

# EQUICARE 4.17 Release Notes

June 2025

EQUICARE 4.17 introduces several new features, such as Multi-Factor Authentication, Chart Note Collaboration, compatibility with Exchange Online email, improvements to worklists and patient labs, as well as several bug fixes.

## Multi-Factor Authentication for Care Provider Portal

To increase security, Multi-Factor Authentication (MFA) is now available as an option for users of the Care Provider Portal. Each user account can have MFA enabled or disabled independently, and an Administrator can choose to toggle MFA on or off for all users at once.

To use the MFA feature, a user must install an authenticator app on a device they possess (such a smartphone or tablet). Any standard authenticator app downloadable from an app store will work.

A screenshot of a web form titled "Enter Verification Code". It features a single text input field and a red "Submit" button below it.

After a user sets up MFA for their account, they will be required to enter a verification code each time they log in (in addition to their username and password).

## Chart Note Multi-User Collaboration

Customers now have the option to specify chart notes that can be edited by more than one Care Provider. Each time the note is edited, it will record which user made the change. The feature must be enabled by an Administrator, and the desired chart note templates must be added to the collaboration list before they can be edited by more than one provider. A care provider must have access to a patient record to be able to edit the note.

## Exchange Online with Graph API

4.17 is compatible with Microsoft's Exchange Online, so administrator users can now choose to configure the system to user either SMTP for outbound emails (as in previous versions) or use Exchange Online (via Graph API). To support this feature, the SMTP settings for individual facilities have been removed, so all facilities will now use the same system-level email settings.

## Other Changes

### Simplified Outcome Data Report (PIN Billing)

After receiving customer feedback, the automated monthly Outcome Data Report Generator, which helps customers support PIN Billing, has been changed to include less information. Note that this does not affect the Outcome Data Reports that can be generated using the Operational Report feature.

The Outcome Data Report is now called the *Outcome Data Report Summary*, and the below columns are included in the report:

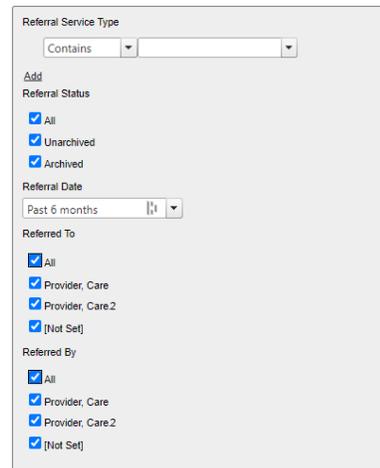
- MRN
- Last Name
- First Name
- DOB
- Primary Site
- Care Provider (e.g author - same as original Outcome Data Report)
- Chart Date & Time
- Total Work Time (min)

### Worklist Referrals

A new worklist filter and column have been added for Referrals.

When adding the Referral Recorded column, the Referral Services Types to be included can optionally be configured (the default is to include All Types).

The Referral Service Type filter can be configured by Referral Service Type, Referral Status, Date, Referred To, and Referred By.



### Medical Note Displays Status

When Medical Notes are viewed in the Care Provide Portal or in the Patient Portal, they now include the Status of the note. For example, Medical Notes from ARIA could show *Approved* or *Unapproved*.

### Lab Results Include Lab Address

When a patient views or prints Lab Results, the address of the Lab is now included in addition to the Lab name.

### Mosaiq 3.2.2 Compatibility

4.17 is compatible with MSQ 3.2.2.

## 4.17.1 Services Release Notes

*Release Date: Sept 2025*

### IKnowMed Compatibility

Equicare 4.17.1 is now compatible with IKnowMed (via the Ontada API). There are no changes to the display of patient data or to user workflows.

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## Appendix A: Defect and Bug Fixes

### 4.17

|    | Issue   |
|----|---|
| 1  | (30141) Spelling error in questionnaire reminder save alert   |
| 2  | (33676) Unexpected header while sending patient message from action menu  |
| 3  | (37028) Viewing Secure Message List Timeouts  |
| 4  | (37346) Outcome Data Generator fails to complete the process  |
| 5  | (37561) Patient is assigned new questionnaires even if there are questionnaires in the "Do not assign" interval dates |
| 6  | (37731) Chart-note work-time criteria attribute error   |
| 7  | (37694) Error when viewing big compliance worklist  |
| 8  | (38005) Questionnaire Link (included in Email / SMS notification) does not work correctly the first time              |
| 9  | (37994) Appointment Notifications not being sent  |
| 10 | (38135) Audit Log update event details shows incorrect permission type when updating a Care Provider                  |
| 11 | (38456) Field names missing when adding MOSAIQ CCDA Service   |
| 12 | (37469) Questionnaires can be submitted more than once  |
| 13 | (37186) Incorrect Resending SMS Outbound Messages   |

#### 4.17.1

|   | Issue  |
|---|--|
| 1 | (38667) 'Find more' button when searching for message recipient is cut off when there are too many recent patients |

## Appendix B: Known Issues

|   | Issue | Description |
|---|-------|-------------|
| 1 |       |             |

## Appendix C: Browser Support

- Internet Explorer: Latest Release.
- Microsoft Edge: Latest release.
- Chrome: Latest release.
- Firefox: Latest release.
- Safari (Mac): Latest release.
- Safari (iPad): Latest release supported for Patients and Clinical Users only. Equicare Administration is not supported on the iPad.

