Release notes

Release content

This release includes some important changes that are described in detail here:

PS-885 Request urgency

The previous 'flag as urgent' functionality has been superseded and now includes 4 levels of 'Request urgency'
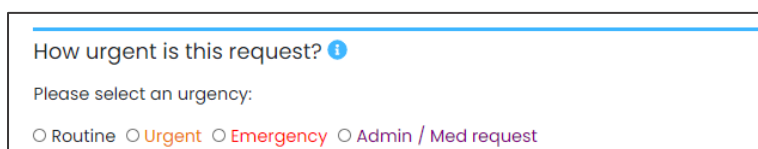
Levels of Request Urgency

- **Routine:** patient *unlikely* to be harmed if this is not resolved in the next 48 hours.
- **Urgent:** patient could be harmed if this is not resolved in the next 48 hrs.
- **Emergency:** patient could be harmed if this is not resolved on the same day.
- **Admin / Med request:** Administrative or medication request.

(Each time a request is marked as 'Urgent' or 'Emergency', PATCHS is being taught that requests of this kind should be prioritised over others)
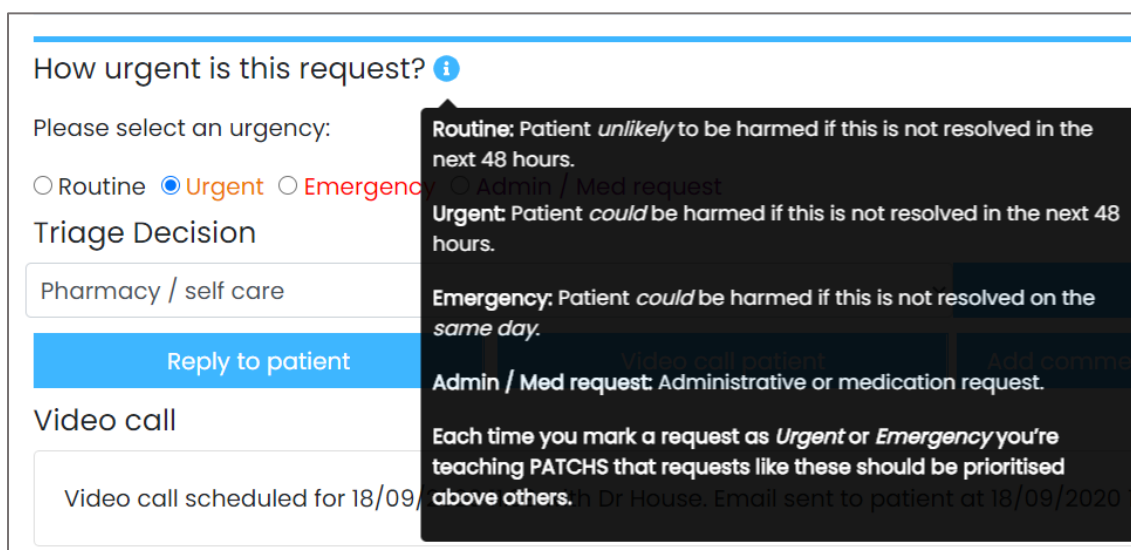
Assigning a level of urgency

The level of urgency for a patient request is assigned using the urgency radio buttons on the request details page. The urgency descriptions are shown whenever you hover over the information tooltip.

Request urgency selector

Request urgency tooltip

A request must be completed before 'finishing' a request.

Select an urgency to 'finish' a request

Level of urgency display

- Emergency requests have a red flag and are displayed at the top of inboxes
- Urgent requests have an orange flag and are displayed below the emergency requests
- Routine requests have no flag and are displayed below the urgent requests
- Admin/Med requests have a purple flag and are displayed below the routine requests

Inbox showing flagged requests – priority requests at the top of the list.

