TripTix®

Product Announcement

Version 4.1.12

This announcement describes changes made to the TripTix Windows and CDX platforms for the 4.1.12 release. More information on these changes is available through the [Client Hub]() or by contacting your Client Relations Manager.

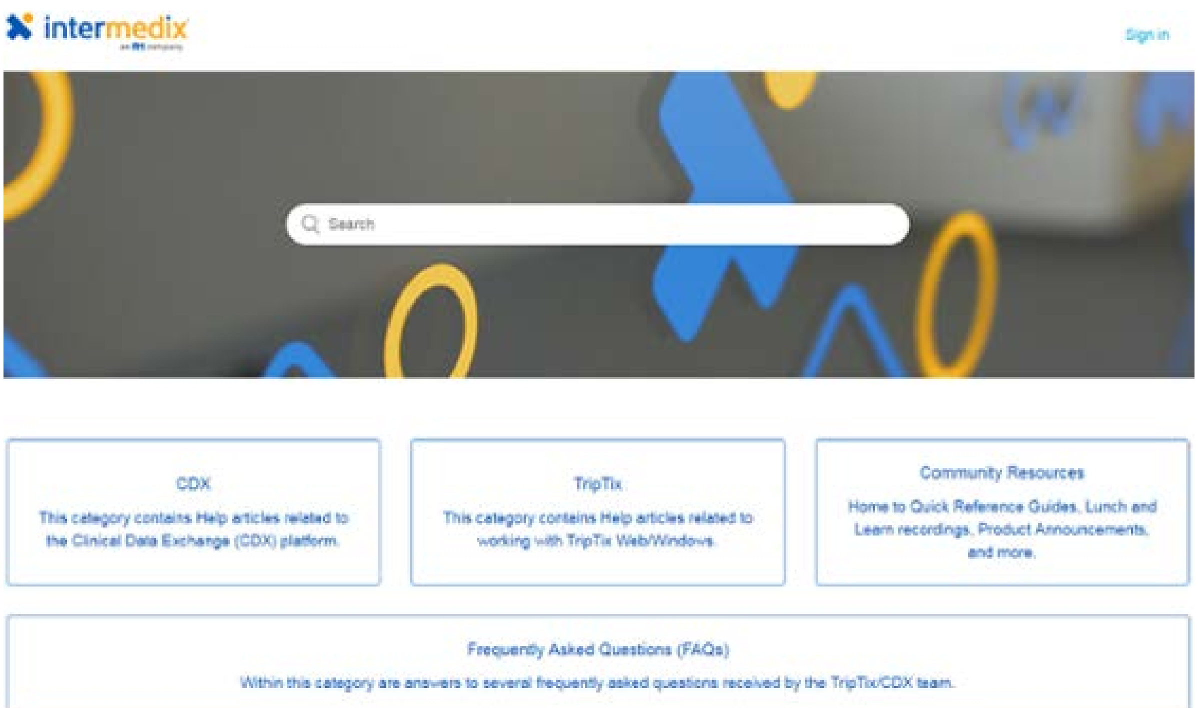
Administration

Implemented New User Interface Branding and Support Site

The 4.1.12 release of TripTix/CDX includes a full rebranding of all user interfaces, now aligning with the styles implemented throughout R1 RCM. Colors and font styles have been updated to provide a clean, streamlined interface. Navigation, features, and processes were not impacted by this change.

In addition, effective January 2, 2019, users and administrators alike are now routed to https://triptix.zendesk.com/hc/en-us whenever clicking for Help within the TripTix/CDX solutions.

Featuring simple navigation tools, integrated links, and robust search capabilities, the new site presents information in a similar way as the previous platform, maintaining logical organization and branded style standards.



New Post-billing Anonymous Peer Review Option

Peer reviews can now be conducted even after a run record is sent to billing. With this option, the reviewer is anonymous and patient demographic information is redacted.

