Oracle® Health Patient Portal
Release Notes

Release 1.24.1.0.0
G14179-01
September 2024

ORACLE®

Oracle Health Patient Portal Release Notes, Release 1.24.1.0.0

G14179-01

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Preface

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Preface

This preface contains the following sections:

- Diversity and Inclusion
- Documentation Accessibility

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

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Oracle Health Patient Portal Release Notes

Oracle Health Patient Portal consists of two applications: Oracle Health Patient Portal Administrative Console and Oracle Health Patient Portal Cloud Service. The Oracle Health Patient Portal Release Notes for Release 1.24.1.0.0 provide information on the new features and solution changes in each application.

- Oracle Health Patient Portal Cloud Service
  For Oracle Health Patient Portal Cloud Service, the release notes provide details on the intended audience and solution changes in this release.

- Oracle Health Patient Portal Administrative Console
  For Oracle Health Patient Portal Administrative Console, the release notes provide details on the intended audience, dependencies and technical requirements, software location, and the solution changes in this release.

- Known Issues
  Oracle Cerner has identified the known issues below in Oracle Health Patient Portal. The list is updated when issues are identified or resolved in a new release.

Oracle Health Patient Portal Cloud Service

For Oracle Health Patient Portal Cloud Service, the release notes provide details on the intended audience and solution changes in this release.

- Intended Audience for Oracle Health Patient Portal Cloud Service
  The Oracle Health Patient Portal Cloud Service application release notes are for customers who have purchased Oracle Health Patient Portal including users, system administrators, clinicians, staff, and patients.

- Patient Portal 1.24.1.0.0 (August 22, 2024)

- Solution Changes in Oracle Health Patient Portal Cloud Service
  The solution changes in Oracle Health Patient Portal Cloud Service include a summary of the change, a detailed description of the change and any user interface impact, reference materials, validation guidelines, and any implementation and maintenance impact.

Intended Audience for Oracle Health Patient Portal Cloud Service

The Oracle Health Patient Portal Cloud Service application release notes are for customers who have purchased Oracle Health Patient Portal including users, system administrators, clinicians, staff, and patients.

Patient Portal 1.24.1.0.0 (August 22, 2024)

Solution Change	Component, Description, and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Page Numbering (HLG2-9809)	Component: Consumer Messaging Description: Page numbering is in the correct order when searching for messages when there are thousands of messages for a patient. No UI impact	View the Messages Dashboard	Verify that page numbering is in the correct numerical order..	No implementation or maintenance impact.
From Attribute (HLG2-9487)	Component: Consumer Messaging Description: The **From** attribute is included in unsecure communications. No UI impact	View Message Details	Verify that Patient Portal users can view both current and resolved conditions and health issues and search them as expected.	No implementation or maintenance impact.
Security (HLG2-9407)	Component: Document Management Description: Security vulnerabilities have been addressed. No UI impact	None	Not applicable	No implementation or maintenance impact.
Security (HLG2-9791)	Component: Access Logs Description: Security vulnerabilities have been addressed. No UI impact	None	Not applicable	No implementation or maintenance impact.
Display Proxy Relationships (HLG2-9561)	Component: Authentication Description: Proxy relationships are displayed in Oracle Health Patient Portal. No UI impact	None	Verify that proxies are displayed in Oracle Health Patient Portal.	No implementation or maintenance impact.

Solution Changes in Oracle Health Patient Portal Cloud Service

The solution changes in Oracle Health Patient Portal Cloud Service include a summary of the change, a detailed description of the change and any user interface impact, reference materials, validation guidelines, and any implementation and maintenance impact.

- **Access Logs**
  Patient Portal users can now use the access logs to see who accessed their record through Patient Portal.

- **Confidentiality**
  Patient Portal now supports the removal of authorized representative connections. Authorized representatives are now unable to review test results or vital signs for any patients whose age is below the configured age.

- **Document Management**
  Patient Portal now supports new document management features.

- **Download and Share**
  Patient Portal users can now generate and transmit a complete or partial summary of their health record and download it or send it to a provider securely or unsecurely.

- **Enrollment and Invitations**
  Patient Portal users can now complete workflows as a guest without signing in.

- **Foundation and Infrastructure**
  Patient Portal now supports configurations made from related configuration tools.

