

# Release Notes 2020-07

- Last Minute Appointment Reminders - ability to receive reminders and perform a Mobile Pre-check for appointments that are scheduled after the initial reminders have been sent.
- Same Day Appointment Notifications - ability to text a patient on the same day of their appointment to ensure the patient keeps their appointment. Has an additional custom text option following the notification.

### Appointment Notifications

When filters are enabled, the appointment only needs to match to at least 1 of the filters in order for the notification to be sent.

#### Real-Time Notification Settings

Sends notification upon Clearwave receiving a scheduled or rescheduled appointment.

- Email Real-Time Notifications
  - Filter Real-Time Notifications by specific Appointment Locations  
Real-Time Notifications will be sent only for Appointments at the selected Appointment Locations.
  - Filter Real-Time Notifications by specific Appointment Providers  
Real-Time Notifications will be sent only for Appointments with the selected Appointment Providers.
  - Filter Real-Time Notifications by specific Appointment Services  
Real-Time Notifications will be sent only for Appointments with the selected Appointment Services

#### Same-Day Notification Settings

Sends notification of appointment(s) within twelve hours of the scheduled appointment time.

- Email Same-Day Notifications
- Text Same-Day Notifications
  - Send at  AM on the service date if the appointment time is after noon.
  - Send at  PM the day before the service date if the appointment time is before noon.
- Display Earliest Appointment On Notification  
Only display one appointment time per Notification if multiple are scheduled for the day.
- Filter Same-Day Notifications by specific Appointment Locations  
Same-Day Notifications will be sent only for Appointments at the selected Appointment Locations.
- Filter Same-Day Notifications by specific Appointment Providers  
Same-Day Notifications will be sent only for Appointments at the selected Appointment Providers.
- Filter Same-Day Notifications by specific Appointment Services  
Same-Day Notifications will be sent only for Appointments at the selected Appointment Services.

[Custom Same-Day Notification Text Message](#)  
This setting enables a text message that will be sent at the same time as the Same-Day Notification Text message. If English text is left blank, the Custom Text will not be sent.

## • Windows App - Clearwave Connect for Tablet

- The windows app tablet has feature parity to the legacy kiosk, with the additional custom field review that the iPad has. The windows app tablet have up to date UI, and can be remotely managed with Airwatch MDM.
  - Q: Will the Windows Tablet OCR?
    - The tablet will have DL and Insurance card image capture, but will not OCR the card data.
  - Q: Will the previously captured card images show at the tablet during the check-in session?
    - No, only new card images will be captured and shown at the tablet check-in session. This is current kiosk flow as well.
  - Q: Will the 'I prefer not to answer' button be an option on the tablet?
    - Yes, this current functionality is available
  - Q: Has the previous button been removed on the tablet?
    - Yes, the previous button was removed when we rolled out the iPad. This has been carried to the Windows tablet as well.
- Nextech Practice+: HIPAA date and checkbox, Prescription Images updated

## EDI Updates

**YourCare-** Payer deactivated as of 7/1/20- taken over by Molina and have not signed a new data supplier agreement [EDI-1840](#)

**Cooperative Benefit Administrators-** Payer deactivated per Change Healthcare [EDI-1837](#)

**All Savers-** Change no longer has Portal Connection. Direct x12 connection only.

**Prominence Health Medicare Advantage (88029)-** Deactivated. [EDI-1836](#)

**Populitics -** New payer connection. Enhanced.

**Farm Bureau Health Plans -** New payer connection EDI - 1839