



3MSM Health Care Academy

3M™ ChartScript.com

What's New in This Release

October 2018

v15.2.x

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What's New in 3M™ ChartScript.com

Products	3M™ Chartscrip.com Admin Console 3M™ ChartScript.com Admin Website 3M™ ChartScript.com Provider Client 3M™ ChartScript.com Transcription Client
Release date	October 2018
Software version	v15.2.x

Summary of changes

Administrators

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Providers

Provider Client

Important! The Provider Client has a new workflow that allows you to create documents without audio. This non-audio workflow only appears if it has been activated by a 3M administrator. Contact your 3M representative to activate this feature.

The Provider Client has been given a new visual look to bring it in line with other 3M products users may be familiar with. It also received new features for existing workflows. See the list of new features and bug fixes in the Provider Client What's New document. [link purposely removed]

Transcriptionists

Transcription Client

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- Comments window appears when jobs are open (page [21](#))
- Comments use server time (page [22](#))
- New rolling error logs (page [22](#))
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System updates

- New job statuses (page [7](#))
- Upgraded password encryption (page [8](#))
- HIPAA logging updates (page [8](#))
- Auditing updates (page [9](#))

New job statuses

You will now see new job statuses that are more specific to a job's current state. Some of these statuses only appear in certain products, but you can see all of them in the Admin Console.

Refer to "New job statuses in the Admin Console (page [13](#))" to learn more.

Review the table below for a list of added job statuses and their descriptions:

Status	Description
Pending Ret Review	Pending Retrospective Review. Indicates Retrospective Reviewers (RR) can review the job because it's in a finished state.
Ret Review Complete	Retrospective Review Complete. Used mainly in reporting. Allows admins to capture a list of jobs that have gone through retrospective review.
Signed	Signed by the provider. Once signed, a job can no longer be edited, nor have its status changed.
Reviewed	Reviewed by non-signing provider. Once reviewed, the job is ready for the signing provider to sign.
Deleted	Deleted from within the Provider Client or by the system's cleanup process. Also known as a soft delete. Deleted jobs are retained and recoverable for 30 days.
Purged	Also known as a hard delete. Purged jobs are completely removed from the system.
Awaiting Review	Awaiting Review by a non-signing provider.
Awaiting Signature	Awaiting Signature by a signing provider.
Rejected	Rejected from Provider Client to the last person who touched the job – QA, QA2, or MT+.
Rejected To Provider	Rejected from signing provider back to non-signing provider.

Upgraded password encryption

Password encryption and the way passwords are handled has been improved across all ChartScript.com products. The new SHA-256 encryption meets both Department of Defense (DoD) and 3M security standards.

What this means for you

If you upgraded to the newest version of Provider Client, Admin Console or Transcription Client, you don't need to worry about anything.

If you are using an old version of these clients, you will not be able to log in once your password expires.

HIPAA logging updates

To comply with HIPAA, the following information is collected in all ChartScript.com applications:

- Administrator's username
- Date of the change
- Modified account's username
- Modified account's old role
- Modified account's new role
- Application used
- Internal IP address
- External IP address
- Machine name

HIPAA events

HIPAA events are logged as shown below.

Action	Event(s)
Login Success	LOGIN_SUCCESS
Login Deny	LOGIN_DENIED
Click x	LOGOUT
File Exit	LOGOUT
App lock	LOGOUT
Login from lock screen	LOGIN_SUCCESS or LOGIN_DENIED

Action	Event(s)
App timeout close	LOGOUT
Add user profile	RECORD_CHANGE
Change user profile	RECORD_CHANGE
Remove user profile	RECORD_CHANGE
Change user to inactive	ACCOUNT_DELETE
HIPAA Audit -> Run Report	RECORD_VIEW
HIPAA Audit -> Run Report -> Print	RECORD_PRINT
Search log entries	RECORD_QUERY
Export log entries to file	RECORD_EXPORT
Copy to clipboard	RECORD_EXPORT

Auditing updates

Audits now collect the following information in a new session log table.

- **Login and logout activity.**

The new logging captures login and logout events across the Admin Console, Provider Client, and Transcription Client. It also registers forced application exits and crashes as logout events.

