



Service Pack Release Notes Summary: Centricity Practice Solution (CPS) 12.2.x

Key Updates:

- Track & Report Clinical Quality Data for CMS Programs Using Clinical Quality Reporting (CQR) [Sign Up by Sending Us a Request to Join](#)
- Migrating & Managing Immunization Data from Observation Terms to New Immunization Tables for Quality Reporting and Immunization Interfaces [Email Us for Help](#)
- [CCC Basic](#): An optional complementary forms package provided by GE to assist in clinical data capture and quality reporting

Customer Online Communities:

- Launch of CMS [Quality Reporting](#) Community
- Launch of [Electronic Medication Prior Authorization](#) Community

Service Pack Release Summary*

**Releases are cumulative so that all prior content is carried forward to the next release or service pack*

Release

[Service Pack 1](#)

[Service Pack 2](#)



Service Pack 1

- Transaction timeout increased Transaction timeout for web services and calls to the database has been increased from 9600 to 172800 seconds (48 hours) to prevent data loss and reporting delays experienced by some larger clinics.
- Enhanced performance for FM Meaningful Use subscription This release modifies the operation of stored procedures for the Functional Measure Meaningful Use subscription to enhance performance and significantly reduce time to complete scheduled processing for initial and subsequent uploads.
- More information displays on JMX console CEMHealth screen System and quality reporting administrators can now see additional information about reporting subscription processing performance on the JMX console's display CEMHealth screen.
 - Start Date: The configured Initial Date from which subscription data was sent to CQR. This corresponds to the initialDate field in subscription setup and in the legacy (12.0.x) subscription import definition file (for example, mu_reporting.xml, clinical_quality_reporting.xml).
 - Status: A - Active, P - Paused, I - Inactive
 - Cron Start, Cron Stop: - The subscription start time/schedule expressed as cron strings. These settings permit the subscription to auto-start and stop when this time occurs. Format is [Seconds Minutes Hours Days...]
 - Last Run Date: This field is not new, but the value has changed. Previously, it reflected when items were first added to the outbound.queue, for example, when JSON files were most recently generated. Now it reflects when items were first added to the job.queue. Practically, this means when new/updated data is "discovered" for the subscription
- Resend Functional Measure data to CQR for specified period If the Functional Measures subscription fails, it can leave a gap in data received by CQR side of one or more days. If this happens, you can now resend just the missed data without resending the data already successfully sent.
- The application no longer incorrectly adds the first patient name in a bulk insurance payment as the payer name for every posting within that payment. Previously, when bulk insurance payments were manually posted for multiple patients and procedures, during processing, if one or more of the patients made a deposit or co-pay at the time of their visit, and if the patient transfer allocation was set, then every posting within the payment displayed the same payer name (the first name occurring within the bulk payment). SPR 69093
- When Orders are entered, signed and completed after a visit, the Visit Date on the Visit Info Tab now reflects the date and time of the appointment. Previously, Visit Date changed to the date/time orders were completed when charges were retrieved from Billing. SPR 35217
- All orders can now be retrieved for a visit in a single import. Previously you had to click on the visit multiple times until all charges were retrieved and the visit would approve. SPR 54435
- Attachments added to a patient document using the External Reference feature can now be opened in a single-click on the provider Desktop. SPR 64094
- When medication route is entered for a prescribed medication it now appears in the chart as follows:



New Route column after Instructions in the Update Medication window and Medication panel.

Route information displays after the instruction wherever a medication is listed in a text field or tool tip: Medication Summary panel, Update Medication, and Clinical List Changes.

Route information is also returned as the last field for MEDS_NEW("delimited"), MEDS_AFTER("delimited"), MEDS_PRIOR("delimited"), MEDS_REMOVED("delimited").

