Wolf EMR

Release Notes for Alberta and BC

v2018.3.10

TELUS | Health

Revised September 19, 2018, version 2018.3.10

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2018.3.10

August 28, 2018

This version of Wolf EMR provides a few enhancements and fixes.

Some enhancements or new features were implemented as a result of ideas that our users suggested on the Wolf EMR community portal (https://telushealthcommunity.force.com/wolfcommunity). We encourage you to continue to submit new ideas and to vote for and comment on existing ideas!

What's new?

Prov.	New feature or enhancement
All	"Setting default keywords and document types when linking several similar documents in a row" below
All	"Support for Fraser Health PDF transcription reports from Excelleris" on the next page
All	"Miscellaneous enhancements" on the next page
All	"Fixes" on the next page

Setting default keywords and document types when linking several similar documents in a row

Users suggested this new feature as an idea on the Wolf community portal: Documents - Options to retain keywords and document type when linking documents

When linking several documents in a row that will have the same keywords and/or document types, you can now choose to retain the ones that you just selected as the default ones for the next document. The keywords and document types are retained only for your current session, and return

to blank after you close the **Documents** window. From the **Options** menu, choose **Retain Keyword (s)** and/or **Retain Document Types**. See "Linking documents to patient charts" in the online help.

Support for Fraser Health PDF transcription reports from Excelleris

Wolf EMR now supports importing Fraser Health PDF Transcription from Excelleris for Maternal Fetal Medicine and Early Pregnancy Assessment Clinic reports. Once imported, these reports display in the **Electronic Investigations** area. Once you view an Excelleris Transcription Report however, it is saved in the **Documents** area in the patient's medical summary. See "Importing electronic investigations and reports" in the online help.

Miscellaneous enhancements

- A new **PatientAgeInYears** bookmark is now available to insert within SMART forms. It inserts the patient's age as a simple numerical (such as 32). For patients younger than 10 years, shows the age in years in decimals (such as 0.75 if the patient is 9 months old). See "Bookmarks" in the online help.
- In various WCB-Alberta forms, some fields were renamed. "Contact with WCB case manager" was renamed to "Case Conference with WCB case manager". And "Contact with WCB physician" was renamed to "Case Conference with WCB physician".
- A new reminder preference was added in **Patient Maintenance** for patients who prefer to have **No Automated Reminder**. See "Adding a new patient" in the online help.
- The **Appointment CSV Extract** report now includes additional fields for patient ID, appointment ID, provider ID, preferred language, and the patient name is split into first, middle, and last name. See "Scheduling reports' in the online help.

Fixes

Prov.	Wolf ID	Problem ID	Description
All	WLF-217331	646763	When merging two patient charts, the patient status (such as active or deceased) was not merged properly.
All	WLF-236584	1071146	In practice searches, users were unable to add the column for Lab Result Date (Most Recent Type) in the search results.

Prov.	Wolf ID	Problem ID	Description
All	WLF-237377	1078211	In the scheduler, the incorrect referring MD was saved.
All	WLF-237687	1094359	When using the Wolf EMR patient portal and when you specified to exclude an appointment from appointment reminders, patients still received a reminder.
All	WLF-237788	1097066	If a message had no text within the main message body and you re-directed the message, and then closed the WorkDesk with the re-direct window still opened, the message was deleted.
All	WLF-238132	1088937	In practice searches, users were unable to add a column for **Lab Result (Most Recent of Type**) in the search results.

2018.3

August 15, 2018

This version of Wolf EMR provides new features, enhancements, and fixes.

Some enhancements or new features were implemented as a result of ideas that our users suggested on the Wolf EMR community portal (https://telushealthcommunity.force.com/wolfcommunity). We encourage you to continue to submit new ideas and to vote for and comment on existing ideas!

What's new?

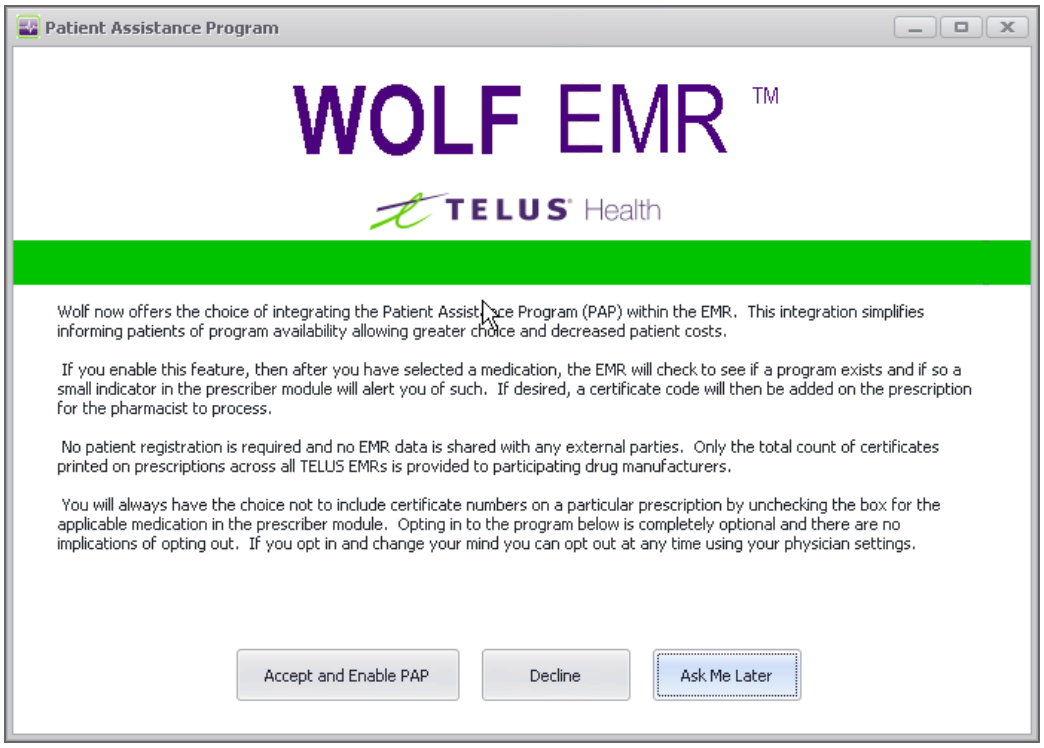
Prov.	New feature or enhancement
All	"Patient assistance program" below
All	"New prescriber enhancements" on page 9
All	"Pharmacy address book" on page 11
All	"Medication list updates" on page 12
AB, BC	"Vitals entry enhancements" on page 12
All	"Lab enhancements" on page 14
AB	"Alberta billing enhancement" on page 15
All	"Miscellaneous enhancements" on page 15
All	"New or changed SMART forms" on page 16
All	"Fixes" on page 19