Enabled Medical Director Reviews

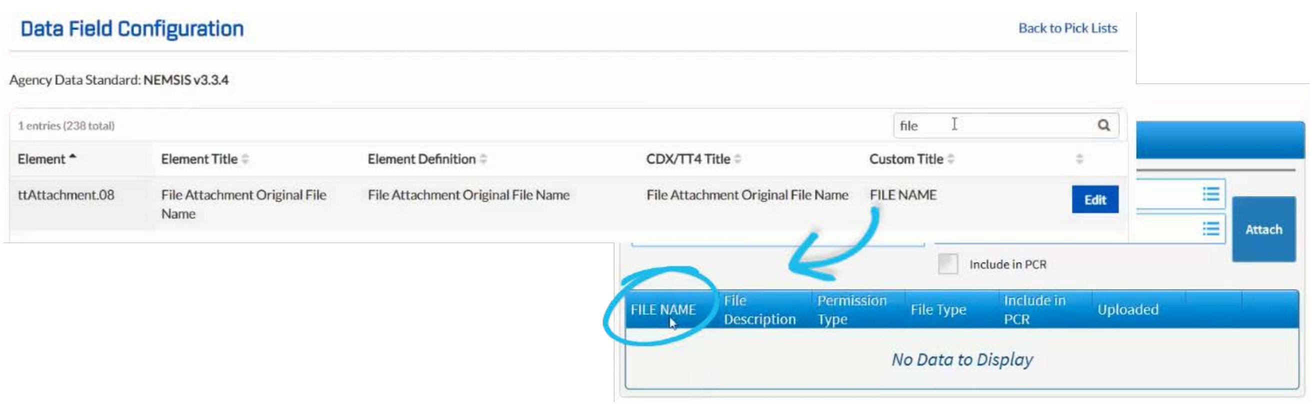
Those with a medical director role can now review run records in the Supervisor Review queue.

As medical directors play a pivotal role in the QA/QI process, ensuring protocols are followed and identifying areas for improvement, this expansion aims to further enhance the review options offered by CDX.

Implemented Custom Header Labeling

Data fields are even more configurable as administrators now have the ability to specify table column headers.

After logging in to CDX, navigate to **Administration**: **Pick Lists**. Search for and select **Data Field Configuration**. From here, select any field and update the **Custom Title** field to reflect what you want users to see when the table with this element appears in the run record.



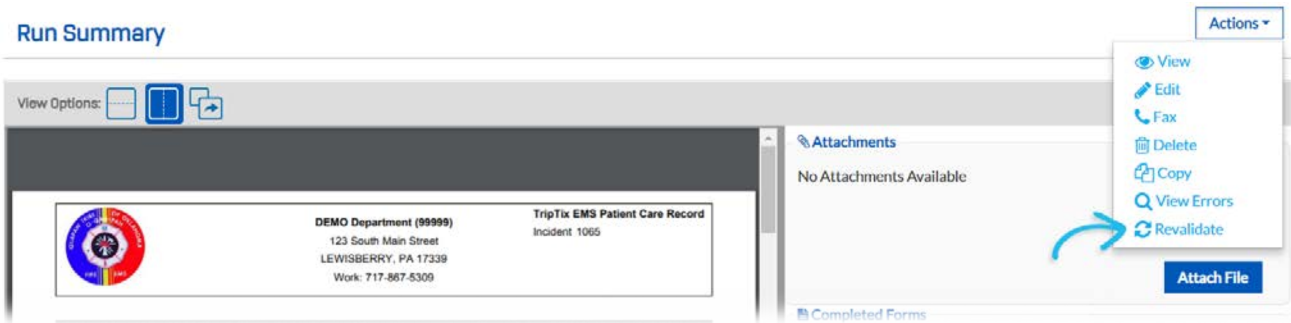
New Emails Notify of Unfinished Runs

If a user has unfinished or incomplete records sitting in their task list, the system can be configured to send out an automatic notification reminding the user to complete any of these required tasks.

