




Veris Health

Web Panel: Release Notes



Veris Health Clinician Web Application 2.3

Production Release Notes

What's new	Web app
Single Sign-On (SSO) added. Bug fixes.	


Veris Health Clinician Web Application 2.2

Production Release Notes

What's new	Web app
Security update	<input checked="" type="checkbox"/>


Veris Health Clinician Web Application 2.0.3

Production Release Notes

What's new	Web app
DOB & MRN added to Dashboard	

Veris Health Clinician Web Application 2.0.2

Production Release Notes

What's new	Web app
Patients can participate in a chat when initiated by their clinical team	


Veris Health Clinician Web Application 2.0.1

Production Release Notes

What's new	Web app
Security Patches and notifications frequency query update to 10-minute cycle for physiologic data.	<input checked="" type="checkbox"/>

Veris Health Clinician Web Application 2.0

Production Release Notes

What's new	Web app
<p data-bbox="110 365 472 401">Patient Status revamp</p> <p data-bbox="110 420 1024 451"><i>Note: Patient statuses can be changed via the patient's overview page</i></p> <ul data-bbox="159 459 1243 1205" style="list-style-type: none"> <li data-bbox="159 459 1243 527">● RPM (equivalent to current Active status status) - All features available, RPM time is billed <li data-bbox="159 537 1243 604">● Hospitalized (equivalent to current Observation status) - All features available, RPM time is measured, but not billed <li data-bbox="159 615 1243 724">● Inactive (equivalent to current Inactive status status) - Read only access to applications, RPM time is not billed, no care team (patients are not shown on Dashboard by default) <li data-bbox="159 735 1243 802">● Hospital at home (equivalent to current Observation status) - All features available, RPM time is measured, but not billed <li data-bbox="159 812 1243 879">● RPM + Navigation (equivalent to current Active status) - All features available, RPM time is billed. Additional service billing will occur outside Veris platform. <li data-bbox="159 890 1243 1045">● Deceased (new status) - Remove patient (and Friends and Family) access to the app, RPM time is not billed, no care team (patients are not shown on Dashboard by default), visually distinctive from inactive patients and show banners in the patient page <li data-bbox="159 1056 1243 1123">● Survivor - Full use of app features including ePRO, QoL, telemedicine, chat, scheduling, RPM time is not billed <li data-bbox="159 1134 1243 1167">● CCM (new status) - All features available, CCM time is billed <li data-bbox="159 1178 1243 1205">● RPM + CCM (new status) - All features available, RPM and CCM time is billed 	



Task functionality

The task functionality is a new set of features that allows the clinicians to create a task regarding a specific patient. The clinician can share the task with a team and add a description with a reason for the created task.

- The task feature can be accessed from two places in the clinician app:
 - **Dashboard** on left sidebar titled Tasks
 - **Patient overview page** by clicking on the task tab, on the top header under the name Tasks
- Tasks can be created by the clinicians from the dashboard, the patient overview page, and the notification page.
- The following task actions are available:
 - **Filters**
 - View all
 - The user will be able to see all of the tasks they are part of (resolved/unresolved)
 - Assigned to me
 - The user will be able to see only the tickets that are assigned to them
 - Created by me
 - The user will be able to see the tickets that were created by them
 - Sorted by
 - The user will be able to sort the tasks by:
 - Due date
 - Date created
 - Priority
 - The create task/edit page has the following fields
 - Task title
 - Type the name of the task
 - Patient
 - Choose a patient from a drop down list
 - Status
 - Only unresolved status will be displayed
 - Priority
 - Medium priority will be presented by default
 - High priority will be red
 - Medium priority will be orange
 - Low priority will be purple
 - Date created
 - The day when the task was created
 - Due date
 - Select the due date of the created task from a calendar

- Description (Optional field)
 - Provide more information about the reported symptom
- Task type
 - Symptom
 - Vital - multi select field
 - Other (optional text)
 - Create a free text task type
- Subtype
 - Symptoms
 - All active symptoms that the patient/clinician have reported for that patient
 - Vital
 - When the user chooses the vital signs, the following list will be shown:
 - Temperature
 - Heart rate
 - Oxygen saturation
 - Blood pressure
 - Weight
 - Activity
- Other (text)
 - When the user chooses the Other filed, the drop down list will be changed with an optional free text field for the user to be able to add a written subtype
- Shared (Optional field)
 - The user will be able to share the task with med-staff that are part of the same hospital
 - The user will be able to select med-staff from a drop down list
 - If a wrong person is added to the shared team, the action can be dismissed via “x” icon
 - Note: The user can create a task only for themselves and not share it with a team
- Assignee
 - The task won't be assigned by default to the creator of the task
- Notes (Optional field)
 - The user will be able to write additional notes for the created task
- Buttons
 - Cancel button

