



# **DASH 21.1**

## Product Release Notes

April 2021

# Copyright

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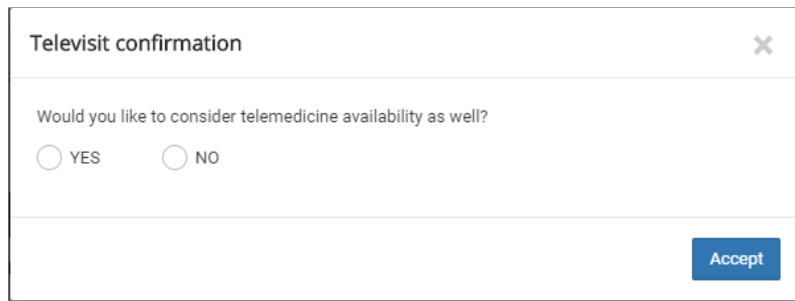
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# DASHcentral

## New Features

### Telehealth Confirmation Pop-Up

For any DASH environment with services and chief complaints enabled for Telehealth, the Telehealth Confirmation Pop Up which asks for the user's approval in looking for telemedicine slots is now configurable. In earlier versions of DASHcentral, the following pop-up was shown every time a chief complaint and service combination which was enabled for Telehealth was selected while scheduling.



The image shows a screenshot of a web-based pop-up dialog box titled "Televisit confirmation". In the top right corner of the dialog is a close button represented by an "X" icon. The main content area of the dialog contains the question "Would you like to consider telemedicine availability as well?". Below this question are two radio button options: "YES" and "NO". The "YES" option is selected, indicated by a filled circle. At the bottom right of the dialog is a blue button labeled "Accept".

You now have the option to decide if you would or would not like to view this pop-up question every time an appointment search with a chief complaint or service enabled for Telehealth is selected. If you would like to continue to view this pop question, DASH will continue to display the above pop-up. If you would not like to continue to view this pop-up question, DASH will search for telehealth slots in addition to office visit slots, each time you look for slots and if telehealth slots are available, DASH will prompt you as outlined below:

Recommended Slots						
<div> <div>Telehealth Slots are available</div> <div>Show Telehealth Slots Only</div> <div>Show urgent slots</div> <div>Advanced</div> <div>Eliminated Slots</div> <div>Confirm slot</div> </div>						
Rank	Date and Time	Provider / Resource	Facility	Status	Appointment type	
1	Wednesday, Dec 16, 2020 04:20 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10	
2	Thursday, Dec 17, 2020 09:00 AM 10 mins	Daniel Carothers, MD	Brookhaven	Available	NEW PATIENT 10	
3	Thursday, Dec 17, 2020 10:00 AM 10 mins	Daniel Carothers, MD	Brookhaven	Available	NEW PATIENT 10	
4	Thursday, Dec 17, 2020 04:20 PM 10 mins	Daniel Carothers, MD	Brookhaven	Available	NEW PATIENT 10	
5	Friday, Dec 18, 2020 09:40 AM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10	
6	Monday, Dec 21, 2020 04:00 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10	
7	Monday, Dec 21, 2020 04:10 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10	
8	Monday, Dec 21, 2020 04:30 PM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10	
9	Wednesday, Dec 23, 2020 09:00 AM 10 mins	Daniel Carothers, MD	Preston Ridge (Alpharetta)	Available	NEW PATIENT 10	

Please note that this change can currently be done by the client success team at Radix only. If you decide to change this configuration on your end, please reach out to your Client Success Manager.



