you to the associated invoice in the patient's Account Enquiry screen.</p>

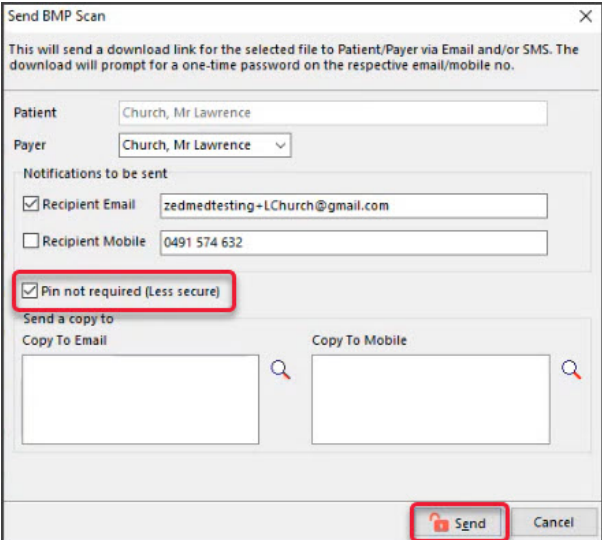
Secure Send enhancements

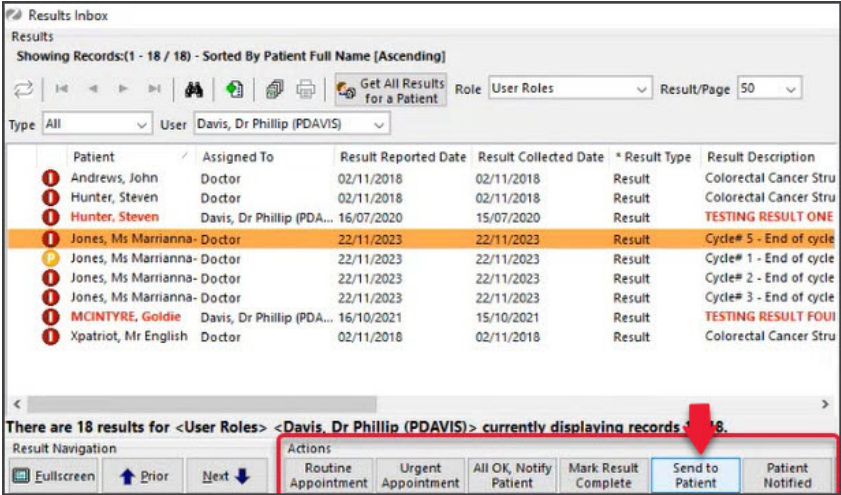
Features summary:

- Can now be used for patients without an account payer.
- Sender can override the security code requirements
- More meaningful file names
- Can now Secure Send from Summary Views > Images | Attachments | Results
- Can now Secure Send from the Results Inbox.

To learn more, see the [Secure Send guide](#).

Office	ZED-9323	<p>Secure Send now provides more descriptive file names. The filename is now formatted as <Patient Given Name><Patient Family Name><File Name>.</p> 
Office	ZED-9325	<p>Secure Send can now be used for patients without an account payer.</p> <ul style="list-style-type: none"> • The patient will be the Payer in the Secure Send dialogue • The patient's email and mobile will prepopulate the Secure Send dialogue fields.
Office	ZED-9326 ZED-9327 ZED-9369	<p>Secure send can be used from more Summary Views tabs</p> <ul style="list-style-type: none"> • Summary Views > Images (can send image files) • Summary Views > Attachments (with file type restrictions) • Summary Views > Results (right-click View Results > Send to Patient) <p>For security, some files (exe, dll etc) cannot be sent as shown in the restricted list below Right-click and select Send to Patient.</p> 

Office	ZED-9333	<p>Removed some restrictions on the file types supported by Secure Send Restrictions have been updated to allow more file types to be sent using Secure Send. The following file types are still restricted due to the security risks they pose (malware etc):</p> <pre>bat exe cmd sh php [0-9] p1 cgi 386 d11 com torrent js app jar pif vb vbscript wsf asp cer csr jsp drv sys ade adp bas chm cp1 crt csh fxp hlp hta inf ins isp jse htaccess htpasswd ksh lnk mdb mde mdt mdw msc msi msp mst ops pcd prg reg scr sct shb shs url vbe vbs wsc wsf wsh</pre>
Office	ZED-9366	<p>Secure Send can be used without the security code requirement The sender can use a checkbox to override the one-time security code requirement. This is the code sent to the patient to open the portal and access files sent to the patient.</p> <p>Files that required a security code when they were sent, are not displayed if the portal is opened without a security code requirement.</p> 

Office	ZED-9369	<p>Use Secure Send from the Results Inbox Secure Send now allows you to send patient results from the Results Inbox.</p> <ol style="list-style-type: none"> 1) Select the result 2) Select Send to Patient. <p>Summary Views > Results are also supported by Secure Send.</p>  <p>To learn more, see the Results Inbox guide.</p>
Office	ZED-9468	<p>Updated where Secure Send lab reports display the phone number The default Pathology and Radiology reports used for Secure Send now display the phone number in the branch name and address section.</p>

Improved WP Tools

The new version of WP Tools now includes these new features for creating and editing Clinical templates.