- **Client IP addresses.**

The Admin Console, Provider Client, and Transcription Client now collect clients' IP addresses.

Installation update

There is one installer for both the Core Admin Console and the ChartScript.com Admin Console. Access to the Core Admin Console is granted by 3M personnel.

Publication install

Admin Website > Support > Run Admin Console

When the application is loaded, you will be presented with the ChartScript.com Admin Console. To access the Core Admin Console, select the drop down menu next to "ChartScript.com," then select "Core System Management."

MSI install

Admin Website > Support > Download Admin Console Installer

When the installation is completed, there will be two icons on the Start Menu. You can find them under All Programs > 3M Health Information Systems > Admin Console. There is an icon for Core Admin Console and one for ChartScript.com Admin Console.

Admin Console changes

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Job Management updates

Job Management has new features in this release.

- **Local printing.** Admin users can now print jobs to their local computer. This option is available via a new print button in Job Management.
- **Printed by column.** A column has been added for Printed By (user who printed). This column will show the username of the account that printed the job.
- **Signed Date search field.** A new Signed Date search field is available in Job Management. With it, you can search for jobs by the date they were signed.
- **Updatable demographics.** Any document that is not signed or reviewed can have the demographics updated on the most recent version.
- **Job version automatically saved.** A new job version is now saved after demographics are updated in the admin console.
- **Print information.** Can now be seen after a job has been printed from Job Management. In addition, if the job is printed more than once, the most recent print information is seen in Job Management.

- **Username in Checkout Log.** Username is now displayed in the Checkout Log when demographics are updated.
- **Job Management shows barcodes.** Barcodes are viewable and printable in Job Management. They also update automatically when demographics change.

New job statuses

You will now see new job statuses that are more specific to a job's current state. Some of these statuses only appear in certain products, but you can see all of them in the Admin Console.

Refer to "New job statuses in the Admin Console (page [13](#))" to learn more.

Review the table below for a list of added job statuses and their descriptions:

Status	Description
Pending Ret Review	Pending Retrospective Review. Indicates Retrospective Reviewers (RR) can review the job because it's in a finished state.
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Reset SyncStream Job in the Admin Console

The Reset SyncStream Job feature has been added to the Admin Console and relabeled as Re-queue Platform Job.

To reset a SyncStream job in the Admin Console

1. In the Dictation and Transcription Admin Console, on the left-hand navigation, select Job Management.
2. Search for, then select the job you want to reset.
3. In the bottom right-hand corner of the search results window, click Re-queue Platform Job.

Recount Lines button only available for SuperUsers

With this release, only SuperUsers (system administrators) can see the Recount Lines button in the Job Management window.

New job statuses in the Admin Console

You can find and use the new job statuses in the following Admin Console locations:

- **Manage Normals.** When searching for a document, you can pick from the new statuses in the Status drop-down menu.
- **Reports.** In the Detailed Backlog and Summary Backlog reports, you can now search for jobs with the Rejected status.
- **Job Management.** You can search for jobs with any of the new statuses using the Job Status drop-down menu.

See "New job statuses (page [7](#))" for descriptions of the new statuses.

Restricted access to TSO Loader and Document Download service

Only SuperUsers at 3M can access the TSO Loader and Document Download service.

Search by student jobs

The Admin Website's ability to search for student jobs has been added to the Admin Console. In Job Management, check the box next to Student Jobs to return only jobs contained in a course. This box is unchecked by default.

Set or clear Retrospective Review flag

You can now set or clear the Retrospective Review (RR) flag in the Admin Console. This functionality was previously only available in the Admin Website.

RR can be set or cleared on any job in any state, unless the job is currently checked out by a retrospective reviewer or has a status of Ret Review Complete.

To set the Retrospective Review flag

1. Search for, then select jobs for retrospective review.
2. In the bottom right-hand corner of the search results window, click Retrospective Review.
The Retrospective Review window appears.
3. Select Set RR.
4. From the Transcription Contractor drop-down menu, choose a contractor, then click OK.

Add or view comments in Job Management

You can now add internal job comments or view all job comments from Job Management. Providers do not see internal job comments. Admins can view comments from the Transcription Client in Job Management. Admin comments made in Job Management can be seen in the Transcription Client.