- **Health Record**
  Patient Portal now provides additional health records.

- **Identity and Authorization**
  Patient Portal now provides additional identity and authorization support.

- **Messaging**
  Patient Portal now provides additional messaging features.

- **Patient Intake and Check-in**
  Patient Portal now provides additional patient intake and check-in support.

- **Patient Portal Site**
  Patient Portal now provides additional information for Patient Portal sites.

- **Scheduling**
  Patient Portal now provides additional scheduling features.

- **Search**
  Patient Portal now provides additional search functionality.

- **Visit Summaries and Clinical Notes**
  Patient Portal users can now view and share clinical notes and visit summaries.

Access Logs

Patient Portal users can now use the access logs to see who accessed their record through Patient Portal.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Access Log View (HLG2-1540)	Patient Portal users now can see who accessed their record through Patient Portal. The log indicates when it was accessed; what section was accessed; and what action was taken. UI Impact (Workflow - Automatic): To view access logs, select **Access Logs** from the Profile (Switch User) menu. See the Reference Materials for more information.	See Managing Accounts and Profiles in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can view access logs for a patient.	No implementation or maintenance impact.
Proxy Switcher (HLG2-1541)	Patient Portal users now can see who accessed the record. This allows them to see what content was viewed or managed by their authorized representatives. UI Impact (Workflow - Automatic): To view events by authorized representatives, select **Access Logs** from the Profile (Switch User) menu. See the Reference Materials for more information.	See Managing Accounts and Profiles in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that your access logs include a list of events by authorized representatives.	No implementation or maintenance impact.

Confidentiality

Patient Portal now supports the removal of authorized representative connections. Authorized representatives are now unable to review test results or vital signs for any patients whose age is below the configured age.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Confidentiality - Allow Users to Request Authorized Representative Removal (HLG2-2074)	Patient Portal supports requests for removal of an authorized representative made by patients. UI Impact (Workflow - Automatic): Patient Portal users can use the secure messaging feature to send their provider a request to remove connection to an authorized representative.	See the following reference materials for more information: Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients Sending and Receiving Messages topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that authorized representatives who have been removed from a patient's account connections can no longer view that patient's account.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Confidentiality - Health Record Data Blocking - Configuration (HLG2-2703)	Test results and vital signs are not displayed to authorized representatives (also called proxy users) when a patient's age is over the configured sensitivity age. UI Impact (Workflow - Automatic): The Test Results and Vital Signs sections of the health record are restricted, and a message indicating the information is protected is displayed, when the patient's age is below the configured age and the user is not the patient.	See the following reference materials for more information: Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients Oracle Health Patient Portal Administrative Console User Guide Viewing, Downloading, and Sending a Health Record in Your Patient Portal	Verify that test results and vital signs are not displayed to an authorized representative for a patient when the appropriate configurations and age qualifiers are applicable.	Implementation Impact (Low): This feature is automatically available to all users but can be optionally turned off. See the Reference Materials for more information. Maintenance Impact (Low): Optionally, you can use the Oracle Health Patient Portal Administrative Console to configure confidentiality for your organization's preferences and local laws. By default, the age at which minors reach protected status is 13, and the age of emancipation is 18. See the Reference Materials for more information.

Document Management

Patient Portal now supports new document management features.

- Patient Portal users can scan demographic information from their U.S.-issued state or government ID (driver's license).

- Patient Portal users can scan up to three insurance cards to add to their profile or as part of their registration or check-in process for an appointment.

- Patient Portal supports links to forms assigned to them to complete before an appointment.

