



# Cisco Patient Connect Release Notes

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Software Release 1.5  
Last Revised: December 1, 2016

## Introduction

This document describes the features, capabilities, known issues, and limited support for Cisco Patient Connect solution release 1.5.

This document includes these topics:

- [New Features and Enhancements](#)
- [Known Caveats and Limited Support](#)

## New Features and Enhancements

The following are new features and enhancements for the Cisco Patient Connect (CPC) solution:

- Multiple device support for Patient View: The Patient View app can be viewed on TVs, monitors, and touchscreens as well as patients' personal mobile devices.



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**Note** Videos, Movies on Demand, and live TV cannot be viewed on patients' mobile devices.

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- Patient mobile device control support including Co-Browsing: Patients can use their personal mobile devices as remote controls to navigate the Patient View TV app in their rooms. Their mobile devices can be used in addition to TV remote controls and pillow speakers. After patients download the mobile app, their interactions with the mobile app are reflected on the TV app.
- Support for Cisco Jabber-based audio and video calls: Cisco Jabber improves patient-care team collaboration by enabling video and audio calls to and from any device. A mixed-mode deployment of Cisco Jabber Client Framework (JCF) and SIP widgets is also supported.
- Support for Secondary Audio Programming (SAP): If TV channels are broadcast in multiple languages or video content is available in more than one language, SAP enables patients to choose a language.
- Enhanced entertainment: Support for first-run movies and premium content in addition to live TV.

- Improved ease of use: The Patient View TV app's navigation has improved.
- Screen casting: Care team staff can screen cast their mobile devices from anywhere in the hospital to the Patient View TV app in a patient's room. For 1.5, Android devices are supported.
- Track patient physical presence: CPC's integration with Centrak's Real-Time Location Systems (RTLS) enables care team staff to view whether patients are in-room or out-of-room. When patients leave their rooms, the departure times as well as their expected return times are displayed in the Care Team View app.
- Incident handling: CPC-generated escalations are handled via Cisco Instant Connect call groups. This enables interoperability among multiple forms of communication including Push-To-Talk (PTT) radios, mobile phones, IP phones, etc. and allows hospital staff to participate in multiple talk groups at the same time via an IP network. Instant Connect is integrated with CPC workflows thus enabling the CPC administrator to configure escalations of workflows so that a request for assistance is sent to all staff members of a talk group. Those members would receive that request on all of their communication devices to ensure that they made aware of the request and can act immediately.
- Occupancy reporting: CPC keeps track of the total number of admitted patients as well as the number of endpoints for each room type.
- Ability to assign videos and track progress for CPC Base: Tracking is done at the room level without EMR integration.
- Customizable workflows: Workflows within CPC can be customized for many of the EMR events as well as patient requests. CPC administrators can create new business workflows or customize pre-defined workflows to control how each patient event, such as a request or a discharge, is handled in CPC (e.g. trigger a notification, escalate to a particular staff type, etc.).
- Analytics support: CPC tracks the Educational, Entertainment, and Relaxation content that patients are watching and generates lists to show the trends. The lists rank videos and TV channels from the most popular to least popular. Also generated is a list of videos that patients had questions about after viewing. The trends and rankings can be viewed at the global level, department, floor, or room and bed.
- Improved maintenance and monitoring capabilities: CPC administrators can choose from multiple ways to views logs, capture performance metrics, and troubleshoot common scenarios (e.g. patient name does not match room number). In addition, CPC administrators can use the monitoring tool to carry out actions (e.g. send notifications, run scripts, etc.) when trigger or discovery events occur with CPC. CPC administrators can use the pre-defined operations, conditions, and scripts or define their own.
- CPC integration with Cisco Smart Licensing enables customers to leverage Cisco Smart Licensing, a software inventory management system that simplifies license registration, gives customers transparency into which licenses they have purchased and are using, and provides real time information on upcoming license needs such as shortages.
- Improved high availability, uptime, and scalability: Additional instances of certain CPC services can be added in order to scale up as well as add redundancy.
- Enhanced security: A multi-layered defensive approach is integrated into the design, design review process, software development, and testing phases thus ensuring product security.

# Known Caveats and Limited Support

Table 1 contains the defect list for this release.

**Table 1**      **Known Caveats and Limited Support**

<b>CDETS</b>	<b>Description</b>	<b>Severity Level</b>
DE3258	[Patient View TV app]: There are no channel images for some channels in the Channel Guide.	2-Major
DE3259	[Patient View TV app]: Channels' full names are not displayed in the Channel Guide.	2-Major
DE3270	[Care Team View]: An appropriate error message should be displayed when a survey assignment fails.	2-Major
DE3336	[Admin View]: System Properties does not list the 'hl7_outbound_endpoint' property.	2-Major
DE3378	[Patient View TV app]: 'Screen Casting is not available' message is shown on the TV app after the countdown has finished.	2-Major
DE3982	[Patient View TV app]: Calls could disconnect after repeatedly turning the video off and on.	2-Major
DE4324	[Care Team View]: Inconsistency observed when removing assigned surveys.	2-Major
DE4464	[Admin View]: After every CPC scratch install or update, the UES certificate must be imported for the gadgets to load.	2-Major
DE4508	[Care Team View]: Issue observed with the Select All and Assign Selected buttons for Feedback surveys.	2-Major
DE4670	[Patient View TV app]: Rebooting a Cisco Interactive Experience Client (IEC) does not end the call on the other end.	2-Major
DE4674	[Patient View TV app]: Upon accepting an audio call as video from a SIP phone endpoint to a Jabber Client Framework (JCF) endpoint, video should be transmitted to the dialer's endpoint.	2-Major
DE4751	[Patient View TV app]: Videos on the Apache media server are not playable on the TV app when configured using 'https'.	2-Major
DE4842	[Patient View TV app]: Audio and video calls fail for Whitelist phone numbers configured in Admin View.	2-Major
DE4878	[Patient View TV app]: No ring tone is played on the dialer's endpoint nor the receiver's endpoint.	2-Major
DE4927	[Patient View TV app]: When a video call is established from the Speed Dial list, intermittent garbled audio has been observed.	2-Major
DE4939	[Patient View TV app]: mp3 audio files are not playable on the IECs.	2-Major
DE5156	[Patient View TV app]: When closing the ScreenSharing app from Recent Apps on the care team's phone/tablet, Screen Casting does not end on the TV app.	2-Major

