



Release Notes for CaraSolva® Revision 2.18.1.0

Release Date: March 28, 2018

We are very excited to announce some excellent new features included in our upcoming software release! We wanted to give you a heads-up prior to the release on what's to come! Please see below for a list of new features and bug fixes you can expect next Wednesday, March 21st!

To install this upgrade, the system will be unavailable beginning **Tuesday, March 27th** during the following times:

Eastern: 11:00 PM – 2:00 AM EST
Central: 10:00 PM – 1:00 AM CST
Mountain: 9:00 PM – 12:00 AM MST
Pacific: 8:00 PM – 11:00 PM PST

As always, feel free to get back to us with any concerns, comments or questions.

Thank you.

Technical Support
CaraSolva, Inc.
866-731-4967
TechnicalSupport@CaraSolva.com

Enhancements

End of Shift Count Page

Based on helpful feedback, we have made enhancements to the End of Shift Count page. You can now save a shift count for later, see a time stamp of when the last shift count was done and correct any typos or discrepancies on the page before saving the count to the system!

New Save Work Button

The “Save Work” button allows staff to temporarily save the already completed counts much like a place holder.

Example: Two staff members are conducting a shift count for an entire location and must fill in a long list of counts. In the middle of entering counts, both are called away to take care of an urgent task. Rather than exiting the count page and having to start over later, they can click the “Save Work” button and the system will temporarily save their counts that were already entered for that shift. The counts they began earlier will reappear when that specific shift count is requested again.

How it works:

In the figure below, the users began a shift count and entered two counts for shift 2. A few minutes into the count session, they both are called away and click the “Save Work” button.

The screenshot shows the 'End of Shift Count' page. At the top, there are dropdown menus for 'Location' (Zen Location), 'Client' (All Clients), and 'Shift' ((global) Shift 2). Below these are radio buttons for 'Current User is' (Coming On, Going Off) and a 'Get Counts' button. A message on the right states: 'Today's count for this shift has not been started. There has not ever been a count completed for this shift.' Below the form is a table with columns: Name, Medication, Container or Sheet, Admin Time, Type, User Count, System Count, Actual Count, and Error Resolution. The table contains five rows of data. A blue circle highlights the 'User Count' column for the first two rows. Below the table are 'Compare' and 'Save work' buttons.

Name	Medication	Container or Sheet	Admin Time	Type	User Count	System Count	Actual Count	Error Resolution
Bill Bloggs	Adderall 30mg	0		MED	22			
Bill Bloggs	Klonopin (Clonazepam) 2mg	0		MED	10			
John Doe	Clonazepam	0		MED				
Reese John	Benzotropine 1MG (Cogentin)	0		MED				
Reese John	Clonazepam	0		MED				

The counts are temporarily saved. The next time the End of Shift Count page is accessed and that same shift is selected (shift 2 above), the counts that have been counted so far, will reappear.

To finish the counts, fill in all user counts and click the “Compare” button.

The system runs a check and comparison to the last system count. When the user count turns yellow (below), it means there is a discrepancy between the count entered vs. the system count. There is an “Actual Count” box where a user can recount and correct a typo. The final count must be confirmed and explanation for discrepancies (Error Resolution) must be entered.

Name	Medication	Container or Sheet	Admin Time	Type	User Count	System Count	Actual Count	Error Resolution
Bill Bloggs	Adderall 30mg	0		MED	22	20	22	
Bill Bloggs	Klonopin (Clonazepam) 2mg	0		MED	10	20	10	
John Doe	Clonazepam	0		MED	25	1	25	
Reese John	Benzotropine 1MG (Cogentin)	0		MED	33	20	33	
Reese John	Clonazepam	0		MED	40	22	40	

Save work Finished

When the user is satisfied and has completed all information, click the “Finished” button. The shift count is now complete.

Name	Medication	Container or Sheet	Admin Time	Type	User Count	System Count	Actual Count	Error Resolution
Bill Bloggs	Adderall 30mg	0		MED	22	20	22	Refill
Bill Bloggs	Klonopin (Clonazepam) 2mg	0		MED	10	20	10	Lost due to spill
John Doe	Clonazepam	0		MED	25	1	25	Refill
Reese John	Benzotropine 1MG (Cogentin)	0		MED	33	20	33	Refill
Reese John	Clonazepam	0		MED	40	22	40	Refill

Save work Finished

Count Sheet Improvement

Medication counts can be entered and/or set from several different areas within MedSupport. Each time a count is entered, whether it be from the back office medication event page, from a completed prompt in the front office or as part of an end of shift count; that particular count becomes the latest system count.

In order to accurately reflect the system count for each client's counted medication, we have improved the Count Sheet to update the counts and discrepancy notes from ALL areas rather than just from the prompt page.

Places where counts can be entered:

- End of Shift Count Page (Back Office)
- Medication Event Scheduler (Back Office)
- PRN/OTC Tab (Back Office)
- Prompt Page (Front Office)
- PRN Administration Page (Front Office)

PRN Count Enhancement

You can now set initial counts, refills and document discrepancies for PRN/OTCs in the back office. To access this section and set counts from the back office, you can go into the back office > client management > all clients > select client > PRN/OTC tab > select PRN > Edit.