- Patient Portal users can upload a profile image.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Forms (HLG2-1405)	Patient Portal provides users with a link to forms that have been assigned to them that require their completion or electronic signature. UI Impact (Workflow - Automatic): As part of the registration and check-in processes, users are provided links they can use to complete any forms assigned to them.	See Registering and Checking in for an Appointment in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that users can access forms as the final step in the enrollment and check-in process.	No implementation or maintenance impact.
Barcode Reading and Optical Character Recognition (OCR) Services for Identification Documents (HLG2-1406)	Patient Portal provides bar code reading for identification of documents uploaded by the patient or their authorized representative for U.S.-issued state or government IDs. Absent a bar code, the system performs optical character recognition. This information is used to update demographic information. UI Impact (Workflow - Automatic): Users can scan their ID as part of their profile or when registering or checking in. See the Reference Materials for more information.	See the following reference materials for more information: Managing Accounts and Profiles topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Registering and Checking in for an Appointment in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that you can scan an ID, such as a driver's license, when updating your profile or registering for an appointment. See the Reference Materials for more information.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Barcode Reading and Optical Character Recognition (OCR) Services for Insurance Cards (HLG2-1407)	Patient Portal provides barcode reading for up to three insurance cards uploaded by the patient or their authorized representative. Absent a barcode, the system performs optical character recognition. This information is used to update the patient's insurance information. UI Impact (Workflow - Automatic): Users can scan up to three insurance cards as part of their profile or when registering or checking in. See the Reference Materials for more information.	See the following reference materials for more information: Managing Accounts and Profiles topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Registering and Checking in for an Appointment in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that you can scan an insurance card, such as that provided by an insurer such as United Healthcare or Blue Cross Blue Shield, when updating your profile or registering for an appointment. See the Reference Materials for more information.	No implementation or maintenance impact.
Profile Photos (HLG2-1408)	The system allows patients and their authorized representatives to upload a profile photo for visual identification purposes. UI Impact (Workflow - Automatic): Users can update their profile photo from the Profile (Switch User) menu. See the Reference Materials for more information.	See the Managing Accounts and Profiles topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can upload a profile photo. See the Reference Materials for more information.	No implementation or maintenance impact.

Download and Share

Patient Portal users can now generate and transmit a complete or partial summary of their health record and download it or send it to a provider securely or unsecurely.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Full Record View and Download (HLG2-1544)	Patient Portal users can download a full copy of their record in Consolidated Clinical Document Architecture (C-CDA) format. The Patient Portal user can generate, from the portal, a person-level summary, generate a summary for the full record, and then view the summary in HTML format, download it in PDF or XML format, or transmit the PDF and XML files using the Direct email protocol or through unsecure email. UI Impact (Workflow - Automatic): When downloading a health record, Patient Portal users can select to download their entire health record. A message is displayed that indicates that this process might take a while.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can view, download, and share a full patient record in CCD format.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Visit Filtration (HLG2-1545)	Patient Portal users can filter encounters by a date range. UI Impact (Workflow - Automatic): When downloading and sharing a health record, Patient Portal users can filter the list of encounters by date range before selecting which encounters to include.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can filter encounters by date range when using the download and share feature.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Single Encounter View/Download (HLG2-1546)	Patient Portal users can select a specific encounter when sharing their record. Doing so allows them to download smaller records and also ensure that only relevant health information is included while minimizing additional health information from being disclosed. A Patient Portal user can generate a summary for a specific encounter, or set of encounters. The user can then view the summary in HTML format, download it in PDF or XML format, or transmit the PDF and XML files using the Direct email protocol or through unsecure email. UI Impact (Workflow - Automatic): When downloading and sharing a health record, Patient Portal users can select which encounters they want to download in their health record.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can view, download, and share single encounters of a patient record in CCD format.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Share (Transmit) Secure (HLG2-1552)	Patient Portal users can share their full or partial record through secure email transmission using the Direct email standard. UI Impact (Workflow - Automatic): When downloading and sharing a health record, Patient Portal users can select recipients who use a Direct email address.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can select recipients who use a Direct email address.	No implementation or maintenance impact.
Share (Transmit) Unsecure (HLG2-1553)	Patient Portal users can share their full or partial record through unsecure email transmission using our own email client. UI Impact (Workflow - Automatic): When selecting who to send the file to, users can optionally choose a provider that does not have a Direct email address. A message notifies them when the message is not secure.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can optionally choose a provider that does not have a Direct email address.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Render Human-Readable Record Summary (HLG2-1555)	When viewed, downloaded, or shared at a person or encounter level, the patient's health record is consolidated into Continuity of Care (CCD) format. The CCD format makes it easier to read and maintains a semantic structure for assistive technology. If available, the following content is included in the CCD: • Allergies • CCD Assessment and Plan • CCD Follow-up Instructions (Custom Content) • CCD Future Scheduled Appointments (Custom Content) • CCD Patient Discharge Instructions (Custom Content) • CCD Patient Discharge Instructions Title Only (Custom Content) • CCD Custom Patient Estimated Delivery Date (Custom Content) • NHCS Patient Seen in the Last 72 Hours (Custom Content) • NHCS Patient Facility Visits	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can view and read (in a human-readable format) the health record before you download or send it.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
	Over the Last 12 Months (Custom Content)			
	• Clinical Diagnoses			
	• Functional and Cognitive Status (Patient Care Measurements)			
	• General Laboratory (Laboratory Measurements)			
	• Immunizations			
	• Microbiology			
	• Orders - Diagnostic Tests Pending (Orders)			
	• Orders - Referral (Orders)			
	• Orders - Medication			
	• Orders - Medication for Visit Summary			
	• Medication Administration			
	• Problems			
	• Procedures			
	• Smoking Status (Social History)			
	• Vital Signs (Patient Care Measurements)			
	• Encounter (inherent)			
	• Radiology (see General Laboratory)			
	• Cardiology Interps (not required)			
	• CCD Patient Education (Extracted Data)			