USER  
All Users

**User Type:** All Users

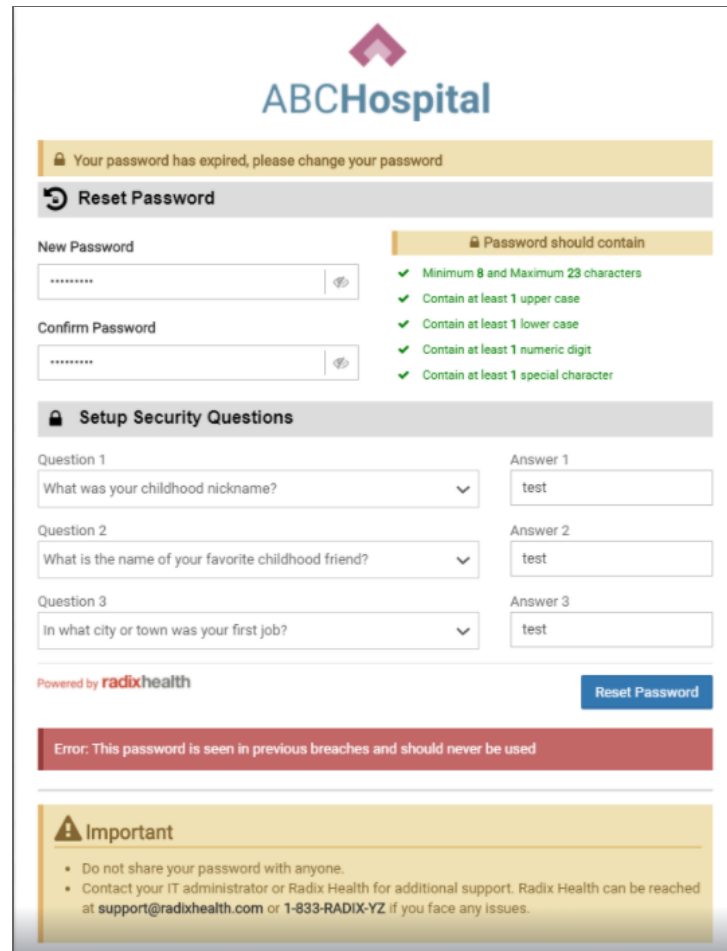
**Feature:** Configure the Televisit Confirmation Pop-Up

**What You Can Now Do:** For those chief complaints enabled for telehealth, users can choose whether or not they would like to see the pop-up display asking to also view telehealth slots during scheduling. If users select to not see the pop-up each time, the system will prompt the user when telehealth slots are available.

## Password Security

DASH will now check for compromised passwords while adding or updating a user. The system will prompt the user to select a different password if the one created has had a security breach from DASH and other sites. The list of compromised passwords will be updated periodically.

In order to create a secure DASH password, please use a minimum of 8 and a maximum of 23 characters. Please make sure your password contains at least 1 uppercase letter, 1 lowercase letter, 1 numeric digit, and 1 special character.



The screenshot shows the ABC Hospital login interface. At the top is the ABC Hospital logo. Below it, a yellow banner states: "Your password has expired, please change your password". The main section is titled "Reset Password" with a circular arrow icon. It contains two input fields: "New Password" and "Confirm Password", both with masked characters and an eye icon to toggle visibility. To the right of these fields is a list of password requirements: "Minimum 8 and Maximum 23 characters", "Contain at least 1 upper case", "Contain at least 1 lower case", "Contain at least 1 numeric digit", and "Contain at least 1 special character". Below the password fields is a "Setup Security Questions" section with three questions and their corresponding answers. The questions are: "What was your childhood nickname?", "What is the name of your favorite childhood friend?", and "In what city or town was your first job?". The answers are all "test". At the bottom right of the form is a blue "Reset Password" button. Below the button is a red error message: "Error: This password is seen in previous breaches and should never be used". At the very bottom is an "Important" section with a warning icon and text: "Do not share your password with anyone. Contact your IT administrator or Radix Health for additional support. Radix Health can be reached at support@radixhealth.com or 1-833-RADIX-YZ if you face any issues."



USER  
All Users

**User Type:** All Users

**Feature:** Password Security Check

**What You Can Now Do:** When you add or update a user in DASH, the system will now check to ensure the password is not compromised. If the password the user selects has been found in a previous security breach, DASH will prompt them to select a different password. The list of compromised passwords will be updated periodically.