Follow-up Event *

Follow-up Time Days Hours Mins

'Early Give' Warning (hours)

Controlled Substance

Enable Count

<p>System Count <input type="text" value="0"/></p> <p>Actual Count if different <input type="text"/></p> <p> <input checked="" type="radio"/> Initial <input type="radio"/> Refill <input type="radio"/> Discrepancy </p>	<p style="text-align: center; color: orange;">Last Updated</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">Value</td><td><input type="text"/></td></tr> <tr><td style="padding: 2px;">Reason</td><td><input type="text"/></td></tr> <tr><td style="padding: 2px;">Date</td><td><input type="text"/></td></tr> <tr><td style="padding: 2px;">User</td><td><input type="text"/></td></tr> </table>	Value	<input type="text"/>	Reason	<input type="text"/>	Date	<input type="text"/>	User	<input type="text"/>
Value	<input type="text"/>								
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Date	<input type="text"/>								
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CareSupport Permissions

Many organizations have staff who track bowel movements and other tasks but may not have the authorization to administer medications nor PRNs. If you are a CareSupport subscriber, you now can assign each CareSupport feature individually to a user. In other words, if your user is only authorized to document on bowel tracking and nothing else, you can assign only that permission to the user.

Another example would be, when a user needs to track BMs and Voids, the void tracking can be set up in the Observations section and be given both Bowel Tracking and Observations permissions.

CareSupport Menus:

- Bowel Tracking
- Observations
- Activities of Daily Living
- Incidents
- Ad-hoc Vitals


 PRN / OTC Observation ADLs
 Incident

How to Assign Permissions:

By default, all CareSupport permissions will automatically be active for each existing role. To remove access for a certain role, you can go into the Back Office > Master > Role menu and select the desired role. Next, click the "Edit" button and scroll through the check boxes until you see the above permissions. Deselect the checkboxes the role doesn't need and click "Save". Do this for each appropriate role and the menu/dropdown boxes will no longer be visible for the users in the front office (prompt page).

Role Name *

Med Certification required

Features

- Can CalenderInactivateAll
- Can document ADL
- Can document Bowel Movements
- Can document Incidents
- Can document Observations
- Can document Vitals
- Can MedicationInactivateAll

To learn more about CareSupport, please visit the [CaraSolva Website](#) or [Request a Demo](#).

New! User Location Report

As part of the Geo Location add-on feature, program admins now have the option to activate a new User Location Report! The report will display date and time stamps on an interactive map when a user accesses MedSupport outside of the specified range. Please [contact us](#) to learn more about how to get started!

More about the [Geo Location](#) feature.

Password Character Limit Increase

The maximum amount of characters that can be used when creating a password is set to up-to 20 characters long. The previous maximum was set to 12 characters. All other password criteria will remain the same.

- Minimum of 8 characters
- **New!** Maximum of 20 characters
- At least 1 upper case letter
- At least 1 numeric character
- NO special symbols such as (!@#%&*)

Psychotropic Medication Identification Service

A new service is now available for organizations with clients who take psychotropic medication. The nightly service will run and identify all medications listed within your account and will label them as a psychotropic medication in MedSupport. This is most helpful when you have multiple medications accepted in from the pharmacy interface. The new identification service will ensure that all meds whether entered manually or through the pharmacy interface are labeled correctly and in return properly displayed on your psychotropic consent forms. [Contact us](#) to learn more!

Bug Fixes

Audit Capability for Issues on Prompt Sheet

The CaraSolva technical team has added an enhanced error log behind the scenes to help identify and troubleshoot contact administrator errors more quickly. It will help our support team to capture and report issues more efficiently and in turn will lead to a quicker resolution to fix any bugs in the system.

Single Sign-On Does Not Redirect to User Login When User is Inactive

It was brought to our attention that there is an issue with the redirect page when users are set up with single sign-on. It wasn't sending the user to a login page as expected. Our technical team was able to correct this issue and the user will be directed to the appropriate login page if the system times out.

Saved Link to Client Pages Allowing Access to Users Who No Longer Have Access

We discovered an issue with a user who saved an exact URL for a client's prompt page when the user had access to it. It was set up on her computer as a bookmark. The user no longer has access to this location but has access to a different location. When the user clicked on the bookmark, she was taken to the client's prompt page when her account does not currently have authorization. Upon realizing this to be true, the CaraSolva technical team immediately rectified this situation by adding code ensuring access level is checked when arriving at any URL within MedSupport. When access is NOT granted, the page will redirect to the main login screen and only allow the user access to the appropriate content.

BM Alerts Generating When Client is On-Leave (CareSupport)

BM alerts were being sent while clients were on-leave. The system did not ignore or bypass the alert while clients were on-leave. The system was corrected and the timer will now be suspended while a client is on-leave and will restart the "clock" when a client returns from leave.