Additional Table functions:

- Ability to add a table within another table
- Can be resized by dragging on a border; left, right, top or bottom
- Both the column and row can be resized
- Table inside another table can also be resized

Hyperlinks can be added using:

- Toolbar button
- Edit menu
- Typing a URL in the document e.g.

Word wrapping around images:

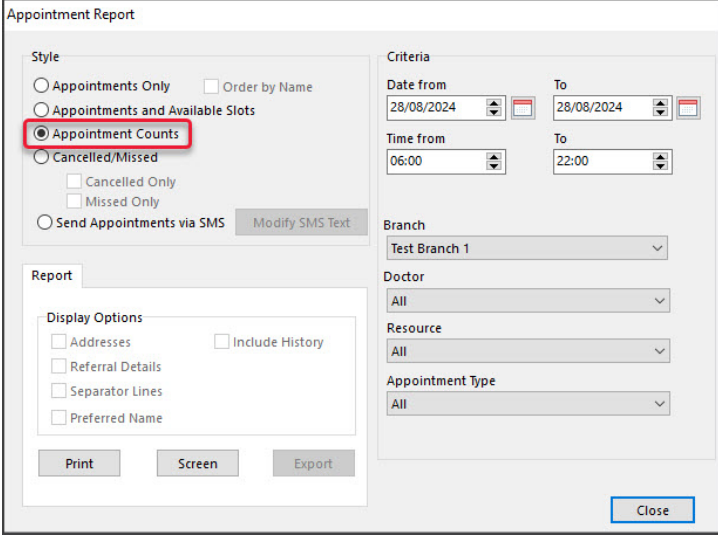
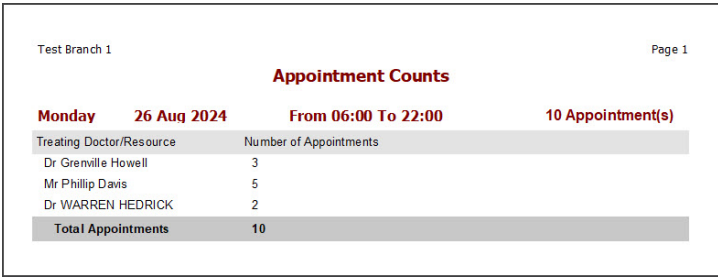
- Handle pictures as a character; the picture is inserted in the middle of a sentence
- Relation to paragraph – auto wrap left or right; paragraph text is wrapped to the left or the right of the picture
- Relation to paragraph – wrap left and right; paragraph text is wrapped on the left and the right of the picture
- Relation to page – no wrapping; the picture is displayed over the text
- Relation to page – wrap left and right; text on the page is wrapped on the left and the right of the picture

Colour picker:

- Offers a greater range of standard colours and the ability to create and save custom shades.

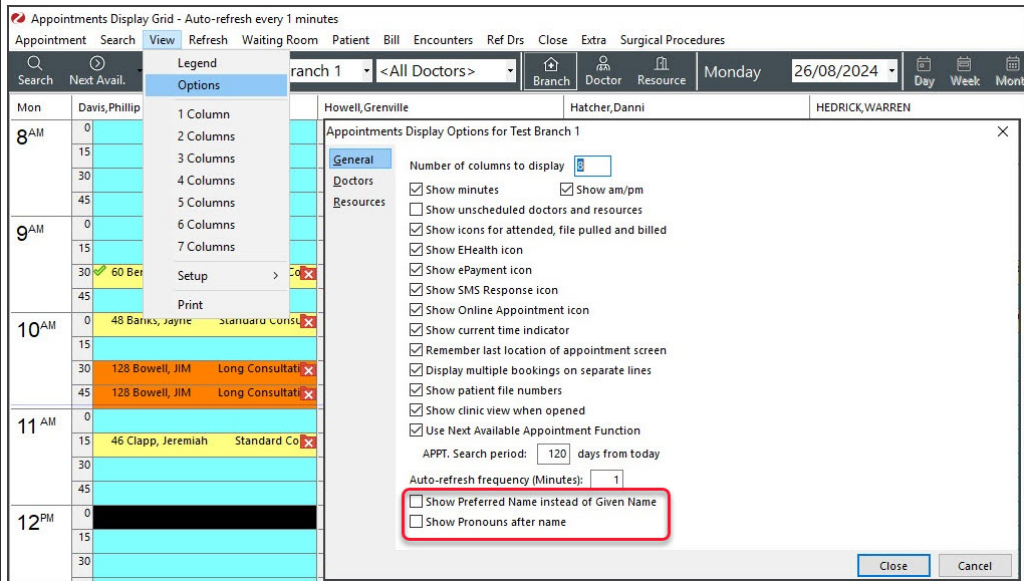
- A paragraph background colour button has also been added.