# Client Enablement Updates

## [COMING SOON] Triage Configuration UI

DASHcentral has a new user interface that enables users to design and maintain the triage scheduling workflow and outcomes from start to finish. Users will now be able to create triage questions, design dedicated scheduling outcomes and decision trees directly from the DASHcentral user interface.



USER  
All Users

**User Type:** All Users

**Feature:** Triage Workflow UI Improvements & Added Maintenance

**What You Can Now Do:** You will have the ability to create triage questions and design scheduling suggestions and outcomes. First, you'll need to create triage questions, and from there will be able to create a decision tree and workflows.

# Bug Fixes & Enhancements

## Appointment Scheduling page

There were issues with the facility map loading correctly for facilities where Address Line 2 was missing in Facility details. This has now been fixed.

## Triage

Ideally, after a user answers the questions in a triage workflow, facilities and providers should load according to client specifications. Few bugs had been encountered with this workflow, which have now been addressed and fixes have been put in place.

## Email validation

For clients where the email field in patient demographics was non-mandatory, users were able to enter incorrectly formatted text and save changes, causing errors with EHR integration. This has now been fixed, and validation has been put into place for any text in the email field even when the field is non-mandatory.

### **Appointment Detail pop-up**

The preference override section in the appointment details window lets the user know whether or not the “override preferences” functionality had been used while scheduling that appointment. A few instances of this not working correctly each time were reported, which has now been addressed and fixed.

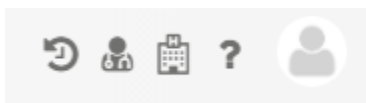
### **Today's appointments page**

Error messages while triggering a text or email while initiating check-in for a patient have been made user-friendly, which will help users pinpoint the cause of the error, and take necessary steps.

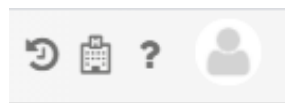
### **Deletion of staff icon**

The Staff icon present at the top right-hand corner of the DASH screen will now be deprecated due to being unused.

Previous Icons



Current Icons





# DASHin

## New Features

### **Addition of two new fields on the patient validation page**

The two new fields -- zip code and patient's date of birth -- are added on the patient validation page in DASHin. Both of these fields are mandatory and you have to enter valid patient information in them.

If you enter invalid information in one or both fields, you will not be redirected to the next page unless the correct values are entered.

DASHin will display respective error messages if the zip code or the patient's date of birth do not match the values given in the DASH system.

NOTE: DASHin will accept only the first 5 digits for the zip code field.

ABC Hospital

Select your preferred language

English

Zip code \*

Zip code \*

Patient's date of birth \*

Month \* Date \* Year \*

For your convenience, the check-in forms are pre-filled from your prior visit, please make any updates as needed.

By clicking Confirm, you accept the [Terms of use](#), [HIPAA](#) and [Privacy policy](#).

Powered by radixhealth

CONFIRM

## Addition of new links on the patient validation page

The links added on the patient validation page are:

- Terms & Conditions link
- HIPAA link
- Privacy policy link

You can click on the links and the respective information will open in a pop-up.

ABC Hospital

Select your preferred language

English

Zip code \*

Zip code \*

Patient's date of birth \*

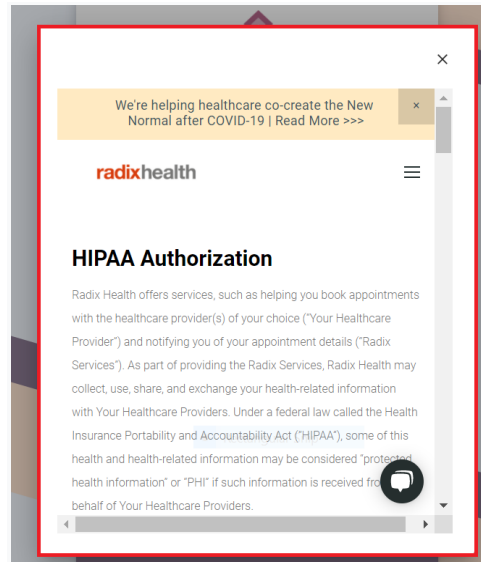
Month \* Date \* Year \*

For your convenience, the check-in forms are pre-filled from your prior visit, please make any updates as needed.