Worth knowing:

- You can add or view comments for only one job at a time.
- Comments can be added or viewed regardless of job status.
- If there is more than one comment, the newest comment appears at the top of the window.
- Comments show the date submitted and who submitted them.

To add comments in Job Management

1. Search for and select the job you want to add comments to.
2. In the lower left-hand corner of the search results window, click Job Details.
The Job Details window appears.
3. Enter your comment in the text field, then click Add.

Document Download service update

Customers who receive documents automatically via the Document Download service now have added flexibility. These features can only be configured by a 3M super user.

Now, you can choose to have those files sent with or without a data file. You can also customize file names.

Resolved: Job Management crashing

Job Management no longer crashes when searching with a default value in the demographics panel.

Resolved: row change while playing audio error

Previously, changing rows in Job Management while audio is playing caused an error. This has been fixed.

Resolved: Template Search window and system font size

Previously, if your system font was set to medium, the Search and Reset buttons were hidden. They now appear properly.

Core Admin Console changes

- User profile updates
- Changing your password (page [15](#))
- Password requirements updates (page [16](#))
- Requiring lowercase or uppercase in passwords (page [17](#))

Password updates

Changing your password

You cannot change your password more than once within a specified amount of time. That amount of time is set by your system administrator and can range from zero to seven days.

To change your password

1. On the login screen, enter your User name, then select Change Password.
2. Enter your old password.
3. Enter your new password.

Note: your new password must have at least 8 new characters.

4. Enter your new password again to confirm it, then select OK.

If your password is changed, the Update successful window appears.

5. Select OK.

Password requirements updates

Passwords must meet the following criteria to be accepted. These are not configurable in the module properties.

Password requirements are strict. Department of Defense (DoD) sites have even stricter requirements, which are listed below.

Requirement	Non-DoD	DoD
Minimum number of characters in Login ID	3	3
Minimum number of characters in password	12	15
Number required in password	Yes	Yes
Special character (- _ . , ; / ! @ # \$ % ^ & *) required in password	Yes	Yes
Non-alphanumeric character required in password	No	No
Uppercase letter required in password	Yes	Yes
Lowercase letter required in password	Yes	Yes
Minimum required changed characters in password	1	8
Maximum repeating characters in password	2	2
Numeric-only passwords allowed	No	No
Password expiration	90	60
Minimum expiration period before changing password again	1	1
Maximum failed logins before logout	5	3
Password history count	10	10
Uppercase letter required	Yes	Yes
Lowercase letter required	Yes	Yes
Password can contain contextual information	No	No

Some of these may need more description.

- **Maximum repeating characters in password.** Passwords can contain no more than 2 repeating identical characters. For example, "111" and "mmm" are not allowed, but "MmM" is not considered identical.
- **Password can contain contextual information.** In general, this is false. Passwords cannot contain contextual information, such as your login credentials or website information.

Requiring lowercase or uppercase in passwords

"Password require lowercase" and "Password require uppercase" properties are available in the Core Admin Console. With these you can set whether lowercase or uppercase characters are required for new passwords.

To require lowercase or uppercase in passwords

1. In the Core Admin Console, under Modules, select Module Properties.
The Module Property Editor appears in the right-hand window.
2. From the list of modules, select Core.
A list of options relating to the Core module appear.
3. From the list of options, select User Name/Password.
The Core module's properties appear.
4. From the list of properties, find "Password require uppercase" and "Password require lowercase", then change the respective values from "No" to "Yes".

Admin Website changes

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- HL7 configuration updates (page [19](#))
- Non-audio workflow (page [19](#))
- MSI files only available through Product Downloads page (page [20](#))
- Dictation Status section removed (page [20](#))
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Electronic signature account setting

In this release, electronic signatures can be controlled at the account level.

If the account allows electronic signature, then signing providers are presented with a "Sign" button in Provider Client. If not, then the signing provider is presented with a "Save" button.

Administrators can override the account-wide setting for specific physicians.

HL7 configuration updates

In this release, HL7 configuration has two new columns end users can see when conducting visit searches:

- Patient Class
- Discharge Date

Non-audio workflow

With this release, top-level administrators can grant providers the ability to create a document without audio in the Provider Client. This new workflow can be enabled in the Edit Account section of the Admin Website.