Patient assistance program

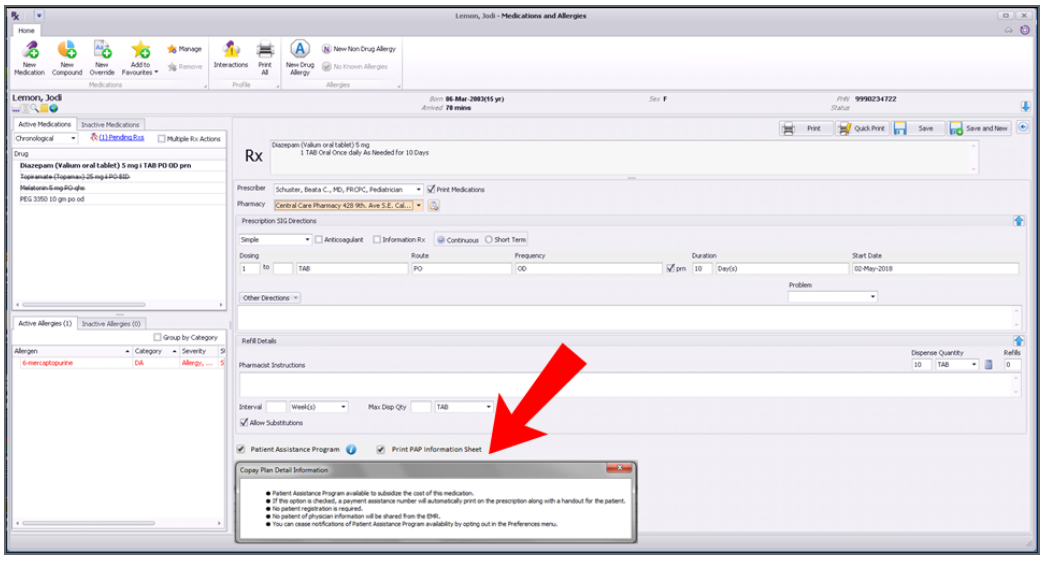
Wolf EMR now integrates Patient Assistance Program (PAP) information directly on your prescriptions while prescribing participating medications with the new prescriber. This copay program enables patients to receive brand-name medication at a subsidized cost from participating manufacturers. This integration simplifies informing patients of program availability, allowing greater choice and decreased patient costs.

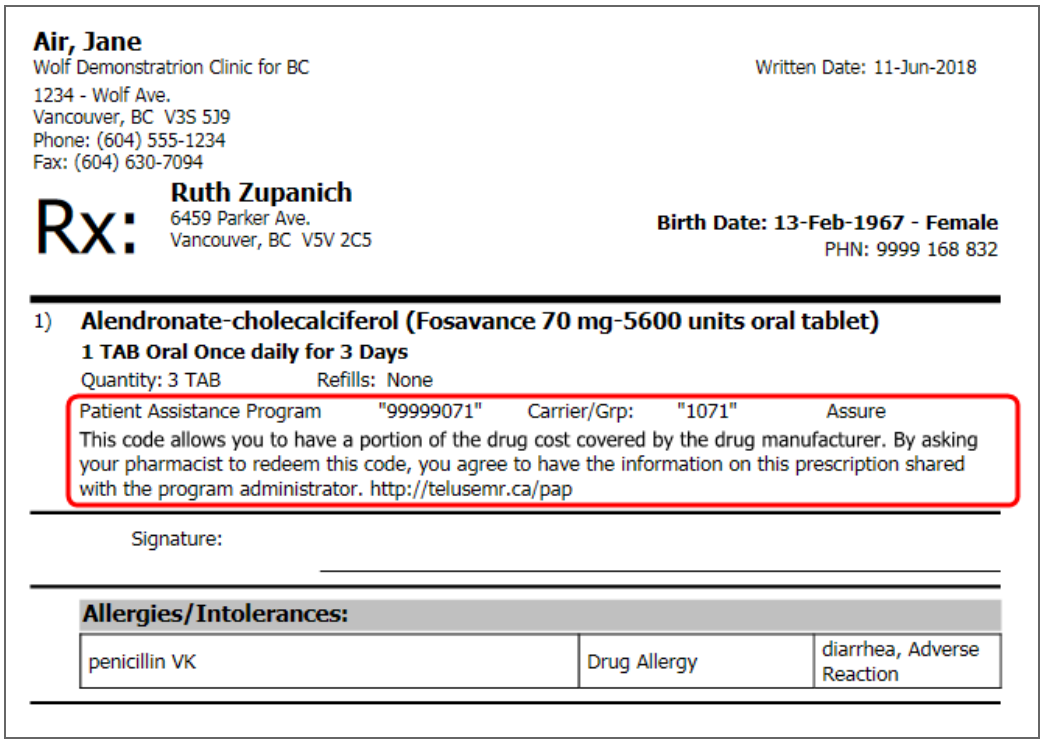
Note: This integration is only available in the new prescriber. If you are not yet using or haven't yet learned about the new prescriber, see "New prescriber" in the help or the New Prescriber User Guide.