General enhancements

Office	ZED-9079	<p>New Appointment Counts Report A new report option, "Appointment Counts", has been added to the Appointments Report.</p> 
		<p>It shows the number of appointments per practitioner with the total number of appointments for the selected time range. You can apply filters such as appointment type and select specific practitioners. This report does not capture cancelled, unavailable and non-patient appointments.</p>  <p>To learn more, see the Appointment Report guide.</p>

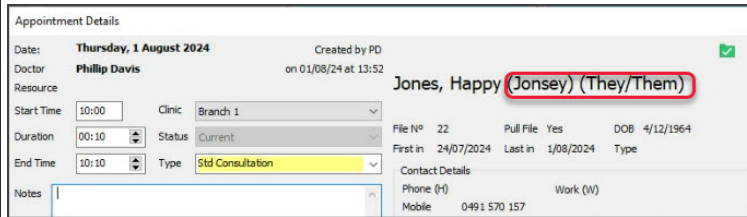
Preferred Name and pronouns displayed in Appointment Details
 Added an option to display preferred name and/or pronouns in the appointment grid.

Select **View > Options** to open the **Appointment Display** options to enable the pronoun options.



Office ZED-9233

Added display of preferred name and pronouns to appointment details and the office and clinical waiting room



To learn more, see the [Appointment display options guide](#).

Office ZED-9321

Preferred Name and pronouns displayed in Attendance Details
 The Attendance Details screen now shows the patient's preferred name and pronouns as shown in the screenshot above.

A batch search for a patient's IHI number can exclude Archived and Deceased patients
Practice setup > Practice tab > HI Service Settings > Branch Settings tab.

The IHI Batch Update and Verification services can now be configured in Office to exclude specific Patients according to their status (Archived, Deceased etc).

Office ZED-9237

Practice Name: ZEDMED DEMONSTRATION SYSTEM
Branches: ABN
Mediclaims Minor ID: MPK00001
Export to: MD

HI Service Settings

Batch Search for IHI

Perform a regular Batch Search for a matching IHI for all patient records with no IHI recorded

Frequency: Monthly Starting: 1/01/2011 at: 00:00 Number of Records: 100

Email exception report(s) to: [Text Area]

Send intramail to: AUGUSTUS, CHAMINDA, CONNIE, CPV, DANNI, DANIELA

Exclude Statuses: Archived, Casual, Deceased

Batch Verification of IHIs

Perform regular batch verification of IHIs in patient records

Frequency: Monthly Starting: 1/01/2011 at: 00:00 Number of Records: 100

Verify records last updated more than: 1 Months ago

Email exception report(s) to: [Text Area]

Send intramail to: AUGUSTUS, CHAMINDA, CONNIE, CPV, DANNI, DANIELA

Close Cancel

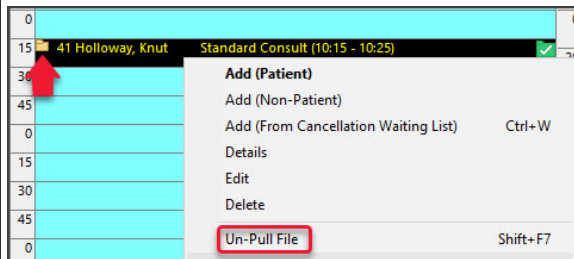
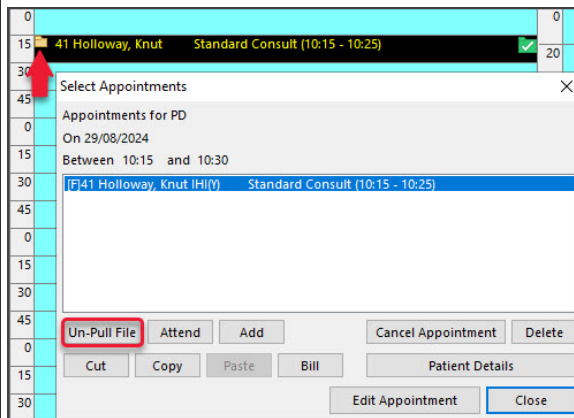
Office

ZED-9265

You can now Un-pull a file

The Un-Pull File option has been added back to the Appointment Screen. You can now right-click Pull File or Un-Pull File, and the status will be reflected in the Appointment Detail and the folder icon.