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
	• CCD Follow-Up (Extracted Data) • CCD Implantable Device • Goals • Health Concerns • Hospital Course (Patient Care Measurements) • Payers • Social History The service will also support Transition of Care Documents and Referral Notes. UI Impact (Workflow - Automatic): Patient Portal users can view and read their health record before they download or send it.			

Enrollment and Invitations

Patient Portal users can now complete workflows as a guest without signing in.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Unauthenticated/ Guest Workflow - Portal Enrollment (HLG2-1596)	When a user completes a Limited-Authorization Patient Intake workflow, any existing patients who have previously been identify-verified and do not yet have a Patient Portal account are prompted to create a Patient Portal account. The patient can set their username and, once they receive an email, their password. No UI impact.	See the Managing Accounts and Profile section in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that upon completion of a Limited-Authentication clinical workflow, the patient is prompted to create a Patient Portal account. The patient must have previously been identity-verified in the front office system. Additionally, the patient must not have an existing Patient Portal account. Verify that the patient can create their username. Verify that the patient receives an email to set their password and can set their password.	No implementation or maintenance impact.

Foundation and Infrastructure

Patient Portal now supports configurations made from related configuration tools.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Patient Portal Foundation: Millennium EHR Connection (HLG2-2162)	Patient Portal supports electronic health record (EHR) connections and configurations. No UI impact.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients Oracle Health Patient Portal Administrative Console User Guide	Verify that configurations and connections made to EHRs are displayed as expected in Patient Portal.	No implementation impact. Maintenance Impact (Low): Optionally, you can configure Patient Portal to meet your organization's preferences. See the Reference Materials for more information.
Patient Portal Foundation: User Roles (HLG2-2163)	Patient Portal supports both authenticated and unauthenticated roles for patients. Users who are logged in are able to access the full authenticated Patient Portal experience. Additionally, users are able to access configured Limited-Authentication workflows without logging in. No UI impact.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients Oracle Health Patient Portal Administrative Console User Guide	Verify that authenticated users are able to view and access the full configurations for Patient Portal. Verify that any patient is able to access a Limited-Authentication workflow.	No implementation impact. Maintenance Impact (Low): Optionally, you can configure Patient Portal to meet your organization's preferences. See the Reference Materials for more information.

Health Record

Patient Portal now provides additional health records.

- The Health Record dashboard is available and includes allergies, health conditions, immunizations, medications, procedures, test results, and vital signs.