You must license the new workflow to use it. Contact your support representative to learn how to add the non-audio document workflow to Provider Client.

Refer to the Provider Client What's New to learn more about the new workflow. [link purposely removed]

MSI files only available through Product Downloads page

Previously, you could download product MSI files with a direct URL. Now, you must log in, click the Support tab, then use the Product Downloads page.

Dictation Status section removed

The Dictation Status section has been removed from the Admin Website. You can access it in the Admin Console's Job Management section.

To access Job Management, an admin user must have one of the following Admin Console User Profiles:

- Top-level ChartScript.com Administrator
- Job Administrator
- View/Print Job Management

Resolved: Retrospective Review user can be undeleted

Previously, it was not possible to find Retrospective Review users with the Undelete User button. This has been fixed.

Resolved: login issues after session timeout

Sometimes, logging back in after your session expired was more difficult than it should have been. This has been fixed.

Resolved: incorrect Transcription Client MSI link updated

Previously, MT or QA users would get a 404 error when trying to download the Transcription Client MSI file. This has been fixed.

Transcription Client changes

- Barcodes in the Transcription Client (page [21](#))
- Dorland's dictionary updated (page [21](#))
- Comments window appears when jobs are open (page [21](#))
- Comments use server time (page [22](#))
- New rolling error logs (page [22](#))
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Barcodes in the Transcription Client

Barcodes are viewable and printable in the Transcription Client. They also update automatically when demographics change.

Dorland's dictionary updated

The Transcription Client now uses Dorland's 2017.

Comments window appears when jobs are open

Every time you open a document with comments, the comments window appears. This happens until the document is finished.

Comments use server time

When you submit a comment, the time stamp is now based on the server's clock. This ensures comments appear in correct chronological order. Previously, the time stamp used your computer's clock.

New rolling error logs

To minimize error log file sizes, the Transcription Client creates a new error log when the active log reaches 1,000KB. The Transcription Client only keeps six total log files, the active log and five archive logs. The Export Logs button in the Transcription Client exports all available log files.

Application stability improvements

The Transcription client should no longer crash in a variety of specific cases, including:

- Cutting multiple fields, then pasting them into another field.
 - Adding a blank time stamp to the pasted fields, then pressing Ctrl+Z to return the cut fields to their original locations.
- Copying text with a blank time stamp, then pasting the selected text to another location in the document.

Despite the improvements, best practice is to stop audio playback before undoing (Ctrl+Z) anything.

Known issue: Freezing due to Click Once publication missing foot pedal settings file

When installing using the click-once publication, the default FootPedalSettings.xml file is missing. This can cause the Transcription Client to freeze when logging out if you haven't set your own options.

To work around this freezing issue

1. From the Transcription Client's menu bar, select Tools > Options > Foot Pedals.
2. Make a selection or click OK.

This creates the FootPedalSettings.xml file and prevents the freezing issue described above.

Resolved: updated split job reflow

Sometimes, when an MT opened the second half of a split job, no BESR text appeared in the document. This has been fixed.

Resolved: Canceling speech recognition jobs from the Worklist

Previously, canceling a group of selected jobs from the Worklist would fail if the list contained a speech recognition job. This issue has been fixed.

Resolved: using Ctrl+x on a time stamp now cuts properly

Cutting text (Ctrl+X) that includes a time stamp now works just like cutting text without a time stamp. Previously, it would copy the text, but not remove it.

Resolved: canceling a job no longer changes the status

Jobs rejected by providers return to the transcriptionist and have a status of Rejected by Dictator. Previously, if a transcriptionist then canceled the job, it would change status to Awaiting Entry when it should remain Rejected by Dictator. This has been fixed.

Resolved: blank time stamps go to bottom of document

Previously, blank time stamps would go to the bottom of the document instead of where you inserted them. This has been fixed.

Resolved: comment box for time stamp sometimes doesn't appear

Previously, when the cursor was off the screen and you added a blank time stamp, the comment box appeared off the screen. Now, the comment box always has focus when you add a blank time stamp.