MED_LIST_CHANGES() and MED_LIST_CHANGES("delimited") now return the Route description for Add, Removed and Changed medications

- The printed Clinical Visit Summary now displays medication instructions. SPR 63122
- Enhanced patient matching to ensure that CVS/TOC documents created for a patient cannot be accidentally attached to a different patient chart. SPR 68728
- When using the Medication Administration form, only active problems are considered when showing results for interaction checking. Expired problems are not considered. SPR 68855, SPR 68844
- In the change medication window and update medication window, interactions between Medication and Expired Problem are no longer displayed. SPR 68843, SPR 68842
- A medication added with a stop date of today is treated as an active medication and will participate in interaction checking. Interactions for the medication now display in the Drug Interaction Details window even though the medication has a stop date of today. SPR 66845
- Sorting by description column in EPCS incident report tab now works as expected. SPR 68817
- When EPCS is enabled, clicking Validate Setup (in Administration > Electronic Prescription > Electronic /EPCS Settings) automatically generates the subscription key that registers the clinic for EPCS. SPR 68573
- To validate EPCS settings for the first time during setup, the administrator must use the login credentials of an Imprivata- licensed provider. (Validate Setup in Administration on Electronic Prescription > Electronic /EPCS Settings screen.) Thereafter the administrator can perform the required validations without a license. The license used during initial setup can be assigned to an EPCS prescriber. SPR 68749
- Flags subject field increased to 100 characters. Previously, user could not forward a flag if the subject field was longer than 64 characters. SPR 68659
- LinkLogic procedures exports no longer are missing when service orders are entered before the recurring task has run and signed after the recurring task has run. Previously, the orders were not exported by DTS but could be exported manually. The DTS_export_date value for service orders was not changed when the order was signed so that it matched the time the order was saved rather than signing time. SPR 68958
- When a user selects a different location of care at login than the location previously logged into, the new location is reflected in Chart. SPR 68947
- Download Available Updates option is no longer available in Server Setup for product updates. Instead, customers can download full builds from the Centricity Service Portal when updates are released. SPR 68366



- MSI Prerequisites folder is now located in the Staging directory folder and the installer no longer prompts for its location. SPR 67912Removed obsolete code that causes some upgrades to fail with SQL server version mismatch error. SPR 68753
- Admin Toolbox utility and user guide now support v12.2 and earlier versions v9.5, v10, v10.1, v12.0.12 and higher. SPR 61798
- When a user selects a diagnosis to associate to an order and a diagnosis code of similar value is in the list of potential diagnoses, the cursor no longer jump to the highest. SPR 68558
- An application error no longer occurs when user drags an appointment set to the clipboard and selects "All of the appointments in the set". SPR 55578
- Implemented performance enhancements for the open chart workflow. Now expected performance improvement is approximately 30 percent when a patient chart is opened the first time. SPR 68201
- Modified code to prevent MEL_ERX_APPROV and MEL_ERX_DENY errors that occurred when provider attempts to respond to Rx Renewal requests from some pharmacies. The problem occurred when a pharmacy uses the pipe character (|) that GE uses as a delimiter for other purposes in its renewal request message. SPR 69266
- When the Prescription form is not the first form opened in the left navigation pane, the application no longer hangs and requires a restart. SPR 68496
- The MEDS_AFTER MEL symbol now lists a medication as active when the medication Stop Date is today. Example: Physician places two prescriptions including ACETAMINOPHEN 325MG with Stop Date of today (2016-12-14) and IBUPROFEN 200MG with Stop Date as 2016-12-16. If MEDS_AFTER MEL symbol is used today (2016-12-14) then it returns both ACETAMINOPHEN 325MG and IBUPROFEN 200MG. Previously, it only returned IBUPROFEN 200MG. SPR 68854
- On the Rx Renewals tab patient birth date displays appropriately for matched patients. Previously N/A displayed for some patients. SPR 67219
- When a pharmacy sends a renewal request for a DME or other medication that contains a double quote in the description, the Prescriptions form correctly reads the request and no longer returns the MEL error "Expected right curly brace". SPR 68365
- Denying a renewal request for a medication not on a patient's active med list now displays in View Clinical List Changes. SPR 68742Prescriptions form link now appears and persists in the Chart and Desktop left navigation bar for a user after refilling a patient prescription. SPR 68664
- Keyboard shortcuts Control+S and Alt+S now function to Save and Continue on the Problem Search window. SPR 68175
- (Advanced Specificity Search) Entering ICD9 code V72.31 (Routine Gynecological Exam) and selecting "Gynecological Exam without abnormal findings" now correctly notes in the encounter an exam without abnormal findings. SPR 66890