Un-Pull File will remove the Pull File icon.



To learn more, see the [Book an Appointment guide](#).

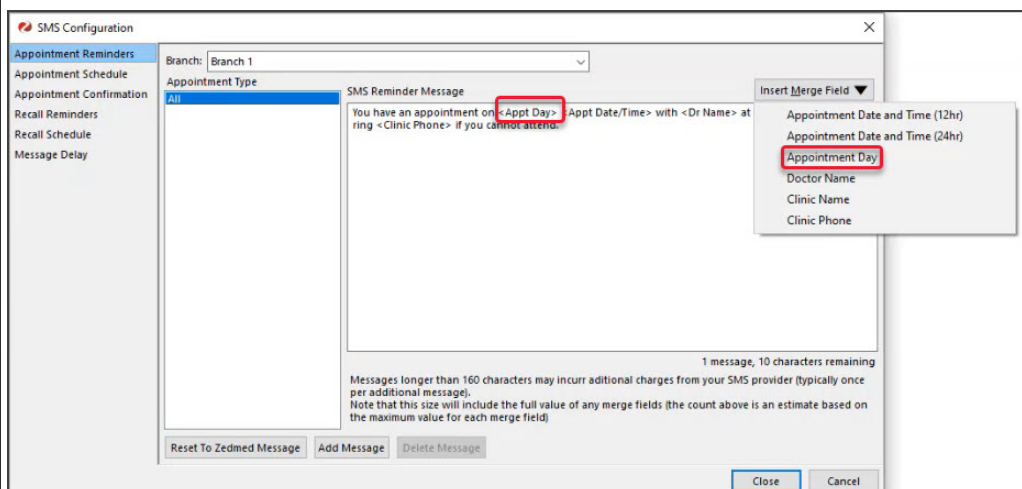
Office

ZED-9304

SMS appointment reminders can now include the day of the week.

A new merge field for the Day of the Week has been added to all Appointment, Recall reminder and Expired Referral templates.

This has been added to the Zedmed default reminder message and Appointment reminders sent from the Appointment Report. The Day will need to be added to custom messages.



To learn more, see the [Customise SMS text guide](#).

Office

ZED-9412

You can now SMS a doctor when an appointment is booked

An SMS confirmation can be sent to a practitioner every time a patient makes an appointment with them. The message will contain the patient's name and the appointment's date and time, and incur a cost for the SMS.

Requirements:

- The doctor's mobile number must be added to the Doctor Details.
- The patient must receive a confirmation for the practitioner to receive a notification.

This means the **Send Confirmation SMS** must be manually ticked in the Appointment Details screen when the appointment is booked- unless it is an OLA booking (as it is ticked by default).

To learn more, see the [SMS Send options guide](#).

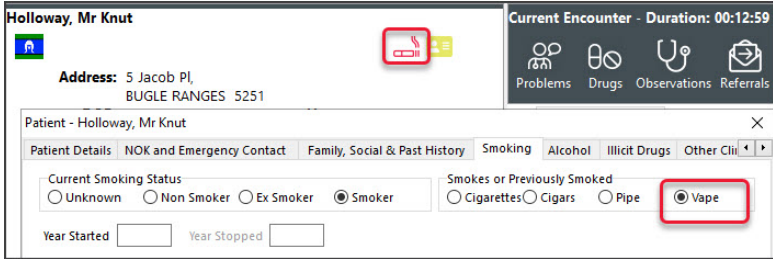
Office

ZED-9472

You can now Bill from the Appointment Grid

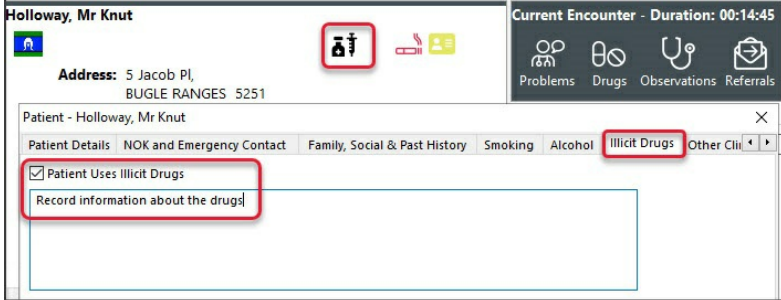
Right-click a patient's appointment and select **Bill** to open a New Invoice. This will pick up a practitioner's billing information - just like billing from the Waiting Room.

Vape has been added to the Smoking status options
Practitioners can now select **Vape** as a smoking method in the Patient's Clinical Record > **Smoking** tab. If Vape is selected, it will show as a cigarette icon.