- When the user clicks on the cancel button, the task won't be saved and the filled in fields will remain unchanged
- Save button
 - When the user clicks on the "save task" button, the window closes and the task appears at the top of the unresolved task list
 - When a new task is added, the user can see a success message



PDF export of Patient's Data

The clinician has the option to download a PDF export for the following items presented on the clinician app:

- **Select export dates**

The clinician is able to export only at-home device data, and the export range is maximum 30 days. The period for selection can be from the first day the patient is an active user until the current day.

- **Export**

The clinician can export one, multiple or all data listed above. The clinician can also choose which data to export by using the “Include” word and checkbox. This option is available next to each type of data:

- Physiological data graphs (data charts)
 - For the data graphs, the exported data depends on how many days were chosen by the clinician in the select export dates field. The maximum number of days for export (30 days) are presented
 - The dots on the chart represent the average value for every day
- Physiologic data
 - For the raw physiologic data, the clinician will be presented with an export for selected days. The data covers the 24 hour measurements presented by hour. If the patient has more than one measurement for a specific hour, all measurements will be presented in the PDF document
- Symptoms summaries
 - Every reported symptom (resolved and unresolved) by the patient will be part of the PDF export for the selected days by the clinician
- Symptom details
 - The PDF document will include all Questions & Answers for every reported symptom by the patient for the selected days by the clinician. If the patient has reported more than one symptom within a day, all Questions & Answers for the reported symptoms will be presented.
- Cancel/Generate patient data pdf buttons
 - Cancel
 - When the Clinician wants to dismiss the export, this action can be done via the cancel button at the top of the document. When the clinician clicks on the cancel button they will be redirected to the patient's profile page
 - Generate patient data PDF
 - When the Clinician wants to export the selected data, this action can be done via the generate patient data PDF button on the top of the page. When the Clinician clicks on the button, the data will be exported as a PDF.



Medication List

The medication list table includes the following items:

- Medication name
 - Name of the medication prescribed to the patient
- Dose
 - Dose prescribed to the patient
- Schedule
 - Frequency the medication is prescribed to be taken
- Route of administration
 - How the patient needs to take the medication (oral or intravenous)
- Prescriber
 - Name of the clinician that prescribed the medication
- When prescribed
 - Date when the medication was prescribed
- Number dispensed
 - Number of pill/tablets dispensed
- Number of refills
 - How many refills of the medication have been prescribed



Additional Billing Upgrades (CCM, TCM)

Extending the billing module of the Veris platform to support:

- CCM/CCCM - Chronic Care Management / Complex Chronic Care Management
- TCM - Transitional Care Management

The new codes are related to two new statuses which automatically drop the appropriate billing codes: “CCM” and “RPM + CCM”.

Below are the rules and the codes that apply for these cases:

CCM/CCCM status rules:

- CCM total minutes less than 20 min are not billed for any code.
- CCM total minutes between 20 min and 39 min are billed with CCM 99490.
- CCM total minutes between 40 min and 59 min are billed with CCM 99490 and CCM 99439.
- CCM total minutes between 60 min and 89 min are billed with CCM 99490 and two CCM 99439.
- CCM total minutes between 90 min and 120 min are billed with C-CCM 99487 and C-CCM 99489.
- CCM total minutes greater than 120 min are billed with C-CCM 99487 and two C-CCM 99489.