See Service Pack 1 Release Notes for Full Details: <https://engage.gehealthcare.com/docs/DOC-263519>



Service Pack 2

- View prescription renewals for multiple providers SPR 68153 Summary: The Rx Renewals tab now allows for multiple prescribers to be viewed at once
- Rx Renewals tab updates Summary: Information displayed in the Rx Renewals tab has been enhanced. Now prescription renewal and pending prescription counts display in the upper right of the Rx Renewals tab. Patient DOB values display for all patients and an Authorizing Provider column has been added.
- Default settings for referrals SPR 63227 Summary: An Orders setup option automatically sets referral orders as 'Laboratory,' 'Radiology' or 'Other' by default. Orders setup now includes a setting to assign a category of 'Laboratory' or 'Radiology' to a referral order or order category by default. This ensures that the referrals entered in the Orders module will be counted for CPOE reporting if this is a part of your workflow.
- Novartis changed to SEQIRUS in manufacturer details SPR 67475 Summary: The manufacturer previously listed for select flu vaccines has been changed from Novartis to SEQIRUS. Solution: The Factory Custom List is now updated to reflect SEQIRUS as the manufacturer of Agriflu, Flucelvax, Fluvirin, and Fluvirin Preservative Free Intramuscular Suspension vaccines.
- Non-EPCS pharmacy notification SPR 68715 Summary: Providers must verify whether a pharmacy can receive electronic prescriptions for controlled substances (EPCS messages) prior to signing the medication. Now when selecting a Pharmacy from Find dialogs or when viewed in the Prescriptions form, pharmacies supporting EPCS display with 'EPCS' in their names.
- Quantity qualifier enhancements SPR 68865 Summary: When adding or editing a medication, the menu in the quantity qualifier field now displays only relevant units of measure based on the medication selected; medications with quantity qualifiers undefined are given a default unit of measure. Note: This option only displays when ePrescribing is enabled and an electronic prescribing method is selected.
- JBoss 6.4 and JDK 1.8 upgrade Summary: End-of-maintenance support for JBoss 5.1 and JDK 1.6 requires an upgrade to JBoss 6.4 and JDK 1.8. Important: Review your documentation carefully before applying this service pack. Additional preparation and post-upgrade steps are included in these materials.
- Verified Complete option in EPCS Transmission Failures SPR 68717 Summary: The EPCS Transmission Failures tab now includes a Verified Complete option and column to track transmission failures that have been completed outside of the EPCS Transmission Failures tab. Now the EPCS Transmission Failures tab includes a Verified Complete button (upper right) and a Verified Complete column that displays 'YES' if an item is verified and completed (items are highlighted in yellow). The EPCS Transmission Failures tab can also be filtered to only display 'Verified Complete' items.
- Immunization compliance and non-compliance reports SPR 64637/69277/69278 Summary: HTML compliance and non-compliance reports were needed to support the new Immunization Management form. Now there are two sets of compliance and non-compliance reports that support the retrieval of both HTML and OBS formatted data.
- Route of Administration data missing in eRx XML files SPR 67551 Summary: Route information was not being included in electronic prescriptions sent to pharmacies. Route information is now



included in electronic prescriptions; this information appears in the Note to Pharmacy field (Ex: "Route: Oral;").