After the update to this version of the EMR, each provider will be prompted upon log in to participate in the program. Providers can also opt out (or opt in) at any time.



When providers opt in, after they choose a medication to prescribe, the EMR checks to see if a program exists and, if so, an indicator within the medications window alerts you. If desired, a certification code will then be added on the prescription for the pharmacy to process and you can print an optional information sheet for the patient and pharmacy.





Air, Jane
Wolf Demonstratrion Clinic for BC
1234 - Wolf Ave.
Vancouver, BC V3S 5J9
Phone: (604) 555-1234
Fax: (604) 630-7094

Written Date: 11-Jun-2018

Rx: **Ruth Zupanich**
6459 Parker Ave.
Vancouver, BC V5V 2C5

Birth Date: 13-Feb-1967 - Female
PHN: 9999 168 832

1) **Alendronate-cholecalciferol (Fosavance 70 mg-5600 units oral tablet)**
1 TAB Oral Once daily for 3 Days
Quantity: 3 TAB Refills: None

Patient Assistance Program "99999071" Carrier/Grp: "1071" Assure
This code allows you to have a portion of the drug cost covered by the drug manufacturer. By asking your pharmacist to redeem this code, you agree to have the information on this prescription shared with the program administrator. http://telusemr.ca/pap

Signature:

Allergies/Intolerances:

penicillin VK	Drug Allergy	diarrhea, Adverse Reaction

For more information, see "Patient assistance program" in the online help.

New prescriber enhancements

The new prescriber received the following enhancement. If you haven't yet learned about the new prescriber, see "New prescriber" in the online help or the New Prescriber User Guide.

Printing all medications prescribed by other providers

When you choose to **Print All** prescriptions, medications prescribed by other providers in your clinic are now included.

New prescription fields

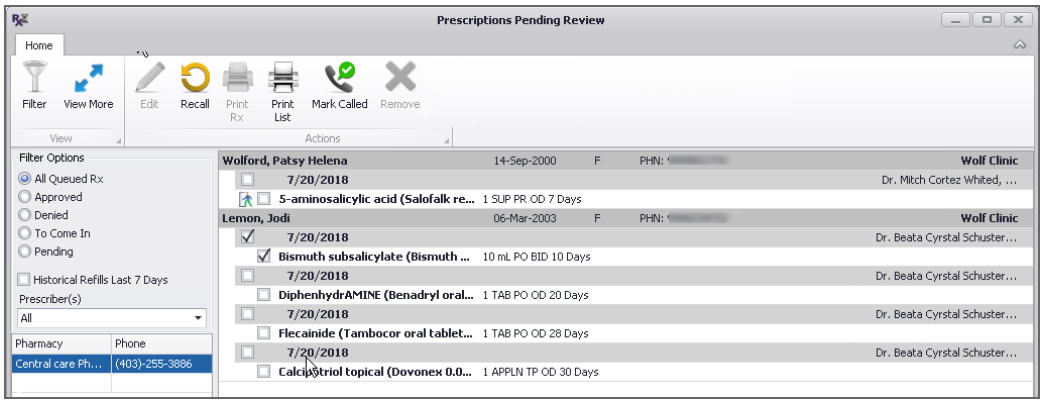
The following new fields are now available when prescribing medications. While these were added to support the upcoming PrescribeIT™ e-prescribing functionality, they are available to all users of the new prescriber.

- **Site of Admin**: (blank by default) Indicates to a pharmacy where a medication should be administered (such as left shoulder). You can manually add new sites.
- **Problem**: If a problem is selected within the prescription, it now appears in the printed prescription.