- Patient Portal users can see a list of their medications.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Health History - View Allergies (HLG2-1618)	Patient Portal users can view a list of their current allergies, filter them by onset date, and search for them by keyword. UI Impact (Workflow - Automatic): Patient Portal users can view allergies on the Health Record dashboard by selecting the Allergies tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view a list of their current allergies and search, and filter them as expected.	No implementation or maintenance impact.
Health History - View Health Conditions (Problems) (HLG2-1619)	Patient Portal users can view both current and resolved conditions and health issues, of occurrence, search for them by keyword. UI Impact (Workflow - Automatic): Patient Portal users can view health conditions on the Health Record dashboard by selecting the Health Conditions tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view both current and resolved conditions and health issues and search them as expected.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Health History - View Medications (HLG2-1620)	Patient Portal users can view their current and past medications, filter them by medication start date, and search for them by medication or product name, medication start date, or prescribing provider. UI Impact (Workflow - Automatic): Patient Portal users can view medications on the Health Record dashboard by selecting the Medications tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view their current and inactive (past) medications and search, and filter them as expected.	No implementation or maintenance impact.
Health History - View Procedures (HLG2-1621)	Patient Portal users can view a list of their current procedures, and search for them by procedure name, provider name, date of procedure, or facility (location) of procedure. UI Impact (Workflow - Automatic): Patient Portal users can view procedures on the Health Record dashboard by selecting the Procedures tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view a list of their current procedures and search, and filter them as expected.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Health History - View Immunizations (HLG2-1622)	Patient Portal users can view a list of their current immunizations, filter them by vaccine group name, and search for them by keyword. UI Impact (Workflow - Automatic): Patient Portal users can view health history details on the Health Record dashboard by selecting the Health History tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view a list of their current immunizations and search, and filter them as expected.	No implementation or maintenance impact.
Display Lab Results (HLG2-1364)	Patient Portal users can view current test results, including: • Reference ranges, criticality, and historical values • Scanned documents or images associated with a lab event UI Impact (Workflow - Automatic): Patient Portal users can view test results on the Health Record dashboard by selecting the Test Results tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view test results.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Restrict Proxy Access to Results for Protected Minors (HLG2-1370)	Patient Portal supports the restriction of age range (typically, 13 to 18) to protect results data from authorized representatives. UI Impact (Workflow - Automatic): The Test Results and Vital Signs sections of the health record are restricted, and a message indicating the information is protected is displayed, when the patient's age is below the configured age and the user is not the patient. See the Reference Materials for more information.	See the following reference materials for more information: Oracle Health Patient Portal Administrative Console User Guide Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that test results and vital signs are not displayed to authorized representative for a patient when the appropriate configurations and age qualifiers are applicable.	Implementation Impact (Low): This feature is automatically available to all users but can be optionally turned off. See the Reference Materials for more information. No maintenance impact.
Display Reports (HLG2-1366)	Patient Portal users can view narrative test result reports such as radiology findings, pathology reports, cardiac stress tests, and colonoscopies. UI Impact (Workflow - Automatic): Patient Portal users can view reports on the Health Record dashboard by selecting the Reports tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Patient Portal users can view narrative test result reports.	No implementation or maintenance impact.

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Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Display Vital Signs (HLG2-1367)	Patient Portal users can view vital signs, including vital signs such as height, weight, blood pressure, and pulse. Systolic and Diastolic blood pressure are displayed together, graphed on the same axis. UI Impact (Workflow - Automatic): Patient Portal users can view vital signs on the Health Record dashboard by selecting the Vital Signs tab from the health record menu at the top of the page. See the Reference Materials for more information.	See the following reference materials for more information: Oracle Health Patient Portal Administrative Console User Guide Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that Patient Portal users can view vital signs.	No implementation impact. Maintenance Impact (Low): Optionally, you can configure which items are viewable to Patient Portal users. See the Reference Materials for more information.
Search Results Title and Content (HLG2-1368)	Patient Portal users can search for titles and key words in their test results content. UI Impact (Workflow - Automatic): A search bar is displayed at the top of the Vital Signs page in the health record. See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can search for titles and key words in their test results content.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Medication List (HLG2-1307)	Patient Portal users can see a list of their outpatient medication orders and other documented medications. Medication details are available that provide additional information. UI Impact (Workflow - Automatic): Medications are viewable as part of each patient's health record See the Reference Materials for more information.	See the Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that the system displays a list of the patient's outpatient prescription medication orders.	No implementation or maintenance impact.

Identity and Authorization

Patient Portal now provides additional identity and authorization support.

- Patient Portal users are connected to their own EHR or any records for whom they are an authorized representative.