Combination CCM and RPM status rules:

- CCM+RPM total minutes less than 20 min are not billed for any code.
- CCM+RPM total minutes between 20 min and 39 min are billed with CCM 99490.
- CCM+RPM total minutes between 40 min and 59 min are billed with CCM 99490 and RPM 99457.
- CCM+RPM total minutes between 60 min and 79 min are billed with CCM 99490, RPM 99457 and CCM 99439.
- CCM+RPM total minutes between 80 min and 100 min are billed with CCM 99490, RPM 99457 and two CCM 99439.
- CCM+RPM total minutes between 100 min and 120 min are billed with CCM 99490, RPM 99457, two CCM 99439 and RPM 99458.
- CCM+RPM total minutes between 120 min and 149 min are billed with CCM 99490, RPM 99457, two CCM 99439 and two RPM 99458.
- CCM+RPM total minutes between 150 min and 179 min are billed with RPM 99457, two RPM 99458 and C-CCM 99487 and C-CCM 99489..
- CCM+RPM total minutes greater than 180 min are billed with C-CCM 99487 and two C-CCM 99489.

Sharing minutes between statuses:

Rules:

- The minutes from RPM status period that are not billed to unite with CCM + RPM
- The minutes from CCM status period that are not billed to unite with CCM + RPM
- The minutes from RPM + CCM status period that are not billed to unite with CCM
- The minutes from RPM + CCM status period that are not billed to unite with RPM

Add TCM code

When the clinician clicks on the “Add TCM code” button, a pop up window displays the following information:

- Patient’s name
- Date of discharge
- TCM codes:
 - The clinician needs to select from the two code options:
 - 99495 - 14 days
 - 99496 - 7 days

The clinician can select one of the codes, by clicking on the radio button

- Date occurred:
 - The date is auto-populated by default, but the user has the option to also add it manually if needed, by clicking on the calendar. There is no limit for adding a date that occurred in the past
- Date of discharge
 - The clinician needs to add the date of discharge for the patient
 - Depending on which code was selected, the user is able to select 7 or 14 days in the past. The rest of the dates within the calendar are disabled
- Attestations checkbox
 - The user needs to click on the checkbox in order to confirm the actions listed below in the window
- Buttons
 - Cancel
 - If the clinician clicks on the cancel button, the TCM code won’t be saved and the fields will remain with the added information
 - Submit TCM billing
 - Note: All of the fields within the pop up are mandatory and the user won’t be able to submit the TCM billing if one or more of them are not filled out

- The submit button is disabled if the mandatory fields are not filled out, and will become active when every field is filled
- Upon clicking the submit button, the TCM code will be billed
- Note: This feature is available only for MD, NP and PA. The button for adding TCM code is disabled for nurses and medical assistants.

The user can add only one TCM code in a 30 day period. If the user has added a TCM code within the 30 days period and tries again, an error message will appear.

Review TCM History

The clinician has the option to review the history of all added TCM codes. The following items are displayed:

- Date of discharge
- TCM code
- Date occurred

Ability for the clinician to add a symptom report

Upon clicking on the “Report a symptom” button, the user is taken through the following flow, which mimics the Report a Symptom flow in the patient app.

Steps:

- Clinician clicks on the “Report a symptom” button
- The Clinician is redirected to a page with all of the symptom listed
 - The Clinician has the ability to type a symptom
- Upon clicking on a specific symptom, the user is prompted with questions that need to be answered
 - All of the questions are the same as in the patient app except for the questions that require taking a picture, these are excluded from the flow
- After all of the questions are answered, the clinician is prompted with a preview of the Questions & Answers along with a submit button
- If the clinician wants to report another symptom, they need to click again on the “Report a symptom” button


Chat history

The chat history feature is accessible via:

- Dashboard
 - Click on the chat icon
 - Choose a patient
 - Once a chat with a patient is selected, the user can see a toggle to start the chat history
 - The toggle is turned off by default
- Patient overview
 - Select a patient from the dashboard table
 - Go to patient's profile page
 - Click on the chat icon
 - Once a chat with a patient is selected, the user can see a toggle to start the chat history
 - The toggle is turned off by default

Turn on toggle to see all of the chat history

- Turn on the toggle
 - When the toggle is turned on, the Patient and Private chats are not visible on the right hand side
- When the toggle is activated, the background of the chat turns a distinctive purple color. This helps differentiate the chat history from the regular conversation
- The chat messages are only between the clinician and the patient
- The chat of the user that turned on the toggle is pinned at the top of the chat thread
- Multi chats are also available and on the chat preview only the names of the clinicians are visible

Improvements	Web app
<p>Reorganization of the Patient's overview page</p> <p>The changes are the following:</p> <ul style="list-style-type: none">● Patient data	

