Cisco Patient Connect Release Notes

Software Release 1.3.1
September 24, 2015

Introduction

This document describes the features, capabilities, known issues, and limited support for Cisco Patient Connect solution release 1.3.1.

This document includes these topics:

- "New Features and Enhancements"
    - "Patient view app"
    - "Care team view app"
    - "Admin view app"
- "Fixed Caveats"
- "Known Caveats"

New Features and Enhancements

The following are new features and enhancements to the Cisco Patient Connect solution:

- Nuxeo Content Management System (CMS) is integrated with Cisco Patient Connect to create custom video categories, upload custom hospital videos, and publish the videos. Video metadata from the CMS is imported into the Admin view app.

- Instead of manual mapping, Cisco Patient Connect can obtain Active Directory (AD) Identification (ID) from RaulandBorg.

- Electronic Medical Record (EMR) Doctor ID is mapped to AD ID.

- Staff Login ID is mapped to an image file stored in Cisco Patient Connect.

- EMR integration provides patient appointment scheduling to the Patient view app and the Care team view app.

- Patient view app endpoints are registered in the Cisco Unified Communications Manager (also known as the Call Manager).

- IEC Restart & Reboot actions that are supported are Discharge, Admit, and TV Application.
- DTMF codes are supported when calling IVR systems that expect the patient to navigate through a series of menus using the dialpad on the Patient view app or buttons on the pillow speaker or remote control.
- Patient service will assign the default language to unsupported/unrecognizable/empty language code sent in the normalized HL7 event by the ESB HL7 handler. Everything else downstream remains the same and untouched.
- Patients are registered with a food ordering system such as Computrition.
- Phone number formatting is supported on the Cisco Interactive Experience Client (IEC).

Patient view app

The Patient view app has the following new features and enhancements:

- Interface redesign including new icons, labels, and layouts:
    - (Optional) Do not disturb icon for header that changes if enabled.
    - (Optional) Phone Ringer/Silent mode icon for header that changes if ringer is disabled.
    - (Optional) Patient Presence icon for header that changes if presence changes. Requires Cisco Unified Presence Server (CUPS) installed at customer site.
    - 'Care Team Visits' icon replaced 'My Visitors' icon.
    - Former 'Learn' category divided into two new categories: 'My Videos' and 'Video Library'.
    - Moved 'Relax' category to a section under the 'Video Library' category.
    - Restructured the Schedule page.
    - Restructured the Progress page.
    - Added Day 1 icons.
    - Improved Food Menu display.
    - Optimized Live TV controls.
    - Custom message disclaimer and adaptation.
    - Removal of all sample staff images and replaced with gender neutral icons.
    - Removal of phone number on Profile page.
    - Removal of Profile changed notification.
- Notifications: If an application is disabled, notifications for that application will not be received on the Patient view app.
- Requests: Helper text added to the Requests screen.
- Care Team Visits: Entire care staff team is displayed.
- Food Menu:
    - The 'All category' on the food menu screen was moved to the bottom of the list after all the other categories.
    - Food menu displays message to patient if meal list for the patient is empty.
- Phone:
    - Support for both incoming and outgoing audio-only (requirement for patient privacy) and video calls.

    – Outgoing audio-only calls are made by choosing the handset icon on the dialpad.

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> **Note**   If an outgoing call is made using the video option (video camera icon), the call cannot be changed to an audio-only call.

    – Support for Caller ID of incoming audio and video calls.

    – Outgoing calls display appropriate messages.

    – Regardless of which screen is currently active, an incoming call notification is always displayed.

    – Patients choose to accept a call with audio only or video. Alternatively, they can decline a call.

    – Speed Dial section under Phone is optional.

    – Patients can video call an interpreter service using a Speed Dial number. At Parkland, the speed dial screen says "ALVIN" and connects to extension 25846.

    – Support for sending DTMF codes to IVR systems that require the patient to press numbers on the dialpad, pillow speaker, or remote control to choose options from a series of menus.

- Videos:

    – Enabled closed captioning for video on demand.

    – Video controls including a video On/Off setting.