- Pharmacy note and refill number not persisting SPR 69016 Summary: In the Prescriptions form, the Note to Pharmacy text and the number of refill values entered were not being saved after signing. The system now passes pharmacy notes and refill counts to the database; this information saves when you sign the prescription.
- Excessive results when adding a supervising provider SPR 53660 Summary: Adding a supervising provider to a ticket in Billing returned too many providers. Now when a user attempts to add a supervising provider to a visit in Billing, only on-staff providers are returned.
- Duplicating ICD 10 Z codes SPR 64712 Summary: ICD 10 "Z codes" duplicating within Visit, Case Management, and Charge Set views. : ICD 10 Z code handling within Visit, Case Management, and Charge Set views has been corrected to prevent further instances of duplications.
- Totals Based on Allowed Amounts calculation SPR 67006 Summary: In Billing, the 'Totals Based on Allowed Amounts' field was not displaying the adjusted amount. The allocation functionality has been adjusted to properly allot funds so that totals based on allowed amounts calculate as expected even if a zero (0) value is entered for a fee schedule.
- UB04EX.rpt file not populating Other Provider ID field SPR 68507 Description: The claims report UB04EX.rpt file was not populating the Other Provider ID (field 57a). The fields required to support Other Provider ID data have been added to UB04EX.rpt. Now when this report is run, if Other Provider ID information exists within the range of the report query, this information now appears in the report output.
- Date field correction in Claims and Billing SPR 67456 Summary: Date fields in the Claims tab and Billing were not matching. Now First Filed and Last Filed dates display data values correctly in the Claims tab; they also correspond with the Transmitted value in the Claims tab.
- Payment Entry: unintended visit deletion SPR 68983 Summary: In Payment Entry, deleting a visit other than the first one listed was causing the first visit in the list to be deleted. The functionality that caused the first visit to unintentionally delete has been corrected; now only the visit selected for deletion is deleted.
- Responsible Provider searches not returning Other Providers SPR 70292 Summary: The Responsible Provider search field in Billing did not include providers who were designated as Other Providers. In the Billing module, the Responsible Provider search field now returns both Responsible and Other providers.
- Referring and Supervising Provider searches SPR 70351 Summary: Referring and Supervising Provider search results did not include some provider types.
- Summary column width adjustments not retained SPR 58368 Summary: In Chart Desktop, adjustments made to the Summary column width were not persisting. The column width issue has been corrected; columns resized in Chart Desktop modules no longer revert to default size if user clicks away to another module and returns.
- Medication data masking issue SPR 67940 Summary: The Patient Portal was not masking medications in cases where dosages were unspecified. Masking functionality has been expanded to mask medications whether dosages are specified or not.
- Messaging tab not displaying messages SPR 68360 Summary: The Messaging tab was no longer displaying messages after the 'VIEW fax queue status' privilege was added. Now the Messaging



tab connects to secure messaging regardless of its tab position within the Chart View. This means that even when a user has the 'View fax queue status' privilege added, the Messaging tab will still display secure messages.

- Clinical list lock for prescription refills SPR 68862 Summary: Clinical list lock functionality prevented clinical items in other documents from being entered. When the Prescriptions form is accessed and a medication is ready for renewal, a clinical list lock no longer occurs unless the user edits "Comments", "Instructions", changes the medication dosage, adds a new medication, or updates other clinical list items.
- Delays when opening large patient charts SPR 68873 Summary: Large patient charts with many documents were experiencing delays upon opening. : The functionality that supports active documents within charts has been updated so that active chart documents are not queried repeatedly from the database. Now accessing a large chart with many active documents does not delay chart access.
- Delays when opening large patient charts SPR 68873 Summary: Large patient charts with many documents were experiencing delays upon opening. The functionality that supports active documents within charts has been updated so that active chart documents are not queried repeatedly from the database. Now accessing a large chart with many active documents does not delay chart access.
- Wrong medications and documents displayed in patient chart SPR 70310 Summary: When a provider updated a patient chart and then accessed eligibility benefits for another patient in Registration, medications and documents from that patient displayed in the other patient's chart. Only the medications and documents for a given patient display for that patient in their charts.
- Wrong name displayed in the Name column SPR 70221 Summary: Wrong name displayed in Documents name column (Chart Desktop). The correct name value now displays in this column.
- Failed EPCS Rx report SPR 68684 Summary: The Failed EPCS Rx report was not generating. The application now handles extra spaces occurring in Failed EPCS Rx report fields and generates the report as expected.
- EPCS transmission failure notification SPR 68716 Summary: Providers were not notified of EPCS transmission failures outside of the EPCS Transmission Failures tab. Now EPCS transmission failure counts display to the right of the EPCS Transmission Failures option in the main menu (this value also displays for the provider selected in the 'Search for' field).
- Refill value in EPCS Cloud reports SPR 69245 Summary: EPCS Cloud reports were not including refill information for controlled substances. The refill value has been added to the EPCS Adhoc and Monthly Reports and is displayed as a separate column.
- Print options in the EPCS Transmission Failures tab SPR 69512 Summary: Users needed the ability to select specific printers or printer trays when printing from the EPCS Transmission Failures tab. Now when you print prescriptions from the EPCS Transmission Failures tab, the Printer Selection dialog box opens with options to select specific printers and trays; selecting the Cancel button returns users to the Printer Selection dialog and clears any changed printer selections.



