

NDoc Version Number: 17.43.01

INSTALLATION:

- Please note that users logged in while installing an update will lose access and any unsaved work.
- There are a number of ways that the update can be applied to your NDoc server:
 - Download and execute the update from the Thornberry Knowledgebase (<https://www.thornberryltd.com/ndoc-updates/updates>)
 - Schedule the update for installation in System Updates using instructions found within the Operations Manual: <https://www.thornberryltd.com/documentation/operations-manual-tech>

Summary: This update contains the following enhancements and corrections (applies to all customers)

SIGNIFICANT NEW FEATURES/ENHANCEMENTS/REGULATORY CHANGES:

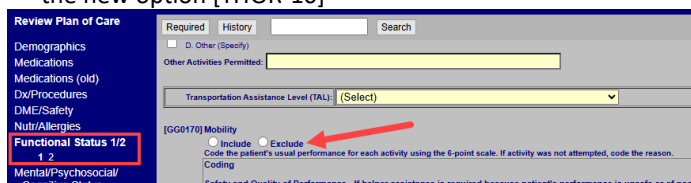
- **Hospice Outcomes and Patient Evaluation (HOPE) Charting Options:** With this release, users will find new functionality options designed to allow hospice providers to become acquainted with the HOPE charting options ahead of the October 1, 2025, CMS mandate. Availability to see the HOPE charting screens either in Care Pilot>Visit Charting or in Operations>Data Entry>HOPE Back-Office will rely on the use of patients assigned to the Training Company to allow the charting of visits dated on or after October 1, 2025. The following changes will be available for training purposes:
 - **Care Pilot>Visit Charting>HOPE Record** – Using a Training Patient record, a visit date on or after October 1, 2025, will engage the display of the HOPE Record option in the left side navigation menu.
 - **Operations>Data Entry>HOPE Back-Office** - Using a Training Patient record, a HOPE Record can be charted with or without an attached visit with an Effective Date on or after October 1, 2025.
 - **Administration>**
 - **Patient>HOPE Records Maintenance** – Records Maintenance will be available to allow users to place records on Hold for testing purposes. **NOTE:** The export/download logic is not yet available, so the functionality within records maintenance will be limited.
 - **System Tables>HOPE/HIS Hold Reasons** – This table has been renamed to include the HOPE reference. Any existing HIS Hold Reasons will remain active. Agencies may want to review the existing reasons to see if any descriptions should be updated. Agencies may also want to consider adding a new Hold Reason to apply to assessments that need to be placed on hold awaiting the Symptom Follow-Up Visit as called for in J2052.

Further specifics related to the transition and training considerations will be found here:

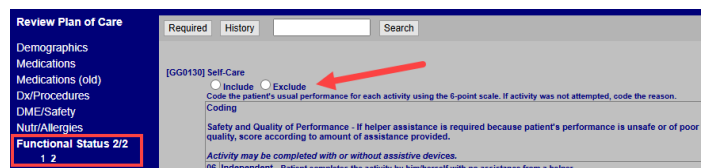
<https://www.thornberryltd.com/documentation/hospice-outcomes-and-patient-evaluation-hope-transition-guidance>

PLAN OF CARE:

- **Review POC – GG0130 and GG0170 Charting Change** – With the release of OASIS-E1 updates earlier this year, a change was added that was not included in the Release Notes. Specifically, the change addresses complaints by agencies that want to remove the GG0170-Mobility and GG0130-Self Care responses within the Functional Status section without having to manually clear each individual item. The responses for these two entries are automatically set up within the Review POC screens. If no action is taken, the responses are included in the POC. If the user wants to exclude all of the entries, they can click the **Exclude** radio button and all of the field responses are cleared, and no entries will appear on the POC. See the screenshot below to see the new option [THOR-10]



The screenshot shows the 'Review Plan of Care' interface. On the left sidebar, 'Functional Status 1/2' is highlighted. The main area shows the 'GG0170 Mobility' section with the 'Include' radio button selected. Below it, there is a text box for 'Code the patient's usual performance for each activity using the 6-point scale. If activity was not attempted, code the reason.' and a 'Coding' section with a dropdown menu.



The screenshot shows the 'Review Plan of Care' interface. On the left sidebar, 'Functional Status 2/2' is highlighted. The main area shows the 'GG0130 Self-Care' section with the 'Exclude' radio button selected. Below it, there is a text box for 'Code the patient's usual performance for each activity using the 6-point scale. If activity was not attempted, code the reason.' and a 'Coding' section with a dropdown menu.

INTEGRATED BILLING:

- **Import Med Charges -**
 - o **Discharge Date Issue:** An issue has been identified and corrected in the Import Med Charges function concerning a check for a patient's discharge date. The problem prevented charges for admitted patients from importing if a discharge date did not exist. The check will now only happen if the discharge date exists. [THOR-758]
 - o **Header Column:** Previously, if the imported file contained an empty header for a column, NDoc would only display the headers up to the empty value. This issue has been resolved and now a generic value will be displayed such as "Unknown_1" which will allow for the other headers to be displayed. [THOR-760]

INTERFACES:

- **Home Health CAHPS:** Qualtrics has been added to the list of vendors for homecare CAHPS supported by NDoc. [THOR-733]
- **EVV Interface:** A change has been made to the EVV interface for the state of New York. Previously, if an agency had at least one insurance which required data sent to HHAX, then all three billing fields (bill rate, billable units and total billed amount) were required for all visits. Visits missing any of these fields would be blocked in EVV Management. This has been resolved and now only visits linked to insurances requiring HHAX will be checked. [THOR-744]
- **CareXM Interface:** The demographic feed for this interface has been updated to include DME provider name and phone, preferred pharmacy name and phone, and case manager name and phone. [THOR-748]
- **BHS Pharmacy Interface:** A new exclusion has been added to the BHS Pharmacy medication order interface. Agencies may now exclude medication orders based on the route. Agencies wanting these changes applied should submit a help center ticket requesting the interface change and referring to 17.43/THOR-770. [THOR-770]

TECHNICAL CHANGES:

- **Google Chrome Issues** – An issue was identified with a recent Google Chrome update that caused incorrect prompting and errors for users running NDoc via Google Chrome on their field devices. The users encountered messages erroneously indicating they needed to close an inactive module and/or preventing them from switching to a new patient. The temporary workaround was to use Microsoft Edge to run NDoc. The issue has been resolved, so access to Google Chrome can be resumed if desired. [THOR-777]

⚠ For Hosted Customers, all NDoc monthly updates are installed by the Thornberry support team per the terms of the Memorandum of Understanding: Server Maintenance and Updates.

⚠ These Release Notes detail significant changes in user side functionality. Coding changes for program maintenance are not reflected.