Configuration of this feature is managed by an administrator and can be set to have email notices sent daily, weekly, or within another specific time range that suits the department's needs and standards.

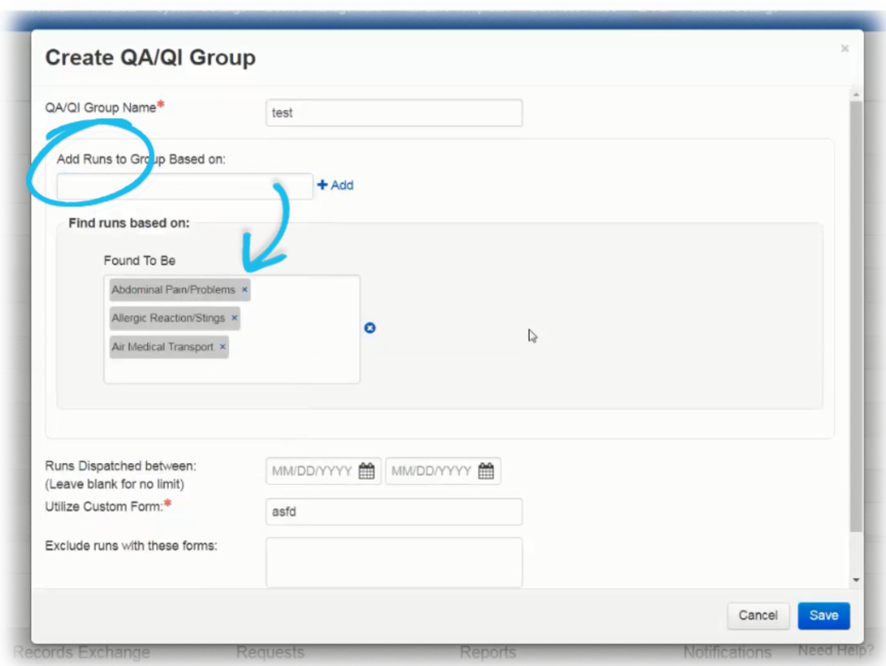
Added Revalidation Option from the Run Summary

Revalidate has been added to the **Actions** menu found on the *Run Summary* page, henceforth allowing users to perform this action directly from the *Run Summary* page if such a record contains validation errors that were resolved.



Expanded QA/QI Group Parameters

Administrators are afforded greater flexibility when creating QA/QI groups. Not only has the look and feel of the *Groups* section been updated to facilitate more efficient management of created groups, but the capabilities of this section have also been expanded.



Specifically, administrators can also select multiple options for filter items, filter out reviewed runs, and export results from groups. Further, it is possible to filter groups by controlled drug, procedures, advanced airway, primary impression, and more.

Enabled Supervisor-initiated Addendums

Supervisors will now have the ability to request an addendum from a report owner at any time after finalization regardless of any ad hoc addendum settings.

For those with the appropriate permissions, this request can be initiated via the **Actions** menu on applicable pages.

Added Option to Send Unreviewed Data

For Department Web services, the option exists to submit unreviewed data when appropriate.

In brief, this feature allows sending charts which have been completed but not yet finalized. When **Yes**, charts can be sent even if waiting in a Review status.

Enabled Customization of Default “From” in Email Messages

Many emails sent through TripTix/CDX to users come from a “no-reply” email address. This can confuse users and cause automatic deletion of a presumed unsolicited email.

Therefore, with the 4.1.12 release, administrators can set a different default “From” email address for messages sent via TripTix. Administrators can set the message’s “From” field to read the department’s name or a designated administrator’s email address, depending on preference, and thereby increase the odds of users opening the message as they are reassured it is coming from a relevant source and requires attention.

Allowed eTransfer in Absence of Destination Facility

eTransfer has the capability of sending a run record despite an absence of a documented Destination Facility. This functionality is particularly useful for sending a copy of all department data to a vendor that cannot accept the NEMSIS 3 Webservice and was not the receiving facility.