To learn more, see [Navigating Clinical Records](#)

An 'Illicit drugs' tab has been added to the patient's Clinical record.
Clinical now gives practitioners the ability to indicate if a patient is an illicit drug user and record related details in the patient details maintenance screen. Tick the box to add the injection icon.

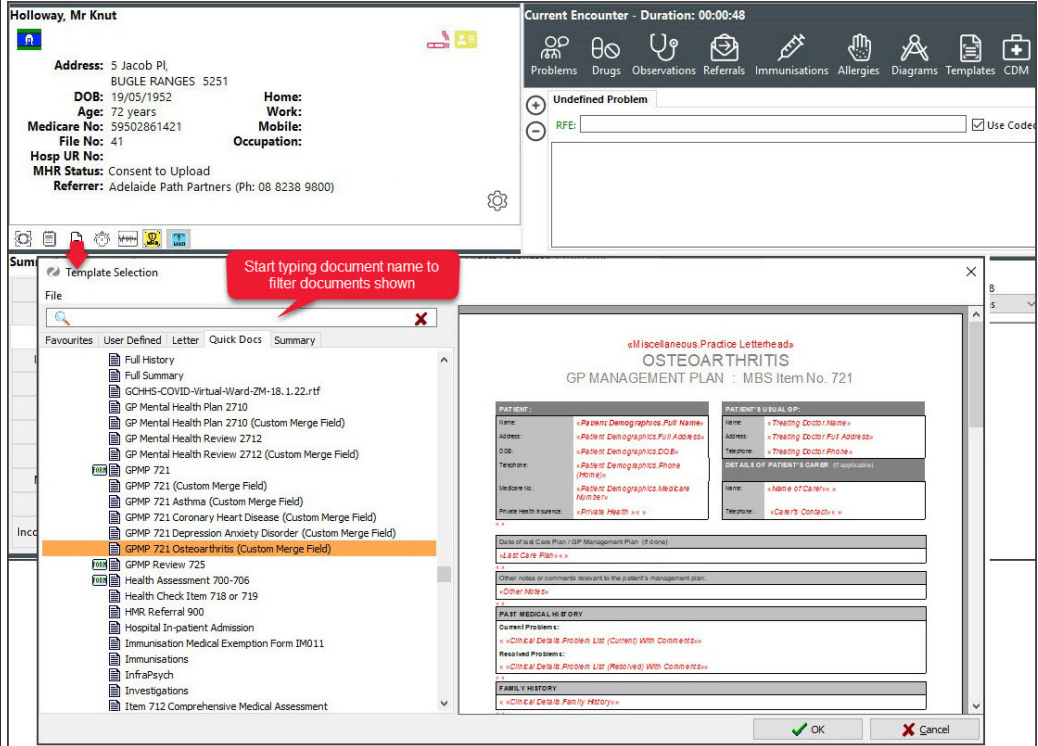


To learn more, see [Navigating Clinical Records](#)

Quick Documents Search - Template Selection screen

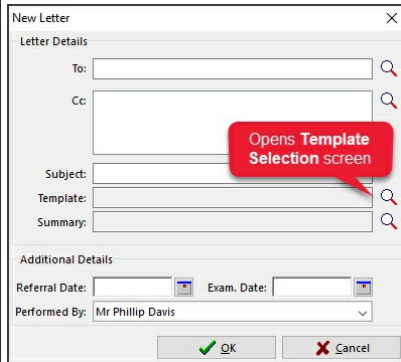
We have created a new Quick Document Search page called Template Selections. This displays all templates in a scrollable screen that will filter as you type a template's name.

Open **Quick Documents Search** using the new icon next to Quick Documents. Select the required tab and start typing the template name to filter the list.



Clinical ZED-9263

The Template Selection screen will also open if you start a New Letter and search for a template.



To learn more, see the [Quick Documents guide](#).

Clinical ZED-9322

Changes to Clinical Waiting Room column widths are now saved

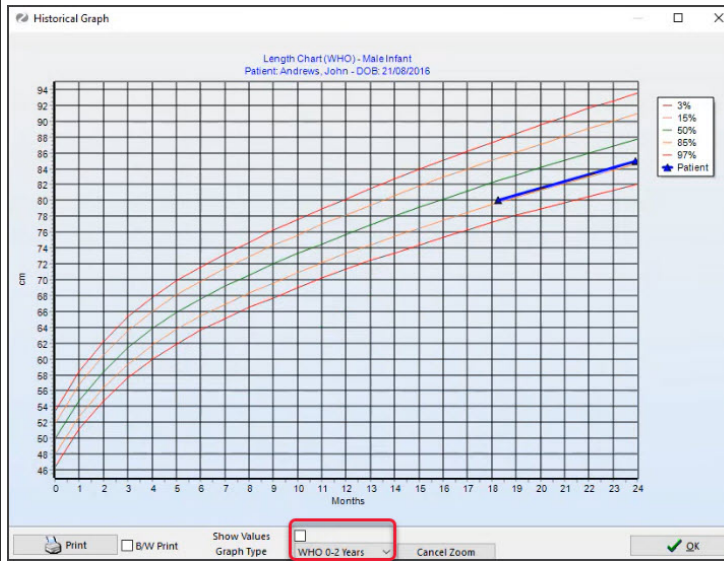
The column width and order of the clinical waiting room is now be remembered for Zedmed user.