By clicking Confirm, you accept the [Terms of use](#), [HIPAA](#) and [Privacy policy](#).

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CONFIRM



## Image capture enhancements in DASHin

This enhancement has been implemented on all the pages where image upload is required. The main pages where these enhancements are done are:

- Patient Picture
- Drivers License and
- Patient Insurance

The new enhanced features added for image capture improvements are:

1. **Crop functionality**

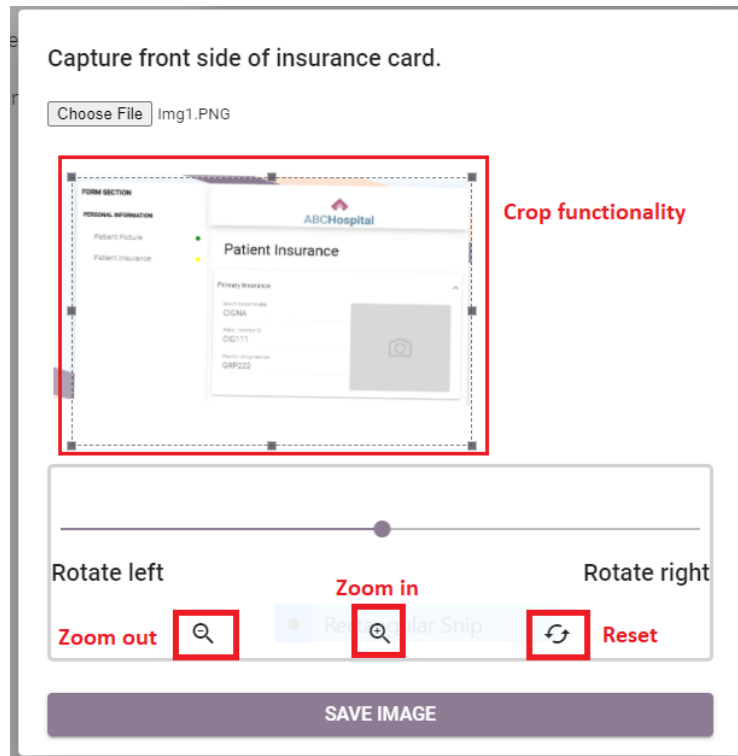
You can crop the chosen image while uploading this image.

2. **Zoom functionality**

You can zoom in and out on the chosen image.