<b>CDETS</b>	<b>Description</b>	<b>Severity Level</b>
DE5225	[Patient View TV app]: Screen Casting ends automatically within five seconds of starting a session.	2-Major
DE5227	[Admin View]: SSL certificate import is required after a CPC build update.	2-Major
DE5229	[Backend]: WSO2IS Admin Console does not open the Roles and Users page.	2-Major
DE5230	[Patient View TV app]: When a DeviceonBreak Event occurs, the “Bed Device has been unassigned” notification is not sent to the TV app and device information is not cleared from the footer.	2-Major
DE5235	[Care Team View Mobile]: Education videos are not listed but the video player still opens up when navigating/scrolling on that page.	2-Major
DE5253	[Care Team View Mobile]: After pressing Preview or Play, the video player opens a long rectangular window.	2-Major
DE5260	[Care Team View Mobile]: The size of text on the Android screens is reduced after changing screen orientation from portrait to landscape and back to portrait again.	2-Major
DE5261	[Care Team View and Care Team View Mobile]: Assigning more than ten videos without selecting the video does not give an error prompt.	2-Major
DE5387	[Patient View Mobile]: Co-browsing session on iOS could not be established successfully after a timeout followed by a screenlock.	2-Major
DE5337	[Admin View]: Content filtering by patient age does not handle TV ratings and “NR” (Not Rated).	2-Major
DE4653	[Content Management System (CMS)]: Login and Logout option is not implemented.	2-Major
DE3412	[Admin View]: Privacy Status button is not required for Speed Dial.	3-Minor
DE3954	[Patient View TV app]: When an IEC’s information is added to Location via Admin View, the room information is not shown on the TV app.	3-Minor
DE1732	[Care Team View]: When a session expires, no records are displayed.	3-Minor
DE1883 & DE4727	[Patient View TV app]: The IEC does not respond when a button on an Infrared (IR) Remote Control is pressed only once. <i>Workaround: Press IR Remote Control buttons twice.</i>	3-Minor
DE2265	[Patient View TV app]: Even when all message answers have been read, messages are still marked as ‘Unread’.	3-Minor
DE2684	[Care Team View]: After a session has timed out, the app does not load at all after refreshing the page.	3-Minor
DE2712	[Care Team View Mobile]: Android screen bounces out of place when a user double taps the screen.	3-Minor
DE3023	[Care Team View]: Overlapping observed with Patient List.	3-Minor
DE3352	[Admin View]: Department-based configurations such as Whitelists are still listed even when that department is removed.	3-Minor

<b>CDETS</b>	<b>Description</b>	<b>Severity Level</b>
DE4713	[Care Team View]: After adding a Goal, the new Goal does not appear immediately on the screen. <i>Workaround: Refresh the page to view newly added Goal.</i>	3-Minor
DE5007	[Patient View TV app]: Screen Casting window will not close on the TV App if the care team's phone/tablet is powered off while the ScreenSharing app is running. <i>Workaround: Power on the care team's phone/tablet and end the ScreenSharing app.</i>	3-Minor
DE5116	[Patient View Mobile]: iOS Auto(Recommended) subtitles, which is found under Audio Subtitles, does not work like Closed Captioning (CC) in the TV App.	3-Minor
DE5157	[Patient View TV app]: Ending a ScreenSharing session from the care team's phone/tablet Quick Toggle does not end Screen Casting on the TV app. <i>Workaround: Go into the ScreenSharing app and end it within the app.</i>	3-Minor
DE5192	[Admin View]: 'Movies on Demand' category should be removed; 'How to Videos' category should be added to the 'Add New Video App' category.	3-Minor
DE5262	[Care Team View Mobile]: Close button is overlapped with text in the Me tab.	3-Minor
DE5264	[Care Team View Mobile]: After entering Goal details in the Overview page, zooming out distorts the UI.	3-Minor
DE3413	[Admin View]: Privacy Status button is not required for nurse related apps.	3-Minor
DE5314	[Backend]: 'Need Help' Goals are not listed in Goals GET API.	5-Enhancement
DE1822	[Care Team View]: Tab order for selecting an option should be available in all pages.	5-Enhancement
DE2754	[Admin View]: Failure to update FAQ/Messages/Requests with valid unit ID.	5-Enhancement
DE2805	[Admin View]: Pathways failed to trigger 'Need Help' notification and escalation emails for the -ve request feedback.	5-Enhancement
DE2806	[Care Team View]: Video assignment does not work if the same video with the same commonkey exists in both the Apache media server and the Content Management System (CMS).	5-Enhancement
DE4974	[Care Team View]: Launching the app using the URL "https://[IPaddress]/dashboard" should re-direct to "https://[IPaddress]/dashboard/".	5-Enhancement