## Appendix D: 3<sup>rd</sup> Party Software Support

| 3rd Party Software       | Version(s) supported  |
|--------------------------|---|
| Windows Server®          | Version 2016, Standard Edition<br>Version 2019, Standard Edition<br>Version 2022, Standard Edition  |
| Windows IIS              | Version 7.0 (Web Server)<br>Version 8.5 (Web Server)<br>Version 10  |
| Microsoft SQL Server     | Version 2016, Standard and Enterprise Edition<br>Version 2017, Standard and Enterprise Edition<br>Version 2019, Standard and Enterprise Edition |
| Microsoft .NET Framework | Version 2.0/3.5 (DNN)<br>Version 4.8 (API, Outbound Service, Document Service)  |
| VMware ESXi              | Version 6.0 or later<br><a href="https://www.vmware.com/products.html">https://www.vmware.com/products.html</a>                                 |

## Appendix E: OIS Functionality

### Inbound and Outbound Data

| Inbound to ECS/APP          | ARIA | Mosaiq | EPIC   | Cerner   | IKnowMed |
|-----------------------------|------|--------|--------|----------|----------|
| Demographics                | ✓    | ✓      | ✓/ HL7 | HL7      | ✓        |
| Appointments                | ✓    | ✓      | HL7    | HL7      | ✓/ HL7   |
| Diagnosis                   | ✓    | ✓      | ✓/ HL7 | HL7      |          |
| Surgery                     | ✓    | ✓      | ✓      |          |          |
| Chemotherapy                | ✓    | ✓      | ✓      |          | ✓        |
| Hormone Therapy             | ✓    | ✓      | ✓      |          |          |
| Radiation Therapy           | ✓    | ✓      |        |          |          |
| Comorbidities               | ✓    | ✓      | ✓      |          |          |
| Allergies                   | ✓    | ✓      | HL7    | HL7      |          |
| Toxicities                  | ✓    | ✓      | ✓      |          |          |
| Test Results                | ✓    | ✓      | HL7    | HL7      | ✓        |
| Medical Notes               | ✓    | HL7    | HL7    | HL7      | ✓        |
| Outbound to external system | ARIA | Mosaiq | EPIC   | Format   |          |
| Patient Questionnaire       | ✓    | HL7    | HL7    | PDF      | HL7      |
| Chart Notes/Assessments     | ✓    | HL7    | HL7    | PDF      | HL7      |
| Encounter Notes             | ✓    | HL7    | HL7    | PDF      | HL7      |
| Survivorship Care Plans     | ✓    | HL7    | HL7    | PDF      | HL7      |
| Education Summary           | ✓    |        |        | Data log |          |

MIPS PI

| MIPS PI Requirement  | ARIA 15.5+ | Mosaiq | IKnowMed |
|--|------------|--------|----------|
| Provide Patients Electronic Access to their Health Information | ✓          | ✓      |          |

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## Signature Manifest

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All dates and times are in Pacific Time.

### ECS APP Customer Release Notes

#### Change Request

| Name/Signature          | Title                  | Date                     | Meaning/Reason |
|-------------------------|------------------------|--------------------------|----------------|
| Warren Pon (WARREN.PON) | Director of Operations | 25 Sep 2025, 09:26:34 AM | Approved       |

#### Departmental Approval

| Name/Signature        | Title                       | Date                     | Meaning/Reason |
|-----------------------|-----------------------------|--------------------------|----------------|
| Gary Poon (GARY.POON) | Director of Product Manager | 25 Sep 2025, 11:53:57 AM | Approved       |

#### Author Approval

| Name/Signature                     | Title            | Date                     | Meaning/Reason |
|------------------------------------|------------------|--------------------------|----------------|
| Blake Lachance<br>(BLAKE.LACHANCE) | Technical Writer | 25 Sep 2025, 10:59:54 AM | Approved       |

#### Quality Approval

| Name/Signature          | Title                  | Date                     | Meaning/Reason |
|-------------------------|------------------------|--------------------------|----------------|
| Warren Pon (WARREN.PON) | Director of Operations | 25 Sep 2025, 12:12:16 PM | Approved       |

#### Set Date

| Name/Signature          | Title                  | Date                     | Meaning/Reason |
|-------------------------|------------------------|--------------------------|----------------|
| Warren Pon (WARREN.PON) | Director of Operations | 25 Sep 2025, 12:12:27 PM | Approved       |