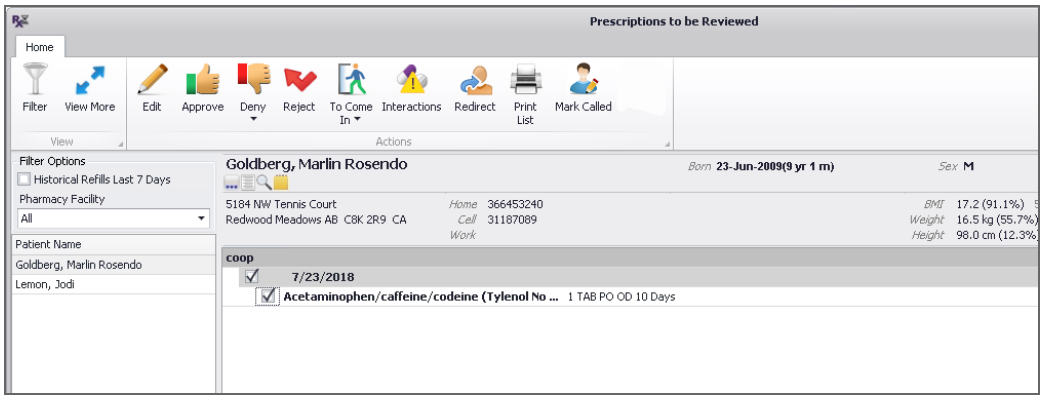
Improved renewal requests window

The **Prescriptions Pending Review** window for both front-end staff and providers was improved.

Front-end staff view:



Provider view:



- Renewal requests for each pharmacy or patient are now grouped.

  In the front-end staff view, the first line shows the patient information, followed by the date of the request, and medication details.

  In the provider view, the patient banner appears at the top. The first line shows the pharmacy information, followed by the date, location, and provider who is requesting the renewal, followed by the medication details.

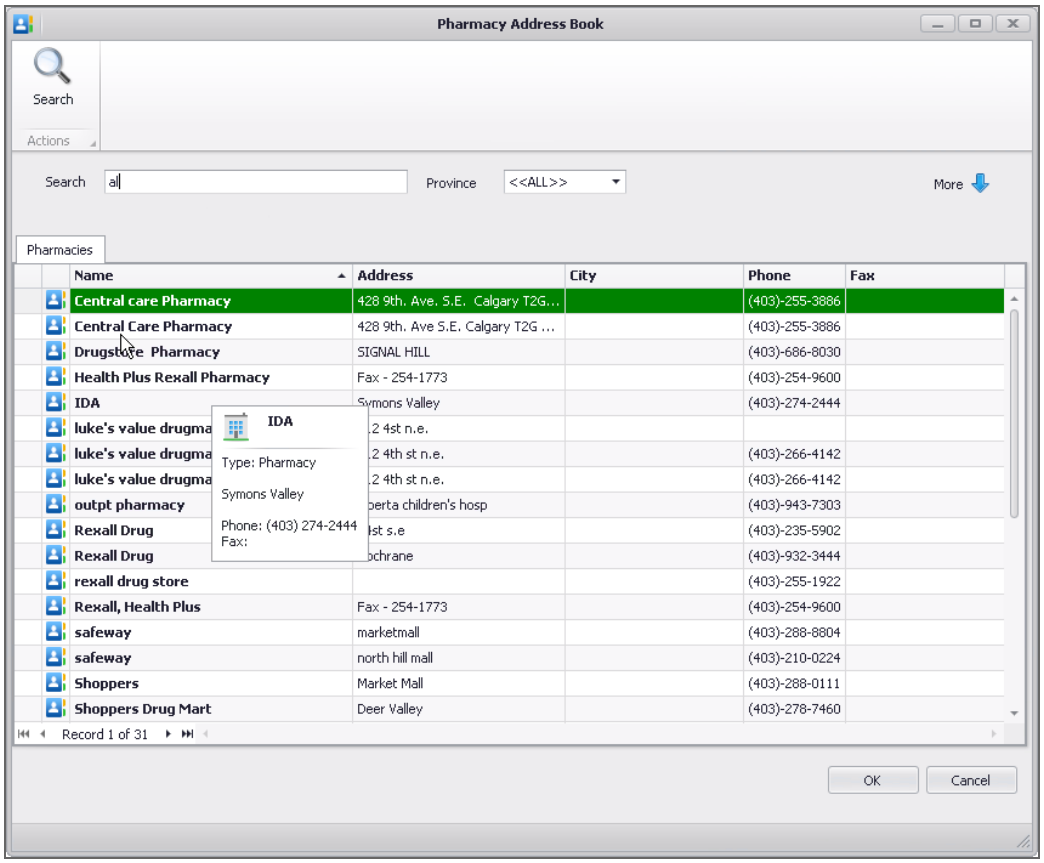
  To see more detailed information, click **View More**.

- Status icons now appear for each medication in the queue. This enables you to see at a glance which action was taken (approved, denied, patient must come in, recalled)

For more information, see "Managing queued prescriptions - queuer workflow (new prescriber)" or "Processing queued prescriptions and refill requests (- provider workflow (new prescriber)" in the online help.

Pharmacy address book

A new pharmacy address book is now available when you search for a pharmacy while prescribing and in **Patient Maintenance**. When you select a pharmacy, click the icon.



Medication list updates

The Multum medication and interaction list was updated to reflect new, modified, and discontinued medications, as well as updated dosages up to the June 2018 drug list.

Vitals entry enhancements

Users suggested this new feature as an idea on the Wolf community portal: Entering vitals

We improved how vitals are entered in Wolf EMR. Front-end staff can now enter vitals without the presence of a health care provider. In addition, providers and front-end staff can now easily enter historical vitals and enter multiple values of the same vital (such as blood pressure taken at intervals during the same visit). You can access the vitals options from the right-click menu (**Vitals Without a Provider**, **Vitals Multiple**, and **Vitals Historical**).