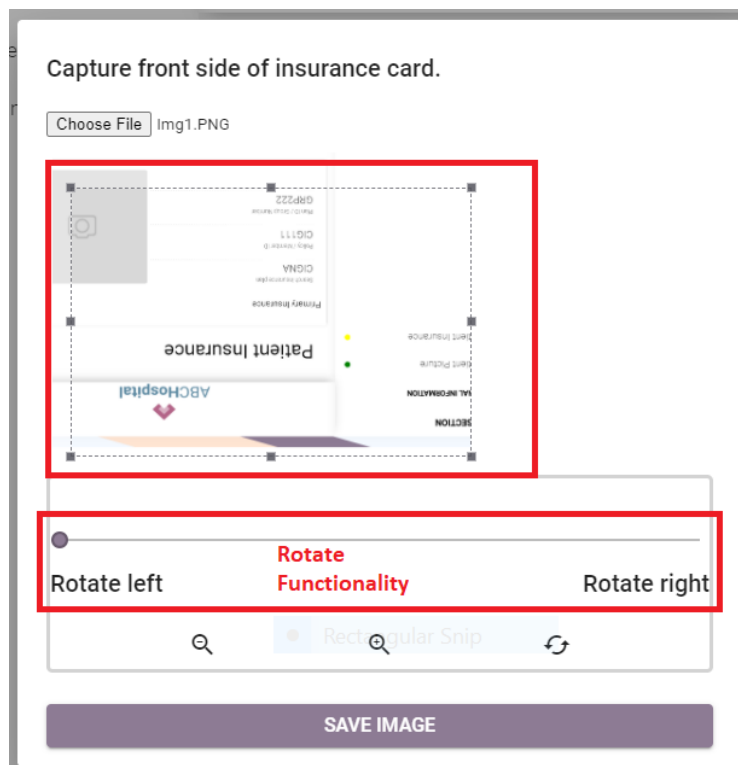
3. **Reset functionality**

You can undo all changes applied and reset the image to its original state by pressing this button.



#### 4. Rotate functionality

You can rotate the selected image (right or left).



# DASHself

## New Features

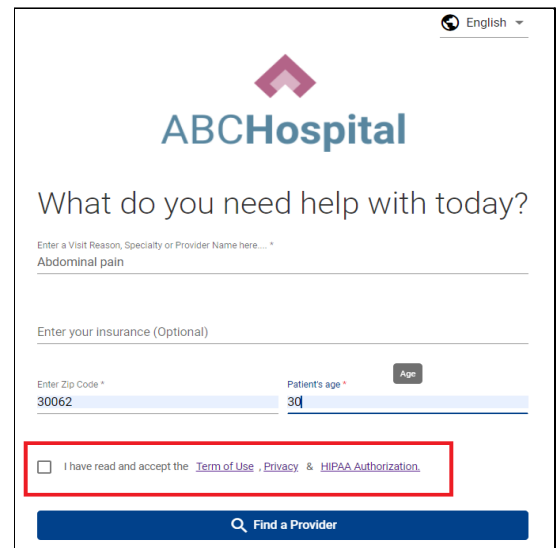
### Patient Matching Algorithm

Previously, in order to identify existing or new patients, DASHself used five patient data points to match: Patient First Name, Last Name, Date of Birth, Zip Code and Phone Number.

In 21.1, DASHself adds a patient **email** address to the patient matching algorithm in order to improve patient matching accuracy. Please refer to this document to review full details on the DASHself patient matching algorithm [HERE](#).

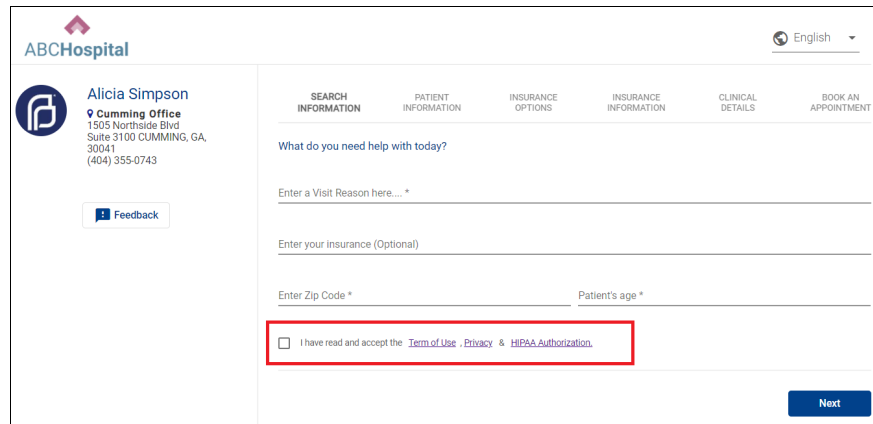
### Authorization Checkboxes

Patient Consent and HIPAA authorization check boxes have been moved to the beginning of the self-scheduling process. The purpose of this change is to ensure patients provide authorization and consent at the beginning of the scheduling process.