<ul style="list-style-type: none"> ○ Note: The demographic area is removed as a headline and the data included in this section is transferred to the patient data section. The patient data is placed in the left side of the page and includes following items: <ul style="list-style-type: none"> ■ Diagnosis ■ MRN ■ Language ■ Gender ■ Birth sex ■ Date of birth ■ Nationality ■ Care team ■ Status ● Contact information / Tags <ul style="list-style-type: none"> ○ Contact information is placed in the middle section at the top including the existing information available ○ Tags remain in the same place ● Billing section <ul style="list-style-type: none"> ○ Billing section is moved on the right side of the page including the following features: <ul style="list-style-type: none"> ■ Clinical time ■ TCM billing (new feature implemented) 	
<p>Login timeout</p> <ul style="list-style-type: none"> ● Time extended from 15 to 60 minutes 	<input checked="" type="checkbox"/>
<p>Dashboard sorting</p> <ul style="list-style-type: none"> ● On the dashboard table, the sorting created by clinicians can be saved during their activity on the app: <ul style="list-style-type: none"> ○ Clinician sorts the dashboard table ○ Clinician navigates to specific patient's profile page ○ Clinician returns to the dashboard table and the sorting remains the same 	<input checked="" type="checkbox"/>
<p>Terms and conditions</p> <ul style="list-style-type: none"> ● Last created date of the terms and condition is included in the document 	

Bug fixes	Web app
Fix for Starting Private chat with a past patient member crashing the chat	<input checked="" type="checkbox"/>

Veris Health Clinician Web Application 1.1.3

Production Release Notes

What's new	Web app
<p>Dashboard table</p> <ul style="list-style-type: none"> ● New column added named "RPM" <ul style="list-style-type: none"> ○ The minimum threshold that needs to be achieved is 60 min, that is three chunks x 20 min ○ RPM column is combined of video billing, monitoring billing and manual billing 	<input checked="" type="checkbox"/>
<p>Manual RPM time</p> <ul style="list-style-type: none"> ● This new feature will allow the med staff to add manually any additional time spent on a specific patient by checking and monitoring hard copy documents ● This feature can be found in patient's details page ● Med staff needs to fulfill the following item in order to add manual time: <ul style="list-style-type: none"> ○ Duration (min) ○ Date ○ Type of activity ● Beside the manual adding time, the med staff have a table view to check the added manual time for a specific patient. In this table the mad staff can check only for the current and previous time ● Manual RPM time is also a part of the "RPM" column on dashboard table ● Maximum 1440 minutes daily per item are allowed to be entered 	<input checked="" type="checkbox"/>
<p>New patient statuses</p> <ul style="list-style-type: none"> ● Active <ul style="list-style-type: none"> ○ Patients will have the active word under their name on all tables ○ For active patients all activities are allowed 	

<ul style="list-style-type: none"> ● Observation <ul style="list-style-type: none"> ○ Patient that are part of the observation process will have the word under their name together with observation icon on all tables ○ On profile page will have an info that the patient is under observation ○ All activities are allowed for patients under observation, here only the billing pat is excluded ● Inactive <ul style="list-style-type: none"> ○ Patients with inactive status will have the word under their name ○ Patients with inactive statuses will only be part of the “All patients” table ○ On profile page will have an info that the patient is inactive ○ All activities are disabled for inactive patients 	
Added HUB serial number to patient’s details page	

Improvements	Web app
Patient’s profile page <ul style="list-style-type: none"> ● Added date of birth and EHR ID as information 	☑
Billing appointments <ul style="list-style-type: none"> ● Start counting the time as active billing time for an appointment 10 min before the appointment ● After 1 hour has passed since the scheduled end time of the appointment, the notification has been sent, and someone joins, the notification won’t be re-sent again ● Billing pop-up shows up if the patient and doctor join the call within 30 min before the actual call start time. ● Billing pop-up shows up if patient and doctor join the call on actual call start time. ● Billing pop-up show up if patient and doctor join the call within 30 min after the actual call end time 	☑
Appointments slots are changed from 30 to 15 minutes by appointment	☑

Bug fixes	Web app
Appointments: automatic preselection of doctors	☑

Veris Health Clinician Web Application 1.1.2

Production Release Notes

What's new	Web app
Documents assistance feature implemented	<input checked="" type="checkbox"/>
Unconfirmed calls icon - possibility the medical staff to confirm and bill an unconfirmed calls	<input checked="" type="checkbox"/>
Weight Loss Tag and Notification <ul style="list-style-type: none">When the patient loses 10% of body weight starting from their first weight reading on the platform a tag will be created and notification will be sent to medical staff	<input checked="" type="checkbox"/>