Linked the PCR Owner

The **PCR Owner** column, found in various tables showing run records throughout TripTix, now links the name of the PCR owner. Clicking this links takes administrators to that user’s profile.

Within this profile, the *Run Data* section indicates run records this user is currently attached to and their respective statues. The *Recently Updated Records* section contains records updated in the last seven days. Lastly, the *QA/QI Feedback* section contains two tabs—**Received** and **Given**—to gain insight into reviews this user has participated in as either the reviewed or reviewer.

Added Login Notifications for Run Records

To avoid having run records sit for an extended period of time in Incomplete, Corrections, Addendum, or Validation Errors statuses, administrators can configure login notifications. Any time a user logs in and has a run record that exists in one of the above statuses, a notification will immediately appear in order to alert the user that these run records require prompt attention.

Enabled Removal of Review Participants

Administrators now have the option of removing active participants from the run review process, subsequently also discontinuing the update emails sent to that user regarding the run's requests and statuses.

Further, taking such an action removes the user's ability to comment on the run record or request any changes. Users can be re-added if their input is later required.

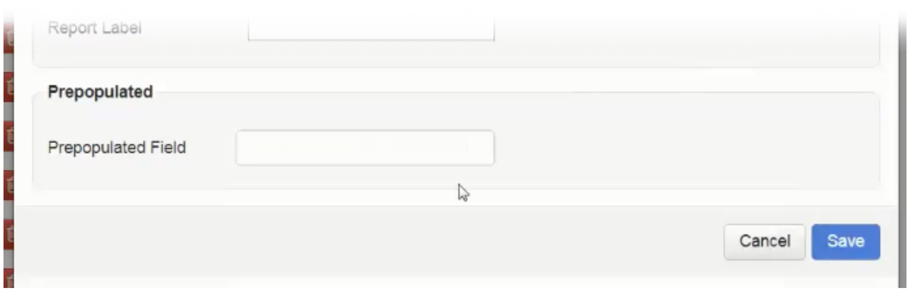
Persisted the Expansion and Search Entries for Advanced Search

When Advanced Search fields are available on any given page in TripTix CDX, this section is expanded by default. With this change, administrators are immediately aware of additional search parameters when applicable.

Further, if administrators navigate to other pages or refresh the current view, the information entered into their previous search is retained. Any data entered persists, making additional searches using the same or similar criteria that much more simple and efficient.

Added Flexibility for Pre-populated Field Decisions

When generating a QA/QI form, the field ID no longer has to be used for the label. Instead, administrators have the option of using their own custom labels to pre-populate a field when the associated form is chosen.



New System Settings for Managing Preset Crews

When a user logs in to TripTix Windows but is not listed as being a member of the current preset crew, the preset crew selections can automatically be removed. This functionality is based on department settings, turned **On** or **Off** via **System Settings**.

An additional system setting allows departments to set an expiration time for preset crews. For example, if shift change occurs every evening at 18:00, a system setting can be implemented that clears any listed preset crew members from TripTix Windows at 18:00 each day. This can prevent inaccurate inclusion of crew members logged in from the previous shift.

Required New Prerequisite Software

Due to changes in the Narrative engine, Microsoft Visual C++ 2015 Desitributable Package (x86) is required to realize to the full functionalities of TripTix Windows 4.1.12.