The screenshot shows the ABC Hospital self-scheduling interface. At the top right is a language selector set to "English". The ABC Hospital logo is centered at the top. Below the logo is the heading "What do you need help with today?". A text input field for "Enter a Visit Reason, Specialty or Provider Name here..." contains the text "Abdominal pain". Below this is an "Enter your insurance (Optional)" field. Further down are two input fields: "Enter Zip Code \*" with the value "30062" and "Patient's age \*" with the value "30", separated by an "Age" button. At the bottom, a checkbox is highlighted with a red box. The checkbox is currently unchecked and is followed by the text "I have read and accept the" and three links: "Term of Use", "Privacy", and "HIPAA Authorization". At the very bottom is a blue button with a magnifying glass icon and the text "Find a Provider".

Patients who start the online scheduling from the **Provider search** will see the Term of use, Privacy, and HIPAA consents as highlighted below.



ABC Hospital

English

**Alicia Simpson**  
Cumming Office  
1505 Northside Blvd  
Suite 3100 CUMMING, GA,  
30041  
(404) 355-0743

Feedback

SEARCH INFORMATION PATIENT INFORMATION INSURANCE OPTIONS INSURANCE INFORMATION CLINICAL DETAILS BOOK AN APPOINTMENT

What do you need help with today?

Enter a Visit Reason here... \*

Enter your insurance (Optional)

Enter Zip Code \* Patient's age \*

☐ I have read and accept the [Term of Use](#), [Privacy](#) & [HIPAA Authorization](#).

Next

Patients who start the online scheduling from **Direct Provider link** will see the Terms of use, Privacy and HIPAA consents as highlighted in the above screenshot.

## Track Patient Activity with Google Tag Manager

For practices that use multiple websites for patients to access self scheduling, DASHself now has the ability to trace patient activity using Google Tag Manager (GTM) from multiple sites. If you are interested in leveraging this new feature, please contact Radix Support or your Client Operations Manager to review details and complete the setup.


## Redesigned User Experience for Reschedule and Cancel Appointment Workflow


DASHself has redesigned the user screen workflow for patients rescheduling or canceling appointments. The following outlines the new user screen workflow for appointment rescheduling and cancellation:

## Redesigned Workflow: Appointment Reschedule

1. Once the patient clicks on a reschedule link, the screen appears as outlined below.

### Reschedule Appointment

English



**Patrick Connor, MD self**  
Orthopedic Surgeon  
[Radix Test Department \(1 more\)](#)

Select your location and book your appointment:

☒ Radix Test Department, 10.4 MI

Friday  
April 16th

12:00 PM 12:20 PM

12:40 PM

Previous Next

### Reschedule Appointment

Please validate your details

Patient's date of birth


Month  
January

Date  
28

Year  
1993

Home Zip Code  
30071

☒ I have read and accept the [Term of Use](#) , [Privacy](#) & [HIPAA Authorization](#).

☒ I'm not a robot  [Privacy](#) - [Terms](#)

Next

Patients are required to complete the Date of Birth, Zip Code, and Terms of Use.

2. Once the patient is authenticated successfully, they are redirected to either a pop-up screen (if it is configured) or to the slots screen as below. The patient can choose any suitable slot and click Next.
3. After the patient selects an appointment slot and clicks "Next", the patient has successfully rescheduled their appointment. Outlined below is the confirmation screen displayed to the patient. The patient has the option to "Add a reminder to the calendar", "Book a ride with Uber or Lyft", "Get directions" and can view any Visit instructions as configured by the clinic.