- Months to display in EPCS monthly reports SPR 69234 Summary: The EPCS monthly report was only displaying some months within reports. Now the EPCS monthly report includes all months of the year within the report range specified.
- EPCS transmission errors reported by Surescripts SPR 69366 Summary: Surescripts reported multiple errors that were causing EPCS transmissions to fail. All error code 700 issues that were causing EPCS transmission failures have been corrected.
- Starting MIK in Windows Server 2012 SPR 56260 Summary: MIK failed to start when installed on a Windows Server 2012 machine with a CPS database installed. Now MIK starts when installed on a Windows Server 2012 machine that has a CPS database installed.
- JMX Console CEMMonitoring MBean date validation issues SPR 69015 Summary: Two JMX Console > CEMMonitoring MBean methods were accepting invalid date values and failed to alert the user. Input date values are checked for proper format and to ensure that the From date is earlier than the To date. If an invalid format or date is entered, an error message prompts the user to enter a valid value. Date formats for both methods are now the same to reduce risk of confusion.
- JMX Console CEMMonitoring MBean field descriptions SPR 69024 Summary: JMX Console > CEMMonitoring MBean operations are missing some description values. All fields for all operations now include useful descriptions to help users properly configure and run the operation. Note: In this release, MBeans previously hosted on the JMX Console are now hosted in the JConsole. To access, go to Start > Programs > Centricity jboss and select Launch JConsole.
- Misleading error message for bad patient ID entry SPR 69031 Summary: A misleading error message sometimes displayed when an invalid patient ID was included in a webservice call. The correct error message now displays.
- Date and time value updates SPR 68958 Summary: After installing Centricity Practice Solution Service Pack 13, the export date values in service orders updated in some areas but not in others. DTS and LinkLogic support have been modified to properly update export date values when appropriate.
- Encounter form import overwriting an unrelated form SPR 22216 Summary: When a Clinical Kit (.CKT) was imported that contained an encounter form, the form would sometimes overwrite an unrelated form in the system. Now clinical kits containing encounter forms no longer overwrite unrelated forms upon import.
- MeI_Add_Order not adding ICD-10 codes to Orders SPR 64550 Summary: MeI_Add_Order in Chart settings was not adding ICD-10 codes as options in Orders. : Now both ICD-9 and ICD-10 codes added to MeI_Add_Order display as options within Orders.
- Missing data in immunization messaging SPR 69703 Summary: System-generated immunization messages were not including data after a given messaging section (after PID 8). Now immunization VXU messages include all data, including Race values that are nonstandard.
- Orders and Orders Report printing delays SPR 68903 / 69727 Summary: When printing orders or a report from the Orders module, printing was noticeably delayed. Excessive database logging issues that were causing printing delays have been corrected.
- Prescription form performance SPR 68496 Summary: When the Prescription form was accessed from an encounter and was not the first form opened, the application would hang. Now when



the Prescription form is opened and is not the first form opened, the scrollbar resizes once as opposed to multiple times and the related performance issue no longer occurs.