Entering vitals by front-end staff

Front-end staff can now enter vitals in patient chart s without the presence of a provider. For example, if patients are participating in a weight management program, staff can capture their weight from the clinic scale.

From the WorkDesk, under **Data Entry**, click **Vitals Without Provider** and find the patient.

These vitals visits do not have a real provider attached to them and are not billed. Instead, they are entered as a special “vitals without provider” visit, under a specially-configured “non-provider” (for example, named **Vitals Provider**). These visits appear in the list of encounters, and show the initials of the vitals provider (for example **VP**).

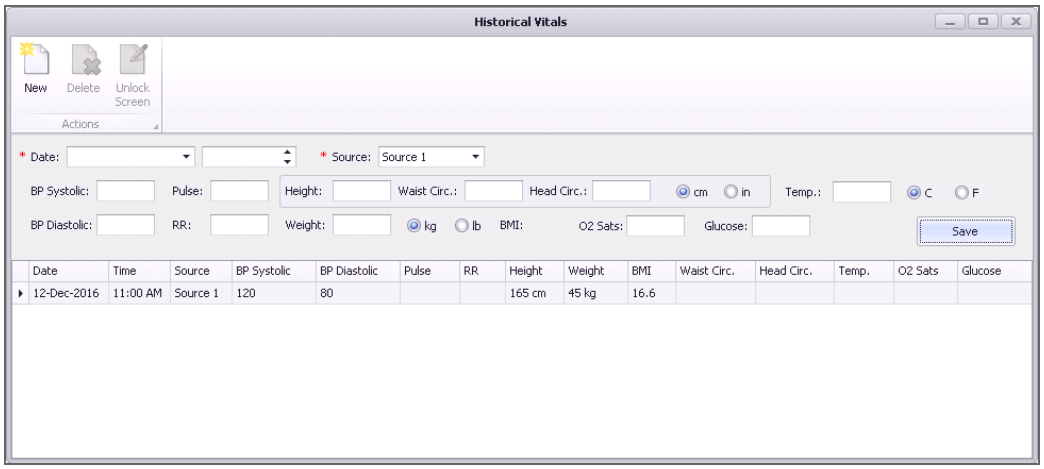
When filtering encounters, you can choose to include or exclude these vitals visits. Before front-end staff can enter vitals, the special vitals provider must first be enabled and configured.

For more information, see "Entering vitals by front-end staff" and "Configuring a “non-provider” for vitals entry" in the help.

Entering historical vitals

You can now easily enter multiple historical vitals at once. For example, a patient may provide a set of vitals that they captured over the course of several days or weeks. Or, you may receive a set of vitals from a consultant’s letter. There is no encounter associated with these readings.

From the WorkDesk, under **Data Entry**, click **Historical Vitals** and find the patient.



For more information, see "Entering historical vitals" and "Configuring historical vitals entry" in the help.

Entering multiple vitals

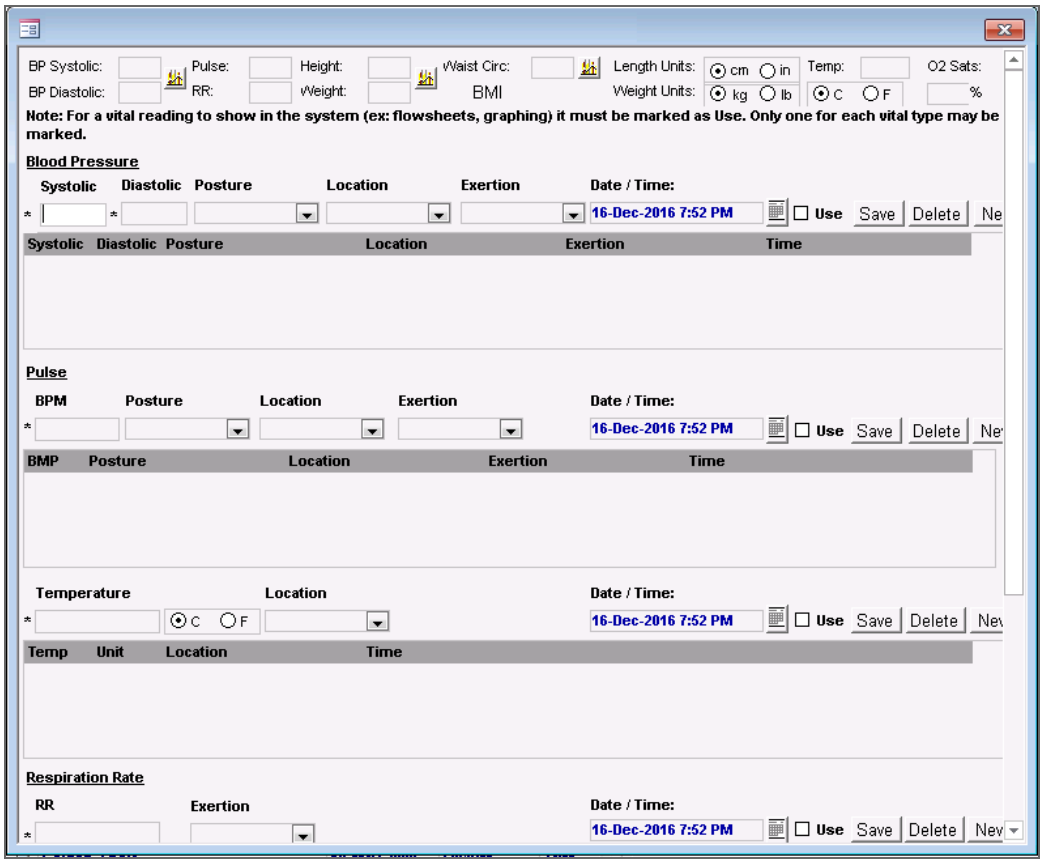
You can enter multiple readings of the same vital for blood pressure, pulse, temperature, respiration rate, and O2 saturation. For example, an anxious patient may have multiple blood pressure readings taken every 15 minutes for an hour.

