Rcopia®

Release Notes

Rcopia4 Web

Version 4.32

Date: March 2020

DrFirst.

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Overview

DrFirst is releasing Rcopia4 Web version 4.32.   Upon receipt of this document, clients are requested to start reviewing and testing any changes in their test environment as soon as possible. The updates in this release impact the following users:

☐ Engine   ☒ Single Sign-On   ☒ Affiliates

Please consult your Account Manager and/or Technical Project Manager for any questions or concerns.

Release to Staging: 03/12/2020

Release to Production: 03/24/2020

System Requirements

Rcopia4 *does not* fully support older browser versions.

- The minimum browser resolution required for Rcopia4 to function correctly is a minimum width of 768 pixels
- JavaScript support must be enabled in order to utilize Rcopia4

Below is a list of the most commonly used browsers and the lowest supported version.

Internet Explorer	v9 and above
Firefox	v20 and above
Chrome	v25 and above
Safari	v5 and above
Opera	v11 and above

Incidents Resolved

Incident Name	Description
TS1-25991 Providers are unable to complete renewal approvals due to send button being greyed out.	**Issue:** When users launched to the Rcopia messages screen and tried to send renewal approvals, they were unable to do so as the "send" button was greyed out. **Resolution:** Users are now able to complete renewal approvals when they launch to the Rcopia messages screen. We have made the "send" button available.
TS1-25968 Prescription Report tab and Prescription Report menu option are missing.	**Issue:** When launching Rcopia, users in Single Patient Mode were unable to see the "Prescription Report" link in either the hamburger menu or as a link at the top of the page. **Resolution:** The prescription report link has been brought back and is now available at the top of the page and in the hamburger menu.
TS1-25945 Deleted location data is reappearing under the "Default Login Location" user preference.	**Issue:** In user preferences, users have the option to set their default login location. In the dropdown, users were able to see deleted locations. **Resolution:** Users will no longer see deleted location data in their "Default Login Location" preference dropdown.
TS1-25918 Authorized provider agents are unable to send prescriptions.	**Issue:** Authorized provider agents were not able to send prescriptions in certain practices they were attached to. **Resolution:** Provider agents can now send prescriptions for providers they are authorized for in the practices they are attached to.
TS1-25895 User receiving "grepo fetch data failed" error upon launching Rcopia.	**Issue:** When users launched Rcopia, they would see an error message instead of being taken to the desired Rcopia screen. **Resolution:** We have resolved a data issue and have introduced code that will prevent this error message from occurring in the future.
TS1-25891 RxChange cancel/deny response to not stop medication still stops medication	**Issue:** When a user evaluated a prescription change request from a pharmacy and chose the "Cancel- deny the change request and cancel the original prescription" response, and elected to not stop the underlying medication, the medication was stopped against the user's wishes. **Resolution:** When users deny and cancel a change request, they will be able to set 'Stop Medication' to 'No'

	and the medication will remain active on the patient's medication list.
TS1-25844 Most recent prescription drug plan is not always displayed to end users.	**Issue:** A patient's most recent prescription drug benefit plan was not always displayed to end users. **Resolution:** Prescription drug benefit plans are now accurately displaying to the end users.
TS1-25830 Patient pharmacies are not the same between Rcopia3 and Rcopia4.	**Issue:** Patient default pharmacies defined in Ropia3 were not all displaying in Rcopia4. **Resolution:** We have resolved the issue with the default pharmacies not displaying the same between Rcopia3 and Rcopia4. A patient's default pharmacies will now display the same between both applications.
TS1-25826 Controlled Substance prescriptions can't be sent due to errors on the medication details screen.	**Issue:** Users were unable to send controlled substance prescriptions due to an error on the prescription review screen. **Resolution:** We have made it so that the fields requiring additional information will be validated and information will need to be entered before the user is able to proceed to the prescription review screen.
TS1-25809 Users unable to SSO due to incorrect response property.	**Issue:** Users were not able to successfully launch into Rcopia via single sign-on, and were left with a "Please wait while we log you in..." message. **Resolution:** We have resolved an internal error that was causing this problem.
TS1-25803 Selecting "print without sending" does not trigger LINK message.	**Issue:** When a user completed a prescription with the "Print don't send" action, and the patient was able to receive LINK messages, the message was not sent to the patient. **Resolution:** When a user selects the "Print don't send" action button for a prescription, a LINK message will be triggered and sent to the patient.
TS1-25801 Business Associate Agreement link is not working in the Terms of Use.	**Issue:** When users reviewed the Terms of Use, they were unable to select the link to the Business Associate Agreement. **Resolution:** We have updated the URL and the Business Associate Agreement is now accessible from the Terms of Use.
TS1-25796 Users are unable to prescribe medications if patient doesn't have a default pharmacy.	**Issue:** Users could not prescribe medications for a patient if no default pharmacy was defined. **Resolution:** If no default pharmacy is defined for a patient, a medication can still be prescribed. The prescription may not be sent, but it may be printed.

