



DASH 21.1

## Service Pack #1 Updates

DASH 21.1 Service Pack #1 contains bug fixes and minor enhancements for the DASHcentral and DASHself applications. Please contact your Client Success Manager with any questions.

### **DASHcentral**

#### **Appointment Scheduling**

- Fixed an issue that allowed some “view-only” users to cancel and reschedule appointments.
- Fixed a bug that was causing some patient Q&A responses not to display in the Appointment Details page.
- Fixed an error causing the Today’s Appointments page not to show the total number of appointments scheduled for the day.

#### **Alert Display**

- Patient alerts (e.g., bad debts, insurance verification) now display in all patient search results.
- An error will now display if an Alert update was unsuccessful.

#### **Provider & Specialty Fixes**

- “Inactive” providers are no longer shown in the “referring providers” field on the demographics page.
- ‘Inactive’ specialties will no longer display during appointment search.
- Primary Care and Referring provider phone numbers now display consistently when adding or updating a patient record.
- When a referral task is created, the Referring Provider will automatically populate the same field in the Patient Demographics page.
- Linked providers (e.g., MD-PA pairs) will now be auto-selected after the “Search” action, in addition to “Select.”

#### **Other Fixes & Enhancements**

- Removed a restriction that prevented all relevant insurance plans with similar names from displaying in search results.
- Resolved an issue related to the duplication of Recall column headings, and ensured the display of relevant recall records based on search parameters.
- Resolved an issue affecting the parking wait time and the clinic wait time displays.
- Fixed a bug that required a “Suffix” field entry on the “User Set Up” page.

## **DASHself**

### **Date & Time Selection**

- Fixed a bug that caused the clinic logo not to display on some Rescheduling, Canceling, or Confirming appointment screens.
- Fixed a bug to allow patients belonging to multi-provider groups to schedule online appointments.
- When rescheduling an appointment, patients' preference questions will no longer be asked a second time; they will be stored and reused for the new appointment.
- Appointment notes from previously scheduled appointments will now copy to the rescheduled date & time.

### **Provider Selection**

- A fix has been made to enable adding provider photos for DASHself scheduling.
- Fixed a bug to consistently display images for associated providers.
- DASHself will no longer be able to override the "Referred Provider" and "Preferred Facility" fields in the patient demographics page. These fields will only be updated if the patient is new to the clinic.
- If a provider has only telehealth appointment availability, these time slots will now appear automatically.
- Repaired an issue causing some provider preference questions to display twice.
- Improved DASHself provider search performance by reducing the time window for available appointments from six months to three months.

### **Visit Reason Selection**

- Improved the rendering of Visit Reason and Insurance Plan descriptions to eliminate truncation on mobile devices.
- Users can now manually set the order in which visit reasons appear in the dropdown menu.