Included Date/Time Release Column to Peer Review Table

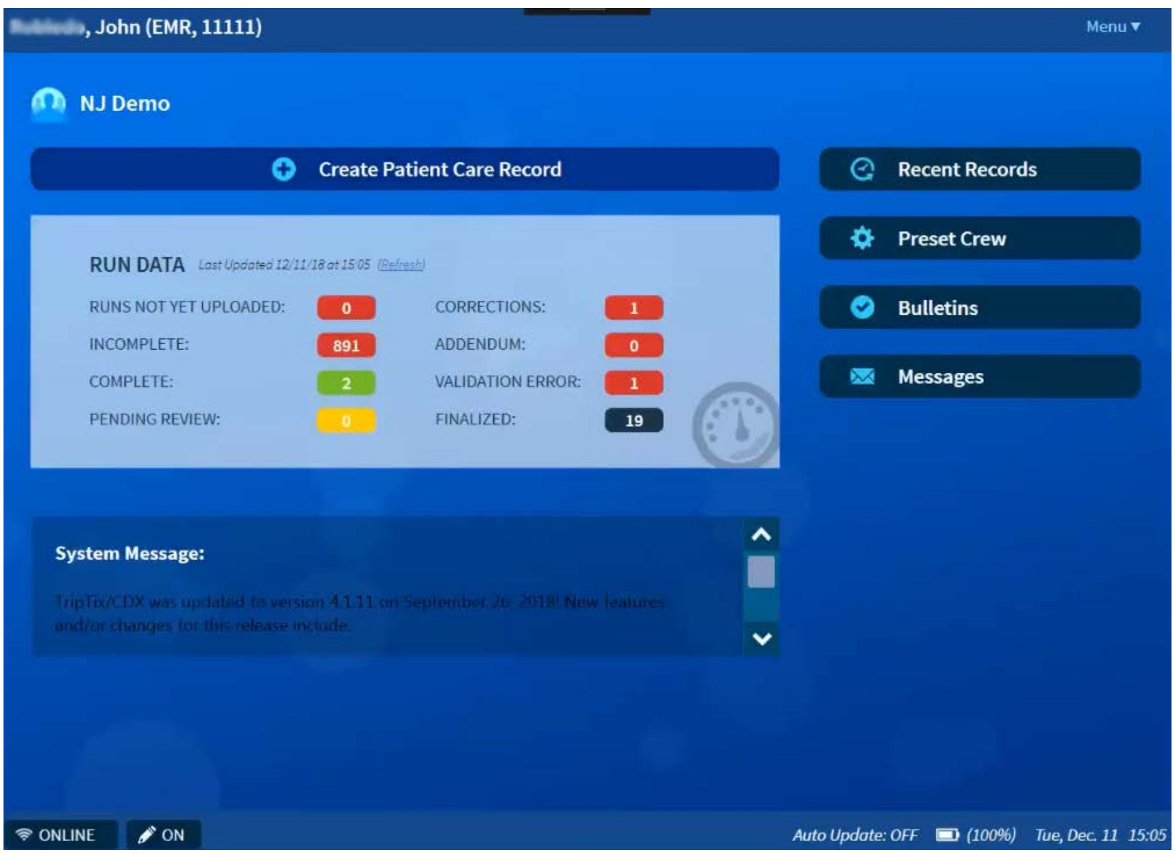
As seen in the **Supervisor Review** table, a column exists in the **Peer Review** table to indicate how much time is remaining before a run record is automatically released for billing.

Run Record

New In Application Messaging

Users can now communicate with other users via an internal messaging application within TripTix CDX. Upon log in, the *Home* page displays the number of messages received.

From here, messages can be read, replied to, sent, and deleted.