TS1-25767 Users cannot add, modify or delete allergies when the severity value isn't recognized.	**Issue:** When a patient has an allergy record that contains a severity value that is not recognized by Rcopia4, a user cannot add a new allergy for the patient, modify any existing allergy record or delete any existing allergy record for the patient. **Resolution:** Rcopia will now allow for free text severity entry. If a user attempts to update or change a free text allergy, they will see a warning message explaining that they will be replacing the original free text with the new severity information they are entering. To accommodate this change, the severity list has been made searchable, with the option to add a severity that is not on the list.
TS1-25733 Users are receiving a "SSO 207 Staging 201" error when attempting to launch Rcopia.	**Issue:** Users could not launch Rcopia if the system name was the same in multiple regions. **Resolution:** Logic has been changed so that all regions will be checked before an error is thrown. Users are now able to access Rcopia successfully.
TS1-25723 A period in the patient_external id causes a launching error.	**Issue:** If the patient_external id in the SSO request contained a period, the SSO launch failed. **Resolution:** Rcopia now accepts a period in the patient external id.
TS1-25687 On the medication details screen, users must hit the "tab" button twice to jump between the "Dose" and "Dose Unit" fields.	**Issue:** If the tab button was being used to navigate between the sig fields in the medication details screen, users noticed they had to hit "tab" twice to jump from the "Dose" field to the "Dose Unit" field. **Resolution:** Users will be able to see where the focus jumps to when the "tab" button is clicked twice as users are navigating through the sig fields on the medication details screen.
TS1-25538 The pharmacy messages count does not update based on the provider(s) sent in the rcopia_id_access_list.	**Issue:** The pharmacy messages count was not updating correctly if a provider or providers were sent in the rcopia_id_access_list. **Resolution:** The provider access list will now affect the pharmacy messages count as expected. Only messages belonging to the provider(s) sent in the access list will be represented in the message count. If no providers are sent in the access list, all messages for all providers in that location will be represented in the message count.
TS1-25534 Prescription report doesn't filter completed prescriptions properly.	**Issue:** Within the prescription report, if a user selected a custom date range and then selected "Last 30 Days", the custom date range did not get cleared to allow all completed prescriptions within the last 30 days to display.

	Resolution: The custom date range will now be cleared to allow for the correct number of completed prescriptions to display when the "Date Range" field is toggled.
TS1-25523 The default provider setting list is not limited by rcopia_id_access_list.	**Issue:** If a list of providers is sent in the rcopia_id_access_list, the reporting setting "Default provider to" dropdown list is not limited to the users sent in the rcopia_id_access_list. **Resolution:** The rcopia_user_ids and rcopia_user_external_ids sent in the corresponding access list will limit all provider drop down lists to the items sent in the SSO parameters.
TS1-25393 Notification icon counts are delayed in LIMP mode.	**Issue:** When launching Rcopia in limited multi-patient mode, the notification counts for messages and reports do not display immediately. **Resolution:** The notification counts now correctly and immediately display for reports and pharmacy messages when launching Rcopia in limited multi-patient mode.
TS1-25022 EPCS Fails to send successfully and no user feedback is provided.	**Issue:** When a user entered credentials to sign a controlled substance prescription, they would sometimes be unable to successfully sign, and the screen refreshed with no change. **Resolution:** The error message explaining the signing failure will now be highlighted in red text so that the user can take corrective action.
TS1-23897 Pending prescriptions can only be printed due to missing pharmacy.	**Issue:** When prescriptions were created in Rcopia3, left in the pending queue, and then the practice was migrated to Rcopia4, the pending prescriptions lost the previously attached pharmacy. **Resolution:** The pharmacy will now stick to the pending prescriptions when a practice is migrated from Rcopia3 to Rcopia4.
RC4-20128 (DFS-164451, DFS-185932, DFS-194634) Save office comment on a pharmacy message	**Issue:** A user needed to enter and save an office comment for a pharmacy message. The comment could only be saved if the user took an action on the message. **Resolution:** We have restored the Rcopia3 Web flow that allows an office comment to be saved for a message without requiring an action to be taken on the message. To save the comment, the user must click the "Send" button at the top of the screen. This button both saves office comments and takes any actions that the user may have selected for one or more messages.

Enhancements

Application Load Acceleration

We have refactored the Rcopia4 Web application to decrease the time between a user's successful logon and the point at which the user can interact with Rcopia. Users who log on directly to Rcopia with a username and password will not see loading changes. Users who log on from partner applications via single sign-on (SSO) will see an improvement in the initial load time.

Thermal Printer Support

In version 4.31, we added the option to output printed prescriptions in a format that is compatible with a thermal printer with special paper that is supplied in a continuous roll. We have tested this feature with one printer model, the Star Micronics TSP800.

The initial release of this feature supported printing on "Rx560" paper rolls for the following states:

- Florida
- Illinois
- Tennessee
- Virginia

Please see below for additional states that are now supported with the 4.32 release:

Alabama	Maine	Ohio
Alaska	Maryland	Oklahoma
Arizona	Massachusetts	Oregon
Arkansas	Michigan	Pennsylvania
Colorado	Minnesota	Rhode Island
Connecticut	Mississippi	South Carolina

Delaware	Missouri	South Dakota
District of Columbia	Montana	Texas
Georgia	Nebraska	Utah
Hawaii	Nevada	Vermont
Idaho	New Hampshire	Washington
Iowa	New Mexico	West Virginia
Kansas	North Carolina	Wisconsin
Louisiana	North Dakota	Wyoming

Five states are not yet supported. These include NJ, CA, NY, KY and IN.

The thermal printing option is enabled through private label and practice location settings.

Clients that want this feature enabled should reach out to their Rcopia support representative. Please reference release notes for version 4.31 for more details regarding thermal printing setup.

Contact Information

If you need to contact DrFirst for further details regarding this release, please note the following contact information.

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