- Data sorting capability enhanced SPR 68836 Summary: More efficient data sorting capabilities implemented to support system performance. Data sorting capabilities are now enhanced to improve system performance.
- Client crashes when adding new Active Directory user SPR 69085 Summary: Client was crashing when a new Active Directory (AD) was added in User Management when no search criteria was entered. The functionality that supports user login searches has been corrected to handle searches without search criteria.
- Crash when navigating between charts and Chart Desktop (Windows 2012) SPR 70055 Summary: When navigating between patient charts and Chart Desktop on Windows 2012, the application would crash on limited occasions. Infrequent crashes no longer occur when users navigate between patient charts and Chart Desktop.
- Crash when opening charts from Registration SPR 70114 Summary: When opening a chart from Registration, the application would crash on limited occasions. Infrequent crashes no longer occur when opening patient charts from Registration.
- Inbound refill requests SPR 68839 Summary: Inbound prescription refill requests were not being delivered to Centricity or prescribers. : Now when an electronic prescription is received with an SPI, the system matches the SPI number with the provider's SPI whether the provider has a DEA number in the system or not.
- Prescriptions form not opening in sensitive patient charts SPR 68973 Summary: The Prescriptions form was not opening from within a sensitive patient chart. A new parameter, withoutOnDemand, has been added to sensitive patient permissions to check user rights for on demand access status. If the user has on demand permissions, they can access and modify clinical information in the chart (including prescription renewals).
- Electronic Prescriptions Review incorrectly displaying SPR 69013 Description: The Electronic Prescriptions Review window was displaying incorrectly at chart signing. The Electronic Prescriptions Review window no longer displays at signing when a 'Fax to Pharmacy's prescribing method is selected.
- Allergies list in Prescriptions now sorts by severity SPR 69123 Summary: The Allergies list accessed from the Prescriptions form did not list patient allergies by order of severity. Now when the Allergies list is accessed from the Prescriptions form, patient allergies are automatically sorted and displayed from most to least severe.
- Print Options button in Prescriptions SPR 69200 Summary: The Print Options button in Prescriptions was not displaying. The Prescriptions form has been updated so that the Print Options button displays.
- Controlled Substance option in the Prescriptions form SPR 69265 Summary: The Controlled Substance checkbox in the Prescriptions form must automatically be unchecked each time a prescription is updated. Now the application verifies whether prescription information has been changed and clears the Controlled Substance checkbox when changes are detected. When checked, further inline editing is disabled.
- Approve or deny errors for refill requests SPR 69266 / 69323 / 69295 Summary: Error messages displayed when approving or denying a refill request with special characters in the description



or refill number. Now renewals with special characters can be accepted or denied without errors.

- OK button in Update Medication causes crash SPR 69423 Summary: Selecting the OK button in Update Medication caused the system to crash. Now when you update medications for an electronic prescription in the Update Medications form and then select OK, the system no longer crashes.
- Prescriptions form crashing SPR 69474 / 69466 Summary: The Prescriptions form was crashing when users updated prescription details, placed the document on hold, and then attempted to renew another prescription. Now any 'undefined pharmacy renewal' events occurring in the system are handled so that the Prescriptions form no longer crashes.
- Printing for controlled and non-controlled prescriptions SPR 69478 Summary: When a electronic prescription for a controlled substance and a prescription for a noncontrolled substance designated for printing were prescribed together, the Print Options button was disabled. : The Print Options button has been relabeled as "Print Options/Sign Rx" to handle cases where controlled and non-controlled prescriptions are prescribed together.
- Prescription created when a medication is removed SPR 69680 Summary: Previously filled prescriptions are created when a medication is removed from a patient chart. Removing a medication from a patient's chart no longer automatically creates a prescription entry.
- Delays when opening Rx Renewal form SPR 69710 Summary: The Rx Renewal form was taking an unexpectedly long time to load. Now the Rx Renewal form opens within a reasonable time span when launched.
- Patient language value error SPR 69808 Summary: Patient language entries in Registration caused system errors. Now patient language entries no longer cause validation errors to occur.

See Service Pack 2 Release Notes for Full Details: <https://engage.gehealthcare.com/docs/DOC-289459>