Improved the Date/Time Selection in TripTix Windows

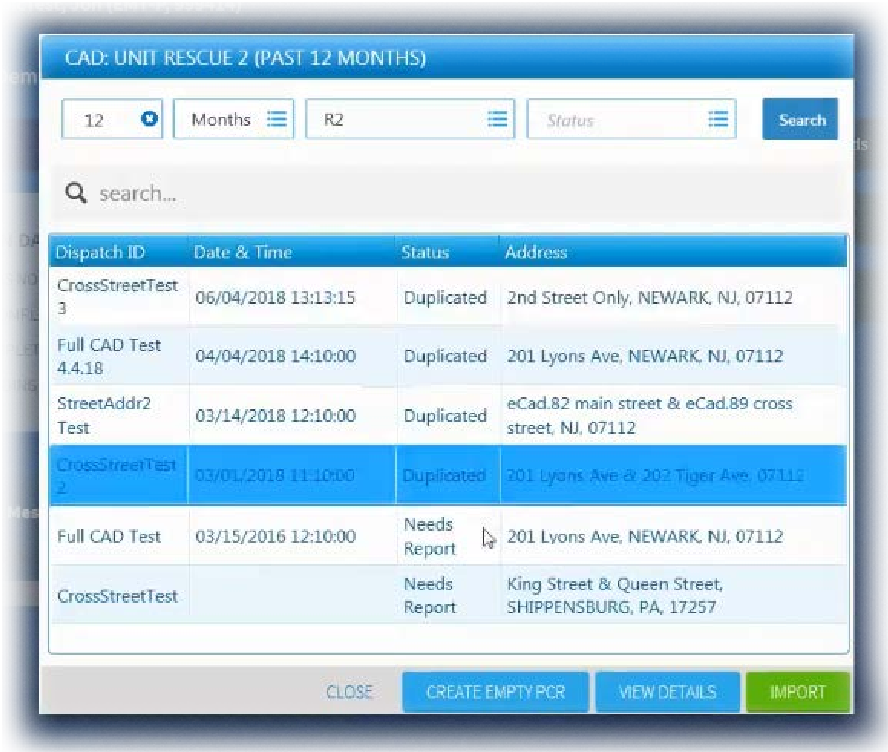
When entering dates and times within the run record, new buttons allow users to select **Today** or **Now** and specify hours and minutes using plus and minus icons. This functionality enhances the documentation of times, particularly for those with touchscreen interfaces.

New Prompts for Auto-restarts

If TripTix Windows requires a restart, a prompt will alert users of this so that current work can be saved before the forced restart occurs.

New Option to Create a Run from CAD

When configured by an administrator, a list of CAD runs can be opened when a user clicks the **Create Patient Care Record** button. The list allows users to more readily and easily determine whether a new run must be created for their patient.



If a run requires the generation of a new record, users can simply create a run from a list of CAD runs. By creating a run from CAD, all CAD data is directly imported into the PCR, potentially reducing the time it takes to complete a run record and further ensuring accuracy of critical run data.

Updated Logic for Multi-select Fields

For multi-select fields, the process flow for selecting multiple items for a response has been updated.

Instead of searching for an items, selecting it, and then reopening the list to add another option, users can search for an item, select it, delete the search criteria, and search for another item. You can repeat this process of searching, selecting, and removing search criteria until all applicable items have been chosen.