Clinical ZED-9508

Clinical Observations now has a paediatric WHO chart

In Clinical Observations > Physical > Measurements.

When you select a graph, the Graph type drop-down has a new option: **WHO 0-2 Years**, which displays the Length, Weight and Head circumference chart for children 0-2 years old.



To learn more, see the [Record physical measurements guide](#).

Clinical ZED-9532

Results Inbox now has a side-by-side viewing option.

A new setting in the Clinical > My Options screen allows users to select the layout of the Results Inbox.

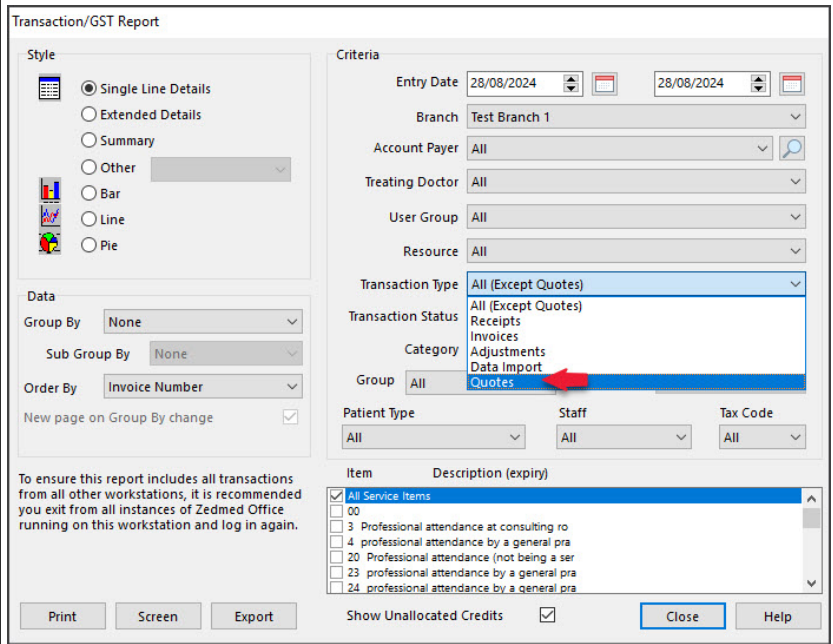
To change from the default to side-by-side, select **Left to right**.

To learn more, see the [Results Inbox guide](#).

Office ZED-8995

Added Quotes to the Transaction Type of the Transaction/GST Report

Add the option to run the **Transaction/GST report** showing only Quotes, this does not affect the existing All function which will still exclude quotes. Note, the Report Summary will be impacted if you include quotes as there will not be receipts.

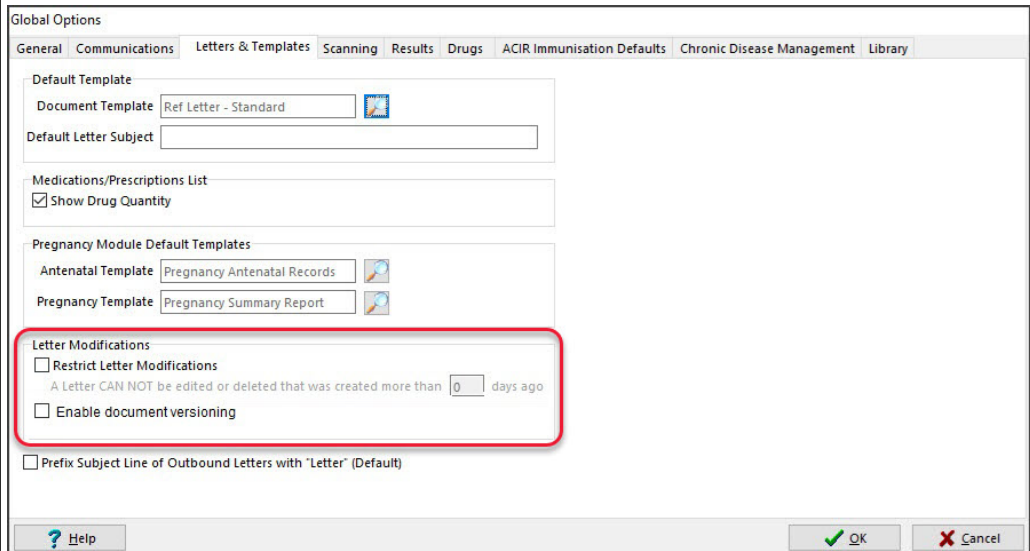


To learn more, see the [Transaction GST Report guide](#).

