

See What's New from PayDC!

Here's what's in this release (November 26, 2018)

On November 13th we released to Production an update that had a significant number of improvements to the SOAP Note narratives and the way SOAP Notes are viewed and managed. Regrettably, the document viewer that was included as part of that solution presented two challenges for a number of our clients:

- The original solution required Microsoft Word on each client machine in which a provider was attempting to view or print a Narrative. Even though MS Word or Office has officially been a requirement to use our documentation features, a number of our clients had never installed that software on all their machines. Even for those that had, many of the configurations of MS Word/Office lacked the correct sequence of files to run the necessary operation.
- The original solution performed an operation on the client machine each time a Narrative was being displayed or printed. While many machines had the processing power to handle such an operation, there were some machines that lacked the resources to successfully complete the process in a timely fashion. This created a slowness or "lag" when attempting to view or print Narratives. In extreme cases, the application would crash.

To address these two issues, we released on Monday evening (11/26) an updated document viewer that removes the dependency on MS Word on each client machine. It also removes the need for each client machine to perform the operation that was so resource-intensive.

There are some important things to note about this change:

- The Document Viewer has several minor formatting issues when displaying the SOAP Note Narrative, including:
 - Bullet points appear in the margin
 - Certain exam findings such as Tenderness, Trigger Points, etc. use a different font.

- Certain exam findings which use a table, such as Ortho/Neuro and Range of Motion, do not display borders.
- In the footer, the page number is not aligned properly
- In certain cases, an Addendum's title is aligned to the left instead of the center

In these cases, there are several things to note about these formatting discrepancies:

- These discrepancies will also appear when printing the current Note directly to the printer as well as saving the current Note as a PDF file.
 - When saving one or more Narratives to Microsoft Word (.docx), none of these formatting issues appear provided you are viewing the file in Microsoft Word. (More about unsupported viewing applications below.)
 - We are continuing to work on a fix for these discrepancies.
- The "All Narratives" feature no longer gives the option to Print directly or Save as a PDF. Instead when you click "Generate Narratives" it will save and open as a Word document, which can then in turn be printed or saved as a PDF.

This is the case regardless of where you access this feature, including from the Patient Dashboard ("Notes Narrative"), the "All Narratives" button at the bottom of an individual SOAP Note in Edit or Viewer mode, or the Folder button in the toolbar of the Viewer.

- For native Billing, when printing one or more paper claims, you have the option to generate the related SOAP Note Narratives. With the release on Nov-13 this feature was sending the SOAP Note Narratives directly to the printer. With this latest release on Nov-26, this feature has been changed to go back to the old behavior. This means that selecting to Generate related SOAP Note Narratives will create a MS Word document for each related SOAP Note Narrative.
- Regardless of how a Word-version of SOAP Note Narratives are generated, the formatting will be correct as long as you are viewing it in Microsoft Word, which is the officially supported application for viewing PayDC SOAP Note Narratives in the .docx format.

Users that view SOAP Note Narratives in the .docx format in any other application besides Microsoft Word may experience issues, such as formatting inconsistencies or even illegible pages.



In addition to these changes to the SOAP Notes Narratives, this release resolves another issue that was reported. When adding a new Note, a number of our providers were having difficulty discerning that the New Note was present and ready for them to start editing.

To make it easier to know you are on a New Note, we made two changes that will help to indicate the Note is new and ready for editing:

- The Subjective Section will automatically be open by default
- The Date of Service date selector will be highlighted yellow

Thank you!

PayDC/APS Development Team

Questions? You can always contact the Service Desk.

- If you are a PayDC customer, the phone number is [\(888\) 306-1257](tel:8883061257); please choose option 4 for Service Desk.
- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940; please choose option 4 for Service Desk.
- If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website](#). Please note: the Contact Us form is now secure, so you can include PHI in your description.