The recording of multiple vitals can be attached to a vitals visit performed by front-end staff or to a regular encounter with a provider.

For front-end staff, from the WorkDesk , under **Data Entry**, click **Vitals Without Provider**, and find the patient.

For providers, from the WorkDesk, click **Vitals Entry** and select the encounter from the list.

In the **Structured Examinations** list, choose **Vitals Multiple**.



For more information, see "Entering multiple vitals" and "Configuring multiple vitals entry" in the help.

Lab enhancements

Investigation reports from the following facilities are now available in the **Documents** tab.

- Endoscopy reports from Fraser Health Authority
- Clinical & Systems Transformation reports from Vancouver Coastal, Providence Health and PHSA Health Authorities

Alberta billing enhancement

In Alberta, when searching for bills, you can now search for inactive providers' bills. See "Searching for bills" in the online help.

Miscellaneous enhancements

Height on adult charts

Users suggested this new feature as an idea on the Wolf community portal: Height on adult chart

You can now see the height of adult patients (20+) when you hover your mouse over the weight in the patient banner.

Head circumference in general visit templates

Users suggested this new feature as an idea on the Wolf community portal: Head Circumference Needs to be Added to the General Template

You can now enter the head circumference in the **General Visit** SOAP exam template (in addition to vitals entry (F6) window).

Other enhancements

- When scheduling recurring appointments or courses, you can now choose a **Biweekly** option for appointments every two weeks.
- Mammograms now appear as a procedure type when entering preventive care results for male patients.
- The **Maternity Patients Registered** list now excludes inactive patients by default.

- When viewing the list of external consultants, you can now view inactive consultants. In the list of consultants, an (I) indicator appears if a provider is inactive.
- When searching for external consultants, you can now search for inactive ones. Select the **Include Inactive** check box. In the list of consultants, inactive ones appear with an (I) indicator before their name. When you view their details, the date when they became inactive in your system is included.
- In British Columbia, when editing an incomplete WSIB form, you can now edit the **Attending Physician**. This is useful when one provider starts the form and another provider completes and submits it later.
- We improved the performance of loading electronic signatures within SMART forms.

New or changed SMART forms

National forms

Region	New	Update	SMART form name
Forms			
CAN	X		Consent to Obtain Personal Information-Service Canada
CAN	X		Medical Report-Service Canada
CAN		X	TRELEGY ELLIPTA Patient Support Program

Alberta forms

Region	New	Update	SMART form name
Forms			
AB	X		24 Hour Blood Pressure Monitoring Ref
AB	X		Assessment of Mental Functioning-AISH
AB			Deleted: Audiology Consultation Referral
AB	X		Cardiac Diagnostic Req-North West Cardio-AB
AB	X		Home Care Referral-AHS Home Care Ref-AHW
AB		X	Lumbar Spine Imaging Screening Record
AB		X	Senior Health & Geriatric Medicine Ref
AB	X		Surgical Booking Request Change or Cancellation
Calgary		X	AHS Anorectal Clinic Referral

Region	New	Update	SMART form name
Calgary		X	Asthma Ped Ref-ACH
Calgary		X	Audiology Ref-Bow River Hearing
Calgary		X	Community Accessible Rehab Ref
Calgary		X	COPD & Asthma Ref
Calgary	X		COPD & Asthma Program Respiratory Education Ref
Calgary	X		DECA Diabetes Endocrinology
Calgary	X		Diabetes Centre Educator Referral
Calgary	X		Diabetes Clinic Referral Calgary Rural-AHS
Calgary		X	Diabetes in Pregnancy Ref
Calgary		X	Hearing Loss Ref-HLC
Calgary		X	MEI Momentum Evidence Innovative (replaces >Physiatry Ref-Evidence)
Calgary		X	Panther Sports Medicine Req
Calgary	X		Pelvic Floor Clinic Ref-AHS
Calgary		X	Referral Form-PCNCF
Capital		X	Child & Teen Mental Health
Capital			Deleted: MRI Req (OP Consult)-CHG
Requisitions			
AB		X	CT Req-AHS
AB		X	MRI Req-AHS
AB		X	Nuclear Imaging Req-AHS
AB		X	Sleep Disorder Ref-Quality Sleep Care
AB		X	Sleep Referral-MedSlee (replaces Sleep Disorder Ref-MedSleep)
AB		X	Zoonotics-Serology Req 20087
Calgary		X	Molecular Diagnostic Req-ACH
Calgary	X		Pediatric Nutrition Counselling Ref
Calgary		X	Pulmonary Req-Peak
Calgary		X	Respiratory Req-Dream Sleep
Calgary		X	Ultrasound Req-Sunridge
Capital		X	Adult Bariatric Clinic Ref
Capital		X	AHS Community Audiology Services Request