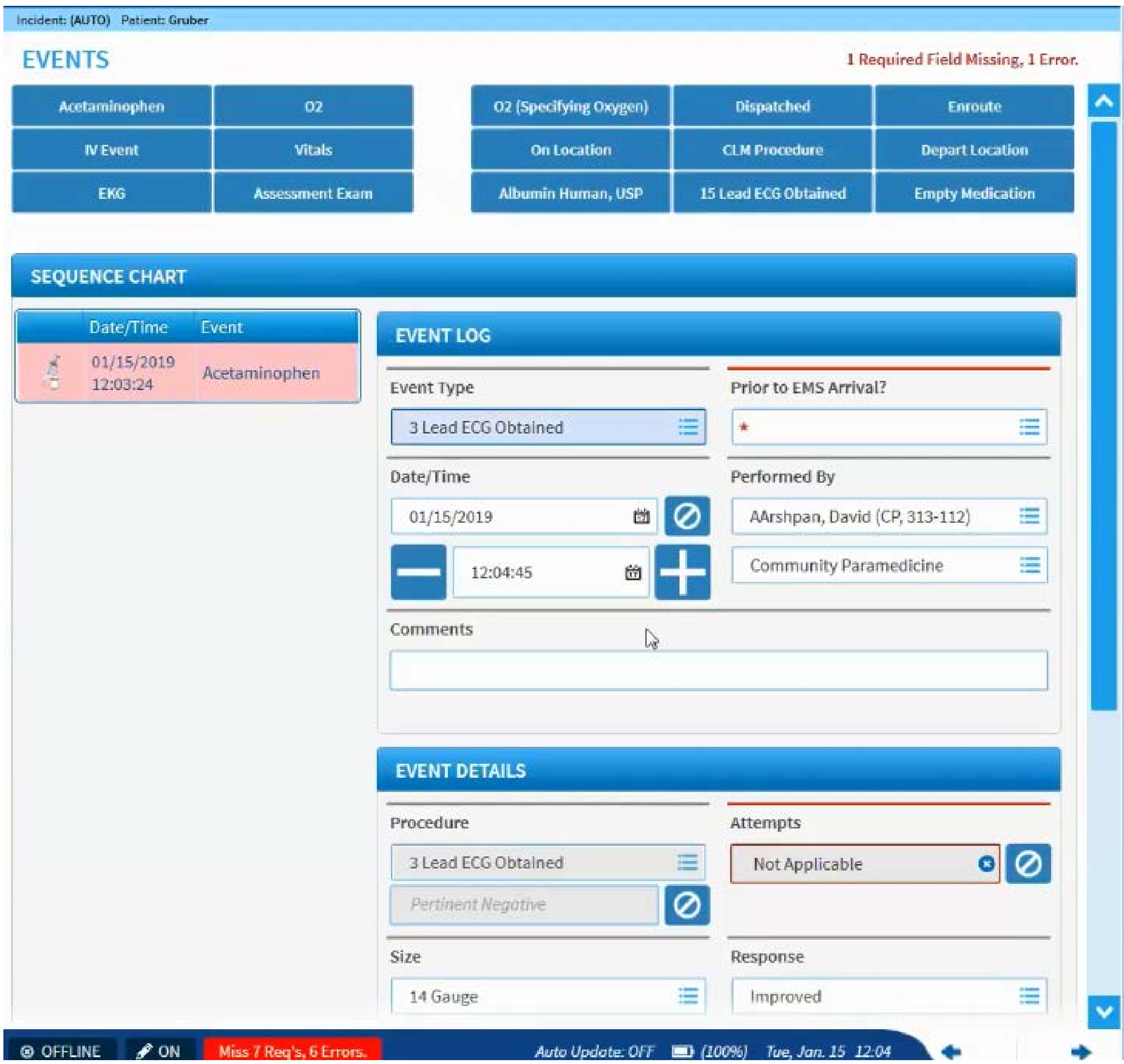
Updated Preset Crew Lists Upon New User Login

When a user logs in to TripTix Windows but is not listed as being a member of the current preset crew, the preset crew selections are removed. This functionality is based on department settings, turned **On** or **Off** via **System Settings**.

Optional Table View Editing

Table View Editing, a new, optional feature turned on by an administrator via System Settings, provides more screen real estate for entering events. When adding events, this unique mode divides the screen vertically, showing the sequence chart on the left and the data entry fields for the new event on the right.

Not only does this mode provide a constant view of all events in the sequence chart, but it also makes adding additional events even easier by eliminating the need for pop-up windows.



Enabled Clickable Hyperlinks in Email Notifications

When notifications are emailed to users, users can click a link directly within the email that will take them to the *Run Summary* page. From here, users can perform the necessary actions related to the run.

Auto-saved Signature Documents

Signature documents are automatically saved once opened or created, ensuring that vital signatures are retained even if the user has not completed the document in full or inadvertently failed to save the document after its completion.

In the event that a signature document was not manually saved, this automatic saving capability allows signature documents to also be recovered after an unexpected shut-down or system failure.

Implemented Multi-select for Patient Medications

As many patients may be prescribed more than one medication, the way in which users document these medications has become streamlined. Users can select multiple medications at once, filtering down the list and choosing each medication the user is prescribed in one single step.

Improved Advanced Search Process

Users can now press **Enter** instead of clicking **Search** when performing an advanced search. This ability streamlines the process and makes it easier to quickly execute searches as soon as run details are entered.