- The Patient Portal sign-in page supports customer branding.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Integrate Patient Portal with Oracle IAM - System Configuration (HLG2-1580)	Patient Portal users can authenticate with Patient Portal to access their health record using other tools provided by their health system. No UI impact.	See the Managing Accounts and Profiles topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can use your organization's methods of authentication to successfully sign in a Patient Portal user as expected.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Integrate Patient Portal With Oracle IAM - EHR/PAS (HLG2-1582)	Patient Portal users can access their own EHR or as an authorized representative for another patient. UI Impact (Workflow - Automatic): Authorized representatives can switch between viewing own patient profile (if the logged in user is a patient) and other patients they are linked to as an Authorized Representative.	See the Managing Accounts and Profiles topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that a signed-in authorized representative can see the EHR information for their connected accounts as well as use the scheduling and messaging features as that patient.	No implementation or maintenance impact.
User Login Page - User Experience (HLG2-1583)	Patient Portal users can sign in to Patient Portal using their username and password. UI Impact (Workflow - Automatic): Patient Portal users can create a username and password as part of the enrollment process. See Reference Materials for more information.	See the Managing Accounts and Profiles topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that methods of creating the username and password work as expected.	No implementation or maintenance impact.
User Login Page - Cobranding (HLG2-1584)	The Patient Portal sign-in page supports customer branding. UI Impact: Visual Only	See the Managing Accounts and Profiles topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that the sign-in screen displays the organization's name.	Implementation Impact (Low); Branding is based on the same settings configured for the whole Patient Portal experience. No maintenance impact.

Messaging

Patient Portal now provides additional messaging features.

- Patients can receive notifications for new messages from their care team.

- Patients can write new messages and send them to their care team.

- Patient Portal users can receive notifications for new secure messages.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Receive Messages (HLG2-1267, HLG2-1268)	Patient Portal users can: • View messages sent to them by their care team, such as instructions, answers to questions, and information about their care. The system displays the received messages in an organized list with relevant message attributes. • Write a new message to their care team. • View message details in the context of an ongoing conversation with their care team. The system displays the complete contents of a message. • Reply, forward, and delete messages they receive. UI Impact (Workflow - Automatic): Patient Portal users can send and receive messages from the Messages dashboard. See the Reference Materials for more information.	See the following reference materials for more information: Sending and Receiving Messages in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that Patient Portal users can receive and view messages from their care team. Verify that Patient Portal users can reply, forward, and delete messages they receive.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Send Messages (HLG2-1269)	Patient Portal users can: • Send a written message to a specified recipient • View a list of messages sent to them by their care team that is displayed in an organized list with relevant message attributes presented. • Reply, forward, delete their sent messages. UI Impact (Workflow - Automatic): Patient Portal users can send messages new messages as part of the workflow for writing new messages. Additionally, the Sent tab on the Messages dashboard displays a list of sent messages.	See the following reference materials for more information: Sending and Receiving Messages in the Oracle Health Patient Portal Cloud Service User Guide for Patients Oracle Health Patient Portal Administrative Console User Guide	Verify that Patient Portal users can send new messages. Verify that Patient Portal users can view a list of sent messages, including relevant details about those messages.	Implementation Impact (Low): The ability to send messages is enabled by default but can be optionally turned off in Oracle Health Patient Portal Administrative Console. See the Reference Materials for more information. No maintenance impact.

Patient Intake and Check-in

Patient Portal now provides additional patient intake and check-in support.

- Patient Portal users can register before their appointment.

- New Patient Portal users are invited to create an account.

- Users can switch language or read the Terms of Use and privacy policies documents from the log-in page or while completing the registration process.

- Patient Portal users can check in to an appointment 30 minutes before the appointment starts until 15 minutes after the appointment starts (by default).