Region	New	Update	SMART form name
Capital			Deleted: Colonoscopy Screening-SCOPE
Capital		X	Micro Req-Dynalife-AB Cap
Capital			Deleted: MRI Req (OP Consult)-CHG
Capital	X		Pulmonary Req -Optimum Pulmonary Diagnostics
Capital			Deleted: Respiratory Req-Garneau
Central	X		Lab Req
Central	X		Non-gynecological cytology requisition
North		X	Lab Req-AB (19946)
South	X		Colposcopy Referral-AHS

British Columbia forms

Region	New	Update	SMART form name
Forms			
BC		X	Bounce Back Ref (replaces form in the VIHA folder)
BC	X		First Link Alzheimer Society
BC		X	Report Ability to Drive
IHA	X		BCCH Scoliosis Referral Form
IHA	X		Diabetes Education Centre Ref
VCHA	X		Maternal Child Health Program ref - Kaxla Heiltsuk Society
VCHA			DELETED: Pain Assessment Ref-Change Pain
VCHA			DELETED: Internal Medicine & Rapid Access Ref-StPaul
VCHA		X	Sexual Health Ref (Female)-UBC
VIHA	X		Diabetes Education Centre Ref
VIHA	X		Outpatient Adult Diabetes Services Ref
Requisitions			
BC		X	Bone Density (OP)
BC	X		Sleep & Respiratory Req-Mainland
BC		X	NIPT Req-LifeLabs Panorama
BC	X		Respiratory Ref-Independent Respiratory (replaces Respiratory Ref)
FHA	X		Cardiology Diagnostic Services Req-Burnaby Hospital
FHA	X		Pulmonary Diag Req (RTXX106256A)

Region	New	Update	SMART form name
IHA			DELETED: EMG Req-RIH
IHA		X	MRI Req
IHA		X	Respiratory Services Req
VCHA	X		Alzheimer Patient Registration
VCHA		X	US & X-Ray Req-WCMI
VHCA		X	Bone Density Req-Greig
VHCA		X	Fertility Ref-Olive
VHCA	X		Rapid Breast Req-PHC
VHCA		X	X-Ray Req-Greig
VIHA	X		Atrial Fibriliation Clinic-RJH
VIHA		X	Lab Req-BC VIHA
Special authority forms			
BC			DELETED: Glycopyrronium + Tiotropium (5362)
BC	X		Pharmacare Medication coverage- Medical Assistance in Dying
BC	X		Renflexis (Infliximab) PSP Enrollment - Merck
BC		X	Xpose Rheumatology PSP enrollement_Cosentyx Xpose Dermatology PSP enrollement Cosentyx Xpose - XOLAIR for CIU

Saskatchewan form

Region	New	Update	SMART form name
Requisitions			
SK		X	MRI Req-Mayfair

Fixes

Prov.	Wolf ID	Problem ID	Description
All	WLF-214275	613526	When printing an encounter from Patient Maintenance, users encountered the error "Invalid length parameter passed to the RIGHT function".
All	WLF-216707	608426	In the scheduler, when viewing a patient list from the appointment details, users were unable to choose a list when they had previously viewed another patient list.

Prov.	Wolf ID	Problem ID	Description
All	WLF-228078	924099	In practice searches, when viewing rule matches, if two patients had the same first and last name, they appeared as a single patient instead of two separate patients.
All	WLF-231004	953725	If a patient had two appointments in the same day, opening the Vitals Entry (F6) from the scheduler always opened an encounter for the first appointment of the day.
AB BC	WLF-231094	981214	In the Service Summary billing report, locum bills were not included when the provider they were covering for had bills within the report dates.
All	WLF-234072	1017844	Added more white margin space at the top of printed prescriptions created with the new prescriber to prevent text from getting cut off when manually faxing.
All	WLF-234567	1028009	In the scheduler, if a user was restricted from viewing patient demographics, information was still visible.
All	WLF-235038	1038365	When adding vaccinations, users could enter an empty line after a lot number, which caused issues when exporting the immunization report to a spreadsheet.
All	WLF-235142	1039173	In the referral letter composer, re-opening and printing a past letter displayed today's date instead of the original letter date.
All	WLF-235516	1047922	Document keywords for PSA (prostate-specific antigen) were not identifying the document as a preventive care procedure in the medical summary.
All	WLF-235653	618313	Deleting an ICD9 codes in configuration generated the error "Error: -2147217913 was generated by Microsoft OLE DB provider for ODBC Drivers".
All	WLF-235916	1058860	Running the Appointment CSV Extract report generated the error: "This program is blocked by group policy." then "Access to the path 'F:\AppointmentExportReport_...csv' is denied".
All	WLF-236008		Printing a patient lab results from the **Investigation/Document In Basket** using **Quick Print** used the printer from the last room you were in.
All	WLF-236375	1067880	Configuring a new province generated the error "Run-time error '-2147217900(80040e14)': Invalid column name".
All	WLF-236495	1070306	In the **Tasks** tab of the provider WorkDesk, the pane intermittently caused display issues.