PS-679 & PS-708 Sensitive images and viewing file upload

Any uploaded images that a patient has marked as sensitive are now obscured and marked 'intimate' on the request details page.
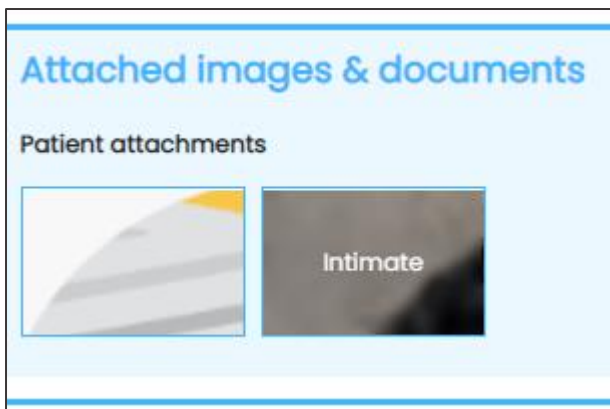
Attached images and documents showing an obscured intimate image

Uploaded files automatically re-size when they are opened and you can zoom, rotate and save using the buttons that are displayed below the image.
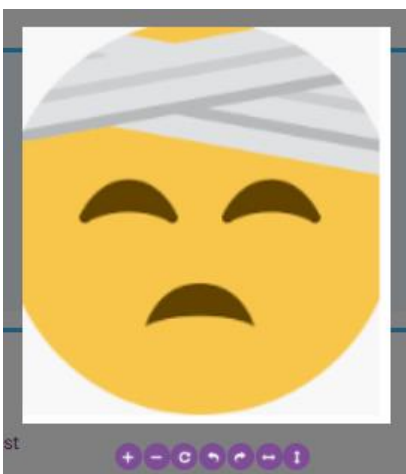
Uploaded image with manipulation buttons

This release comprises the following items:

JIRA ID	Area	Type (Feature or Bug)	Title	Description
Features				
PS-885	Request inboxes	Feature	Request urgency - routine, urgent, emergency and Admin/Med request	The urgency of a patient request should can now be assigned one of 4 urgencies: • Routine • Urgent • Emergency • Admin/Med request (This urgency classification replaces the 'set as urgent' functionality)
PS-679	Image uploads	Feature	Mark uploaded files as sensitive	Patients can now mark images they upload as sensitive. They are reminded to only upload sensitive images if specifically requested by their GP. Sensitive images previews are obscured and marked as sensitive in the request inboxes.
PS-693	Image uploads	Feature	Usability improvements to file uploads	The file upload functionality (for both patients and GPs) now includes: A new 'file upload' – confirm/cancel message
PS-708	Image uploads	Feature	Usability improvements to viewing file uploads	The following functionality is now available when viewing an uploaded file: • Zoom • Rotate • Save
PS-438	Reports	Feature	CSV clinician workload report	Practice administrators are now able to generate a .CSV report that shows how many patient requests have been triaged by each staff member within a specific time frame.

PS-715	Reports	Feature	CSV report showing historical daily counts of requests assigned to each staff member	Practice administrators are now able to generate a .CSV report that shows a daily count of requests assigned to each staff member.
PS-790	Patient request	Feature	Confirmation message when a patient 'cancels' when submitting a request or responding to a message	When a PATCHS patient is submitting a new request or is responding to a message from their GP and they click on the 'cancel and start new request' link They see a message warning them that if they continue, they will lose any information they have entered.
PS-851	Patient request	Feature	'Cancel and start new request' link on the request confirm/submit page	PATCHS patients now see a 'Cancel and start new request' link on the request confirmation page so they can change their mind and start a completely new request.

Fixes				
PS-716	Reports	Bug	Request Key Data Report	The Request Key Data Report now includes the Role Type of the user who completed the request

Screenshots

PS-885 - Request urgency - admin, routine, urgent and emergency

Request details showing request urgency radio buttons

Inbox showing flagged requests – priority requests at the top of the list.

PS-790 Confirmation message when a patient 'cancels' when submitting a request or responding to a message

Cancel and start new request message

PS-851 'Cancel and start new request' link on the request confirmation page

Cancel and start new request link