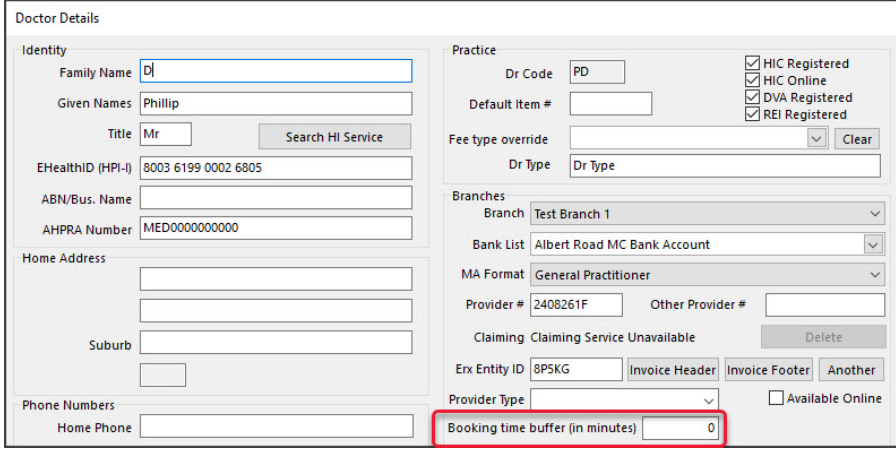
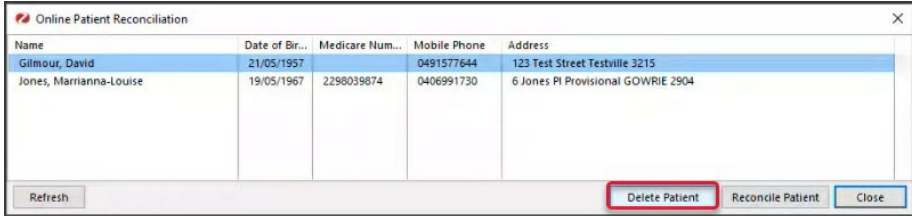
Clinical ZED-9651

Updated Document versioning so it can be turned on or off

Document Versioning is not enabled by default and is enabled in Clinical > Global Option > Letters & Template tab > -Enable document versioning



To learn more, see the [Document versioning guide](#).

OLA	ZED-9457	<p>You can now add a booking time buffer to a practitioner's appointments</p> <p>A new setting, "Booking time buffer", has been added to the Doctor Details screen and is configurable by branch. The value entered is used to refine the available appointments sent to the Online Appointments (OLA) by only allowing appointment slots that begin after (Booking Time + Buffer).</p> <p>This prevents people booking online appointments close to the current time</p>  <p>To learn more, see the Online Appointment setup guide.</p>
OLA	ZED-9238	<p>Reject a patient in the OLA patient reconciliation screen.</p> <p>When linking first-time OLA bookings to existing Zedmed patients, we have added the ability to remove provisional patients from the reconciliation process. If the patient already has an Appointment, you need to Delete their appointment first.</p>  <p>To learn more, see the Reconcile new OLA patient guide.</p>
Clinical	ZED-9607	<p>Enable printing of multiple TIFF documents as one document</p> <p>In Zedmed Cloud, printing a multi-page image document will no longer result in one print job per page</p>

Resolved issues

Office	ZED-9642	<p>Claim and payment reconciliation mismatch</p> <p>Fixed an issue that caused claim and payment mismatches when reconciling Medicare claims.</p>
Office	ZED-9003	<p>Appointment Report AV error when the Referral Details option is selected</p> <p>Fixed an issue that caused the Appointment report to display an error when running it with the Referral Details option selected.</p>