Prov.	Wolf ID	Problem ID	Description
All	WLF-236553	1071216	In practice search results, users were unable to add a column for the Exam Finding Date (Most Recent of Type).
AB	WLF-236648	1073057	When a lab import from Calgary Laboratory Services was interrupted, only partial lab information appeared in patient charts.
All	WLF-236664	1073082	When copying appointments in the scheduler that were written off or memoed, the Memo or Write Off status was not copied.
All	WLF-236838	1068974	In SOAP notes, users were unable to print all information from exam findings.
All	WLF-238055	1110197	Users were unable to print referrals from the Referral Letter Composer. When using the Quick Print button, users encountered an error and the referral did not print and when using the Print button no error was generated but the referral also did not print.

Known issues in 2018.3.10

TELUS Health is aware of the following known issues in the Wolf EMR 2018.3.10 release, which will be further triaged and resolved in upcoming releases.

While we make every effort to include information about high priority defects and fixes that, in our best judgment, should be disclosed to clients, be aware that not all known defects and fixes are documented herein.

Critical issues

Users affected	Description	Notes
All WorkDesk users	Groups without any members linked are displayed and can be selected in the **Follow Ups** window. **Workaround:** None - data display issue; do not send messages to groups that have no active members.	WLF-116777

Document issues

Users affected	Description	Notes
All users	If you click the middle part of the **Documents** window and press F9 to open **Patient Maintenance**, an error message (Run-time error: Invalid procedure call or argument) is displayed. After you click **OK**, the **Documents** window closes. **Workaround:** None	WLF-116848

Lab issues

Users affected	Description	Notes
All users	Import history for Lab 3 is showing CRC-32 value instead of SHA512 value. **Workaround:** None	WLF-213715

Patient List issues

Users affected	Description	Notes
All users	Under certain conditions, items from the Patient Search tab are being displayed on the **Restriction Data** tab. **Workaround:** None	WLF-212806

Patient Maintenance issues

Users affected	Description	Notes
All Patient Maintenance users	If you open the Patient Search window from the **Patient Search** tab of **Patient Maintenance** (from Scheduling), in the calendar (displayed from the Birth Date field of Patient Search) you cannot use the mouse to select a different date; you must use the keyboard instead. **Workaround:** Avoid using this workflow to enter the birth date for a patient.	WLF-117035
Clinic administrators	Users with view-only access to the Demographics module can create new patient records via the **Patient Quick Add** form. Users with view-only access can create patients using the quick-add tool, but these cannot be modified post-creation. These would also be limited to very basic details (Name, DOB, PHN, Phone#). **Workaround:** Users with read-only access to demographics should not use the **Patient Quick Add** tool.	WLF-116776

Users affected	Description	Notes
All Patient Maintenance users	An “Invalid procedure call or argument” error is displayed if any text field ends with a hyphen (-) on the **Name/Addr/Phone** tab. **Workaround:** Avoid ending any text field in the **Name/Addr/Phone** tab with a hyphen.	WLF-116731
All Patient Maintenance users	When you try to unmask a security restriction, an error message (“Run-time error: Invalid procedure call or argument”) is displayed. **Workaround:** None.	WLF-116997

Patient Portal issues

Users affected	Description	Notes
Patient Portal users	If you sign out from the patient portal while in step 2 of booking an appointment, “An Error Has Occurred” is displayed. **Workaround:** None	WLF-213897

Scheduling issues

Users affected	Description	Notes
Scheduler users	The application ends abnormally if a view-only location is selected in the **Filter** drop-down list and you select **Configure** > **Physician and Clinic Hours** (Schedule Setup). **Workaround:** Avoid accessing **Schedule Setup** for view-only locations.	WLF-117034

WorkDesk issues

Users affected	Description	Notes
Physician WorkDesk users	After you resize the window and restore it, part of the window is cut off. **Workaround:** Close and reopen the WorkDesk.	WLF-214032
All users	Under certain conditions, the **Change Log** records exam items that haven't changed. Each time you open a tab, information is written to the change log. **Workaround:** None.	WLF-211893
Physician WorkDesk users	An error message is displayed when you try to add a history element to a SOAP template. **Workaround:** None.	WLF-213726
All users	Some new buttons are displayed in the main WorkDesk window (for example, items to restore, minimize, and close the window); they don't do anything. **Workaround:** None.	WLF-214051
Physician WorkDesk users	The pin icon is displayed (in the lower right corner of the expanded ribbon [after you click a button - for example, Configuration - in the main WorkDesk window]). **Workaround:** None.	WLF-214031
Physician WorkDesk users	The Audit Log doesn't have matching records when a service provider creates a visit record via Consult Letter. **Workaround:** None - data display issue.	WLF-116558
Physician WorkDesk users	If a service provider is configured with a Message recipient default of “none”, the EMR ignores this setting and uses the clinic-level setting. **Workaround:** Avoid using the “none” option for now.	WLF-115871
Front Office Staff WorkDesk users	An unexpected window (Enter Parameter Value) is displayed when you open an incomplete radiology report. **Workaround:** Ignore the window.	WLF-117001
BC prenatal form users	On the **Part 2 Visits** tab of the **Prenatal** form, you can enter a non-numeric value in the **Weight** field. **Workaround:** Enter only numeric values in the weight field.	WLF-116459