- Patient Portal users can sign consent forms after completing the patient intake process.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Integration with Patient Portal (HLG2-1162)	Patient Portal users can register before their appointment. By default, the registration period starts 3 days before the scheduled appointment and ends 15 minutes after the check-in period begins. UI Impact (Workflow - Automatic): Users can select Register on applicable appointment cards on the Home or Appointments dashboard to start the registration process. See the Reference Materials for more information.	See the Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that if a patient has an upcoming appointment (within 3 days) and is signed into the portal, The user sees the upcoming appointment in the Next Appointments section of the Appointments dashboard with the ability to register for the appointment.	No implementation or maintenance impact.
Pages are Contextualized for Authorized Representatives (HLG2-1163)	The Patient Portal registration process recognizes when someone is completing the workflow as an authorized representative. UI Impact (Workflow - Automatic): Patient Portal users can switch accounts from the Profile (Switch User) page. After switching accounts, the registration process displays information for only the selected patient account. See the Reference Materials for more information.	See the Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	For authorized representatives, verify that the registration process is specific to the user, as well as the patient.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Invitation to Create Patient Portal Account (HLG2-1506)	Patient Portal users who do not have a portal account established can be invited to create a portal account and sign in to Patient Portal. This process can be performed only on established patients that have been seen in office (patients who have met the threshold of identity proofing). UI Impact (Workflow - Automatic): After the registration process is complete, Patient Portal users who do not have a portal account established are given an option to create a Patient Portal account. If the user decides to create a portal account: • The user is redirected to complete the enrollment and Invitation workflow. • The system passes to enrollment the demographic information such as first name, last name, date of birth, contact information, and medical record number (MRN). See the Reference Materials for more information.	See the following reference materials for more information: Accepting Invitations and Enrolling topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that if a patient does not yet have an established Patient Portal account, the user will be invited to enroll at the end of the patient Intake workflow.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Terms of Use and Privacy Policy (HLG2-1507)	Patient Portal users can view their organization's Terms of Use and privacy policy while completing the registration process. UI Impact (Workflow - Automatic): Patient Portal users can access the Terms of Use and privacy policy from links on the identity verification page during the registration and check-in workflows. See the Reference Materials for more information.	See the Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view their organization's Terms of Use and privacy policy while completing the registration process.	No implementation or maintenance impact.
Language Switcher (HLG2-1514)	Patient Portal users can switch the language to another supported language while completing the registration process. UI Impact (Workflow - Automatic): Languages are switched from the Sign-In page and on the identity verification page of the patient Intake and Consumer Check-In workflows. After switching language, the registration process displays all information in that language. See the Reference Materials for more information.	See the following reference materials for more information: Managing Accounts and Profiles in Your Patient Portal topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that Patient Portal users can switch the language while completing the registration process.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Check-in From Next Appointments (HLG2-2053)	Patient Portal users can check in for an appointment. The check-in period begins 30 minutes before the appointment begins and ends 15 minutes after the appointment starts by default. UI Impact (Workflow - Automatic): Patient Portal users can check in for an appointment by selecting Check In on an appointment card. See the Reference Materials for more information.	See the Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that a check-in action is displayed on the Upcoming Appointments section of the Appointments dashboard 30 minutes before the appointment start time, and is no longer displayed after 15 minutes pat the appointment start time.	No implementation or maintenance impact.
eSignature Capabilities in the Limited Authentication Patient Intake Workflow (HLG2-3676)	eSignature capabilities are available in the patient intake workflow for limited-authentication portal users. UI Impact (Workflow - Automatic): Consent forms occur during the preregistration workflow after the Responsible Party guided process step and can be optionally skipped by users.	See the following resources for more information: Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information. Oracle Health Patient Administration Configuration User Guide	Verify that during patient intake, fully authenticated users see consent forms displayed after Health History and can optionally skip these forms.	Implementation Impact: Low Forms can be configured in Oracle Health Patient Administration Configuration. Maintenance Impact: Low Forms can be maintained and edited using Oracle Health Patient Administration Configuration. See the Reference Materials for more information.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
eSignature Capabilities in the Full Authentication Patient Intake Workflow (HLG2-3677)	eSignature capabilities are available in the patient intake workflow for fully authenticated portal users. UI Impact (Workflow - Automatic): Consent forms occur during the preregistration workflow after the Responsible Party guided process step and can be optionally skipped by users.	See the following resources for more information: Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information. Oracle Health Patient Administration Configuration User Guide	Verify that during patient intake, fully authenticated users see consent forms displayed after Health History and can optionally skip these forms.	Implementation Impact: Low Forms can be configured in Oracle Health Patient Administration Configuration. Maintenance Impact: Low Forms can be maintained and edited using Oracle Health Patient Administration Configuration. See the Reference Materials for more information.
eSignature Capabilities in the Limited Authentication Check-in Workflow (HLG2-3678)	eSignature capabilities are available in the check-in workflow for limited-authentication portal users. UI Impact (Workflow - Automatic): Consent forms occur during the preregistration workflow after the patient intake's Responsible Party guided process step and can be optionally skipped by users.	See the Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that during check-in, fully authenticated users see consent forms displayed after Health History and can optionally skip these forms.	Implementation Impact: Low Forms can be configured in Oracle Health Patient Administration Configuration. Maintenance Impact: Low Forms can be maintained and edited using Oracle Health Patient Administration Configuration. See the Reference Materials for more information.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
eSignature Capabilities in the Full Authentication Workflow (HLG2-3679)	eSignature capabilities are available in the check-in workflow for fully authenticated portal users. UI Impact (Workflow - Automatic): Consent forms occur during the preregistration workflow after the patient intake's Responsible Party guided process step and can be optionally skipped by users.	See the Registering and Checking in for an Appointment topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that during check-in, fully authenticated users see consent forms displayed after Health History and can optionally skip these forms.	Implementation Impact: Low Forms can be configured in Oracle Health Patient Administration Configuration. Maintenance Impact: Low Forms can be maintained and edited using Oracle Health Patient Administration Configuration. See the Reference Materials for more information.