✓ Your appointment has  
been confirmed successfully

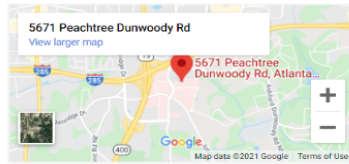
Saturday, April 17th

**12:20 PM**

 [Add to Calendar](#)

 [Get Directions](#)

 [Schedule a Ride](#)



**Visit Instructions:**

- You are requested to arrive atleast 15

**Visit Instructions:**

- You are requested to arrive atleast 15 minutes early from the scheduled appointment time.
- Please don't forget to bring a photo ID and Insurance Card.
- Test
- Test2

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**radixhealth**



 [Feedback](#)



## Redesigned Workflow: Appointment Cancellation

1. Once the patient clicks on a cancellation link, the following screen displays. The patient is required to enter the Date of Birth, Zip Code, and accept terms of use.
2. Once the patient is authenticated successfully, the following screen is displayed

### Cancel Appointment

Please validate your details

Patient's date of birth


Month ▼

Date ▼

Year ▼

Home Zip Code ▼

☐ I have read and accept the [Term of Use](#), [Privacy](#) & [HIPAA Authorization](#).

☐ I'm not a robot  [Privacy](#) - [Terms](#)

**Next**

presenting the patient with an option to select a cancellation reason from a menu of options. The patient can select the appropriate cancellation reason and click on the cancel appointment.

### Cancel Appointment

Please validate your details

Patient's date of birth


Month ▼

January ▼

Please select reason for cancellation

Cancellation Reasons ▼

**Cancel Appointment**

☒ I'm not a robot  [Privacy](#) - [Terms](#)

**Next**

### Cancel Appointment

Please validate your details

Patient's date of birth

Month ▼

January ▼

Please select reason for cancellation

Cancellation Reasons

- CANCELLED BY THERAPIST
- CANCELLED BY PATIENT
- CANCELLED BY DOCTOR
- CANCELLED BY ADJUSTER/CASE MA...
- CANCELLED BY ATTORNEY

**Next**

3. Once the appointment is canceled successfully, the following message will display to the patient as outlined below.
4. Once the patient clicks 'OK', a feedback screen will be displayed to capture the patient's experience on self-scheduling. If the patient does not want to provide feedback, they can close the browser tab. The Radix support team can help with the report if you want to view it. You'll need to submit a support ticket for the same.

**Cancel Appointment**  
Please validate your details

Patient's date of birth  
Month  
January  
Date  
28

**SUCCESS**  
Appointment Cancelled Successfully  
OK

☒ I have read and accept the [Terms of Use](#), [Privacy Policy](#), & [HIPAA Authorization](#).

☒ I'm not a robot [Privacy](#) - [Terms](#)

**Next**

**Cancel Appointment**  
Please validate your details

Patient's date of birth  
Month  
January

**Your Feedback Matters**  
How would you rate this experience ?  
★ ★ ★ ★ ★  
What suggestions do you have to improve self-sche...  
Submit

☐ I'm not a robot [Privacy](#) - [Terms](#)

**Next**

## Redesigned User Experience for Self-Scheduling Referral Appointments

DASHself has a newly redesigned user screen workflow for patients scheduling referral appointments. The following outlines the new user screen workflow:

1. Once the patient clicks on a referral link, the following screen is displayed. Patients are required to enter the Date of Birth and Zip Code as well as accept terms of use.

The screenshot shows a mobile app interface for booking a referral appointment. At the top, the title 'Book Referral Appointment' is displayed in bold, followed by the instruction 'Please validate your details'. Below this, there are three dropdown menus for 'Patient's date of birth': 'Month' is set to 'January', 'Date' is set to '28', and 'Year' is set to '1993'. Underneath these is a text input field for 'Home Zip Code' with the value '30071'. A checkbox is checked, indicating acceptance of the 'Term of Use', 'Privacy', and 'HIPAA Authorization'. Below the checkbox is a reCAPTCHA verification area with a green checkmark and the text 'I'm not a robot'. At the bottom of the form is a blue 'Next' button.

2. Once the patient is authenticated successfully, the following screen will display (following any pre-configured pop-up questions as applicable).