    – The full screen button was added to the video controls as the first button.

    – Double-clicking a video toggles the view between original size and full screen.

    – Videos that have been completely watched by the patient are removed from the patient's video watch list. These videos are still available from the video library.

- TV:

    – Enabled closed captioning for live TV.

    – TV Guide layout changed to display at least seven channels on a page and at least 1.5 hours of programming.

    – The +- 12 hours icon is optional. By default, it is hidden.

    – Last channel functionality is enabled.

    – In-house channels are displayed on the TV Channel Guide.

- Multi-resolution touchscreen supports 1920x1080 and 1366x768.

- Outpatient Room and Public Area support: The Patient view app in Guest/Visitor rooms used primarily by outpatients supports the ability to watch live TV, browse and watch educational content, browse and watch relaxation videos, and choose the language shown.

- Support for Spanish language characters.

- Remote Controls:

    – Support for Cisco IEP-IR-K9 Infrared Remote Control.

    – Support for Cisco 4400 Infrared Remote Control.

    – Support for a 3-button wall remote control and simplified TV navigation using that remote control.

    – Ability to disable a viewSonic remote control.

- Predefined/custom messages can be sent to the Patient view app screens.

Care team view app

The Care team view app has the following new features and enhancements:

- Patient view app customization is reflected on the Care team view app.
- Desktop view: The Care team view app will launch the Desktop site when the care staff requests to view it regardless of the browser or device.
- Mobile view: Header size is reduced to show more patient details and patient list on the screen of the mobile device.
- Interface changes:
  - Removed Whiteboard tab.
  - Removed Me tab.
  - Removed Estimated Discharge Date.
  - Renamed 'Discharge Readiness' to 'Video Progress'.
- Clear all filters button added in the All Patients tab.
- Patient medical record number (MRN) added.
- (Optional) Patient Presence icon and status added.
- Refresh option added to refresh the location status.
- Rooms filter drop-down menu lists room numbers.
- Patient Videos:
  - Care staff can force playback of a video remotely on the Patient view app using the new 'Play on TV' button.
  - Non-care staff can assign videos to patients.
  - Unassigned videos are marked 'assigned' when videos are being watched from the Video Library on the Patient view app.
- Patient Goals:
  - Edit and delete Patient Goals.
  - Completed goals are marked 'Completed'.
- Patient Messages: Create and send pre-defined or custom messages to patients.
- Patient Surveys: Indicators added to the surveys for those intended for patients above age 13.
- Ability to handle device-only assignment.

Admin view app

The management system for administrators has a number of new features and enhancements.

- Channel Guides:
  - ZIP codes are supported and can be configured.
  - Channel number and details from Rovi are shown in Channel Guides page.
  - Subscribed service provider name displayed in Channel Guides page.
  - Subscribed providers have a blue tick mark in Channel Guides page.
  - Indication when a subscribed service provider has one more subscribed channels.

- – Custom channels can be deleted using the 'Delete custom channels' button in the Action menu.
- – Custom channel numbers are mandatory.
- Locations: Option to create floor/facility in Locations page.
- Videos:
  - – All video metadata such as Title, Description, and Link can be deleted using the 'Delete All Videos' button from the Action menu.
  - – Integration with the Nuxeo Content Management System so that the video metadata can be imported into the Admin view app.
  - – Create custom video and custom content categories.
  - – TUI option for generating and uploading thumbnails.
  - – Add video to any Patient view app page.
  - – Ability to disable automatic assignment of educational videos to patients.
- Localization Import/Export: Facilitates the uploading of translated FAQs, Messages, and Requests to the Admin view app using a spreadsheet. Supports Spanish and Arabic translations.
- Cache Refresh:
  - – Enables the administrator to refresh caches of the Cisco Patient Connect experience and integration servers to update information from other systems such as EMR.
  - – When new features/categories are added to the TV application, administrators can refresh the TV App by entering its IP address.
- Operator Messages tool:
  - – Messages can be displayed on the Patient view app screens using the Operator Messages tool.
  - – A separate login for operators allows non-administrators to access Operator Messages tool, create a message, and broadcast it to all Patient view app endpoints or just those in a specific room type.
  - – Messages can be entered on-the-fly or pre-written and stored for future use.
  - – The duration of the messages span from 1 minute to permanently displayed on the Patient view app TV screens. Permanent messages will display until the operator clears them from the tool.
  - – When a message is sent to the Patient view app, all Patient view app features are suspended for the duration of the message.