Improvements	Web app
Video billing updates: <ul style="list-style-type: none">Billing roles are doctor, nurse practitioner, physician assistantIf one med-staff user with any of the billing roles above is included in the appointment and present in the call, the confirmation is sent to that userIf multiple med-staff users with billing roles are involved in the appointment and in the call, then the precedence is added by ranking in the following order doctor, nurse practitioner, physician assistantIf none of the med-staff users with billing roles are included in the appointment and the call it is not billed. In this case is sent to unconfirmed calls option	<input checked="" type="checkbox"/>
Adherence column - presents actual days measured with At-home devices	<input checked="" type="checkbox"/>
Chat notification dot changed from blue to red	<input checked="" type="checkbox"/>
Medical staff can change doctor's phone number on doctor's profile <ul style="list-style-type: none">The medical staff enters the new phone number. This request sends an OTP to the new phone numberThe medical staff enters the OTP in the app and saves the new change	<input checked="" type="checkbox"/>

Patient's care team is presented in patient details page	<input checked="" type="checkbox"/>
Updated Terms & Conditions	<input checked="" type="checkbox"/>

Bug fixes & Improvements	Web app
After confirming the billing, there is still a confirm button on the notification for unconfirmed calls	<input checked="" type="checkbox"/>

Veris Health Clinician Web Application 1.1.1

Production Release Notes 03/15/2023

Improvements	Web app
Patient's demographics Add main oncologist	<input checked="" type="checkbox"/>

Bug fixes & Improvements	Web app
Long diagnosis overlapping with the other text	<input checked="" type="checkbox"/>
Back button gets you stuck in the same notification	

Veris Health Clinician Web Application 1.1.0

Initial Release to Production- Release Notes 02/13/2023

What's new	Web app
Registration	<input checked="" type="checkbox"/>
Login with mandatory email, password, OTP code <i>Banner displayed upon login</i>	<input checked="" type="checkbox"/>
Inactivity timeout - Idle modal	<input checked="" type="checkbox"/>

Forgot Password <i>OTP code sent via SMS</i>	<input checked="" type="checkbox"/>
Change Password <i>OTP code sent via SMS</i>	<input checked="" type="checkbox"/>
Password expiration	<input checked="" type="checkbox"/>
Forgot pin	<input checked="" type="checkbox"/>
Logout	<input checked="" type="checkbox"/>
Too many unsuccessful login attempts lockout	<input checked="" type="checkbox"/>
Chat <ul style="list-style-type: none"> ○ Group chat Available tooltips on hover with participants names. ○ Patient/Private chat: available red dot icon for showing new chat notification. ○ Private chat is more visible than Patient chat: <ul style="list-style-type: none"> ■ Display of a headline " Private chat - Patient's name" when a private chat is active 	<input checked="" type="checkbox"/>
Notifications	<input checked="" type="checkbox"/>
Profile	<input checked="" type="checkbox"/>
Patient reported Symptoms List of all possible symptom answers	<input checked="" type="checkbox"/>
Patient view	<input checked="" type="checkbox"/>
Care team notes (create, update, timestamp to Progress and Care Team Notes Details Info)	<input checked="" type="checkbox"/>
Video calls Video Lobby Group calls - max 5 participants allowed Minimize video calls option	<input checked="" type="checkbox"/>
Add and and remove tags	<input checked="" type="checkbox"/>
Quality of life index Quality of life trend; quality of life trend chart	<input checked="" type="checkbox"/>
Contact Veris Health Support	<input checked="" type="checkbox"/>

Terms and Conditions	<input checked="" type="checkbox"/>
Appointments Today's appointments widget	<input checked="" type="checkbox"/>
Patient Baseline	<input checked="" type="checkbox"/>
Patient Goals: Goals of Therapy, Other goals	<input checked="" type="checkbox"/>
At-home-devices chart <ul style="list-style-type: none">○ Abnormal values presented with orange color○ Vital's normal values for minimum and maximum are presented with two gray lines	<input checked="" type="checkbox"/>
Application versioning	<input checked="" type="checkbox"/>