Office	ZED-9044	Task Manager displays the same patient for all Tasks Created The Task Manager screen in Zedmed Office has been fixed to display the correct linked patients in the task details.
Office	ZED-9062	Unable to save more than 1 new resource at a time Fixed the issue that resulted in only the first resource being saved when adding multiple resources.
Office	ZED-9063	Fee update error 'Is not a valid floating point value' Improved the error message shown in Item Fee Update when no value is entered for a percentage or dollar amount increase. Also fixed the error displayed if Category or Group is selected. Selections will now correctly filter the items in the list.
Office	ZED-9064	Patient and Find menu items no longer work in the Waiting Room The Patient and Find Patient menu options in the waiting room now work as expected.
Office	ZED-9349	Internal Mail Merge Template - Unable to Preview and Edit Mail Merge Before Printing When using internal templates, it is now possible to preview the results of a mail merge and make changes before printing.
Office	ZED-9375	When adding a new patient, you can't add pronouns until you've saved the patient Fixed an issue that prevented a pronoun from being selected when creating a new patient in Office.
Office	ZED-9398	The Referral date merge field prints a random date on the Label Standard patient labels (Internal Template) now print the correct referral date. This corrects a reported error that some labels print a random date.
Office	ZED-9410	Claim Report missing the Claim ID s8th digit and MBS items 5th digit Increased space available to display item numbers and claim IDs in the Claim Report.
Office	ZED-9434	Third-Party Account Enquiry allocation Error Fixed an issue in Third Party Account Enquiry that resulted in an allocation error 400.
Office	ZED-9442	Error 'FireDAC[[Phys][FB]Dynamic SQL Error: Too many Contexts of Relation/Procedure/Views. The maximum allowed is 255' Fixed a Firebird error that occurred when merging patients from a database that had a considerable number of Clinics.
Office	ZED-9458	Duplicating schedules does not copy messages correctly When duplicating or copying sessions on the doctor and resource appointment schedule dialogue, the schedule messages selected for display in OLA will now be copied.
Office	ZED-9467	Appointment incorrectly removed when cancelling the cancel appointment operation Cancelling the cancellation of an appointment (at either the reason or linked appointment warning phase) will no longer remove the appointment from the Select Appointments form listing.

Office / Clinical	ZED-9420	Radiology/Pathology Template download notification pop up. The notifications are now displayed when Report templates are downloaded from Office or Clinical,
Clinical	ZED-9018	Unable to Print Results in Alphabetical Order Results previewed and printed from the Results Inbox are now in the order, regardless of the column (and direction) they are sorted on.
Clinical	ZED-9081	Resolved problems with re-prescribing a 'one-off' drug Fixed an issue preventing re-prescribing of a one-off drug. Effected new scripts with no drug name/description.
Clinical	ZED-9218	Spelling mistake in Clinical Observation Pap Smear Result input "Inflamitory" has been corrected to "Inflammatory" in the pap smear observation screen - result options.
Clinical	ZED-9384	Results provides no warning when clearing the patient notified date Clinical will now ask for confirmation before clearing the "Patient Notified" date when viewing results.
Clinical	ZED-9437	Access Violation when accessing the Outbox Viewer Fixed an issue that caused an error and did not allow the Outbox viewer to open.
Clinical	ZED-9438	Error 'Must be a numeric value' when modifying observation and measurement value. Fixed an issue where an error was incorrectly displayed when an observation value was deleted (for correction).
Clinical	ZED-9439	Access Violation when clicking the Distribute button in the letter writer, Fix an error that occurred when Secure Send was enabled but the distribute dialog for letters in clinical was disabled.
Clinical	ZED-9532	Results Inbox Access Violation error Resolved an Access Violation error that could occur when rapidly scrolling through PDF results in the results inbox.
Clinical	ZED-9637	Refresh issue when resizing the encounter notes Fixed a visual corruption that occured when resizing the encounter panel during an encounter.
Clinical	ZED-9662	Upgrade script failure – Index RDB\$PRIMARY95 already exists Fixed an issue with upgrade scripts that could cause an error when upgrading some databases.
Clinical	ZED-9649	Document names and versions not displayed in encounter notes Fixed issues with the document version, renamed document and duplicated document names not displaying in Encounter notes. Note: an encounter needs to be running for the note to be written.

Clinical	ZED-9675	In WP Tools, electronic results do not merge correctly in templates Fixed an issue where the results merge field was not working correctly when it was part of a table and overlapped part of the text. If multiple results are selected they will no longer overlap into the next table in the template.
Clinical	ZED-9678	Update for Clinical encounter notes issue Made an update to address the issues encountered when drawing the text edit field for the current encounter.
Clinical	ZED-9693	Results showing overlapping text Fixed issue where Historical HL7 results show overlapping text.
Clinical	ZED-9697	Upgraded the wPDF Viewer to the latest version This upgrade fixes issues with viewing PDFs containing multiple documents or charts in the Results Inbox.
Clinical	ZED-9703	Summary Views > Results shows overlapping text Fixed an issue with some results showing overlapping text in Summary Views Results and Incoming Documents.
Clinical	ZED-9725	An AV in CRS_Client error occurs when right-clicking on a referral in the History View Zedmed Clinical no longer shows an error in patient history when user right-clicks on a referral.
Cloud	ZED-9241	Don't check for Tyro install on Zedmed startup Updated the way Tyro starts in Zedmed Cloud so if the Tyro Eftpos option in the receipts form is not available, you only need to close and reopen the Quickpay> Receipt screen after a short pause. You no longer have to restart Office.

See all [Zedmed v36 release notes](#)