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Caution   Cisco Patient Connect is a general purpose communication and entertainment system. It is NOT intended to be used as an emergency notification system. Please use your hospital's emergency notification system or other communication channels for emergency, time sensitive, or urgent matters.

- Surveys: Options to create, update, and delete Option Groups in Surveys page.
- Speed Dial: Supports configuration of extension to a IVR system such as when patients want to make a video call to a translation service that then requires the patient to choose from a menu to connect to an interpreter.
- Customize: A message to restart Tomcat and refresh the TV App cache is displayed when applications are turned off in the Customize page.

Fixed Caveats

- Patients were not registered with Food Ordering (Computrition) system.
- SetStaffOnBreakStatus worked intermittently.
- Although the Discharge of Patient feature was removed from the Patient view app, the API Response still showed the patient details in that location.
- 404 error fixed with July Platform update.
- Audio issue when IEC was configured with HDMI audio only.
- Patient view app: Video removed notification was displayed even if there was no video.
- Patient view app: Clicking on Home or My Visit in the left pane did not work when a video was playing.
- Patient view app: Certain Spanish characters, especially those with accents, were not showing on pages.
- Patient view app: If a patient was using a touchscreen, the patient could not change channels or Exit in full screen mode.
- Patient view app: Food menu items page was blank.
- Patient view app: Videos are not updating in the To Do list as soon as the Videos Notification is received.
- Patient view app: Patient Admit was successful in location type Waiting Room but the Patient view app in that location was not showing patient details whereas the API response showed the patient was admitted in that location. Similarly, Patient Admit was successful in location type Guest Room and the Patient view app was showing patient details.
- Patient view app: New ribbons for videos were displayed only when My Videos page (formerly Learn section) was accessed from the Notifications page.
- Patient view app: Navigation problems were reported after videos were played.
- Patient view app: When buttons were pressed on a Cisco Remote Control, two or three items were skipped on the Patient view app. When a phone number was entered using a Cisco Remote Control, three characters were typed for each button pressed.
- Patient view app: On the Cisco Remote, the 'i' (information) and number keys used for the TV Channel Guide were not working.
- Care team view app: Whiteboard view was not uniform across different browsers.
- Care team view app: App customizations were not applying on the Care team view app.
- Care team view app: Users with no 'nurse' role could log into the Care team view app. By default, all users were being assigned the 'everyone' role in the identity server, thus allowing login to all Cisco Patient Connect applications.
- Care team view app: When using an iPad on the Mobile site, going back to a screen did not work with a single tap. Care staff needed to tap two or three times.
- Care team view app: For Mobile site, request messages were not displayed in Patient Details section.
- Admin view app: Handle pagination for task API.
- Admin view app: Speed dial was not working.
- Admin view app: FAQ import was not working as expected.
- Admin view app: Pagination and scrolling was missing in 'Add video' screen in Pathways page.

- Admin view app: Pagination was missing in History tab.

Known Caveats

Table 1   *Known Caveats*

Description	Severity Level
There is a patient discharge issue during the live feed.	2 - Major
Staff images resize.	2 - Major
Patient transfer fails if another patient is admitted to a new location. A LocationNotAvailableException is displayed.	2 - Major
All possible variations of date formats are not supported.	2 - Major
The details of a few TV programs are not shown.	2 - Major
Processing of ADT fails if an unexpected character is encountered.	2 - Major
Unchecked exceptions in the module should not terminate the module.	2 - Major
Care team view app does not refresh the total patient count.	2 - Major
Incorrect exception handling is causing an exception loop in some cases.	2 - Major
Patient record should not be locked if the food ordering functionality is disabled.	2 - Major
Duplicate entry of a patient (MySQLIntegrityConstraintViolationException).	3 - Minor