The first screenshot shows the 'Book Referral Appointment' screen after successful authentication. The header includes the 'ABC Hospital' logo and a language selector set to 'English'. Below the header, the patient's name 'Ashley Nordstrom' and location 'Pinneville' are displayed. A section titled 'Please provide the following details' contains a question 'When was the last surgery performed?' with a date picker set to 'Choose a date'. At the bottom are 'Previous' and 'Next' buttons. The footer indicates the app is 'POWERED BY radixhealth'.

The second screenshot shows the 'Book Referral Appointment' screen for a different user, 'Andrew Hylton, PA-C', an Orthopedic Surgeon located in 'Pinneville'. It includes the surgeon's address and phone number. A section titled 'Skip traffic. Book telehealth appointment?' asks if the user wants to consult from home, with a toggle switch for 'Show telehealth slots'. Below this is a section 'Select your location and book your appointment:' showing 'Pinneville, 557.9 MI' selected. At the bottom, there is a date selector for 'Friday April 16th'.

- Once the patient selects the slot and clicks next, they have now booked the appointment successfully.

<

Friday  
April 16th

>

10:15 AM

10:30 AM

10:45 AM

11:00 AM

11:15 AM

11:30 AM

11:45 AM


Previous


Next

POWERED BY  
radixhealth

The following screen is displayed to the patient providing any appointment-related information.

Book Referral  
Appointment


  
ABC Hospital




Andrew Hylton, PA-C  
Orthopedic Surgeon  
Pinneville  
10650 Park Rd  
Suite 120 Charlotte, NC, 28210  
(404) 355-0743

✓ Your appointment has  
been confirmed successfully

Saturday, April 17th  
**10:15 AM**

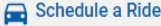
 Add to Calendar

 Get Directions


# Bug Fixes & Enhancements

## Information in Google

GoogleMaps is now able to locate facilities on associated maps. A fix has addressed the issue of the facility address being combined with the city name in Google Calendar/Google.



10650 Park Rd Suite 120  
[View larger map](#)



**Visit Instructions:**

- We have to verify your insurance coverage before your visit.
- Please bring a photo ID and Insurance card to the appointment or call 877-855-7526 to verify if your visit will be covered by your insurance plan.
- If you feel you need to be seen sooner than the appointment times available online please call us at 877-855-7526 or [click here](#) for more information.

# DASHconnect

## Bug Fixes & Enhancements

### **Secondary Phone Number Notifications**

DASHconnect will send a text message to the secondary phone number if the primary number attempt fails.

### **Security Enhancements**

Security Enhancements for PHI while sending a message or calling.

# Integration Updates

## New Features

### **Epic Integration with DASH**

Patient self-scheduling is now fully integrated with Epic PM/EHR. The DASH application is now available on the Epic App Orchard marketplace.

### **ModMed Integration with DASH**

DASHself and DASHcentral are now integrated into the Modernizing Medicine EHR system.

NOTE: Writing insurance back to ModMed is not yet supported.

### **APM - Forcebooking on Reschedule**

When rescheduling an appointment in APM, if you select to use the Urgent overbooking or forcebooking, you won't be able to do so. You are now able to forcebook appointments as part of the rescheduling workflow.

## Bug Fixes & Enhancements

### **athena Retry**

athena's API infrastructure has a maximum query per second limit. We were hitting this more frequently and now have the functionality to automatically retry API calls that result in a QPS limit error.

### **athenaOne - Frozen Slot Support**

There were unique situations where frozen slots were not interpreted correctly and caused provider schedules to not align with athena. This fix allows for frozen slots to be handled appropriately in the situations identified.

### **athena Cancellation Dropdown**

The cancellation dropdown reasons were not passed over to athena: Cancellation reasons are rarely changed, however we found an instance where a client did indeed have reasons outside of the normal athena offering. We now are syncing this as part of our constant jobs.

### **athenaPractice**

DASHconnect appointment reminders and confirmations can set appointments to 'Confirmed' when the patient response indicates to do so.

### **eCW - Fix for when existing recall updates were failing**

Previously when a recall already existed, an update to that recall would fail, causing it to not update appropriately if there was a change in date or description.