Patient Portal Site

Patient Portal now provides additional information for Patient Portal sites.

- Patient Portal users can sign in and sign out of Patient Portal.

- A Home dashboard displays highlights of appointments, messages, and activity.

- A primary menu is available to access other dashboards and the Ask Oracle menu.

- Patient Portal users can view their profile and change their photo.

- Authenticated representatives can view the profiles for their connected accounts after they switch to that account.

- Links to the Terms of Use and privacy policy documents are available from the sign-in page and profile page.

- Patient Portal users can switch language from the sign-in page or the profile page.

- Patient Portal users can view their organization's contact information from the Help section on their profile page.

- Patient Portal users can view their care team on their profile page.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Sign In and Sign Out (HLG2-1431)	Once a Patient Portal user is enrolled to their Patient Portal account, they can sign in from the Sign-In page. They can then provide their username and password to authenticate into Patient Portal. Patient Portal users can also recover a forgotten password from the Sign-In page. Patient Portal users can sign out from the Profile (Switch User) menu. Patient Portal users can change their password from the Settings page. UI Impact (Workflow - Automatic): To sign out from the application, Patient Portal users select Sign out on the Profile (Switch User) page. To sign out of Patient Portal, users can select Sign Out on the Profile (Switch Menu) page. To change a password, Patient Portal users can access the Profile (Switch User) menu, select Settings, and then select Reset Password. See the Reference Materials for more information.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that Patient Portal users can sign in and sign out. Verify that Patient Portal users can sign out from the Profile (Switch User) menu. Verify that users can change their password from the Settings page.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Home Dashboard (HLG2-1434)	The Home dashboard page provides a Patient Portal user with an overview of upcoming appointments, unread messages, and latest activity within Patient Portal based on the most commonly used functionality. The Home Dashboard draws to attention the information and actions a Patient Portal user can take next to support their care. UI Impact (Workflow - Automatic): Patient Portal users see the Home dashboard after signing in. See the Reference Materials for more information.	See the Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that when you sign in to Patient Portal, a dashboard is displayed that includes sections for upcoming appointments, latest activity, and any new messages.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Structure: Primary Menu (HLG2-1435)	Patient Portal users can view a main menu based on the most commonly accessed areas of Patient Portal such as the Home dashboard, Appointments dashboard, Health Record dashboard, Messages dashboard, and Ask Oracle site map and search. UI Impact (Workflow - Automatic): This main menu is displayed at the bottom of most pages and includes links to the available dashboards (Appointments, Health Record, Messages), and the Ask Oracle button. See the Reference Materials for more information.	See the Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view the main menu and use it to navigate Patient Portal. Verify that Patient Portal users can select the Ask Oracle button to display a site map page and when they close it, they return to the page they were on previously.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Profile (HLG2-1446)	Patient Portal users can view and update their profile with details about current demographics and insurance information if the information is not the most up-to-date for demographics and insurance. The profile is specific to the patient in context and includes: • Profile Picture • Demographics • Contact Information • Emergency Contacts (Relationships) • Account Information (read-only) • Insurance • Responsible Party • Care Team UI Impact (Workflow - Automatic): Patient Portal users can access the Profile (Switch User) page to access their profile and change their photo. The profile details are specific to the currently selected account. If the user switches to a different account, the profile is specific to that other account. See the Reference Materials for more information.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that Patient Portal users can complete the following actions: • Access their profile. • View and update their demographics and insurance information. • View and update their profile picture. • Select their preferred language. • View and update their emergency contacts. • View their primary care provider.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Structure: Profile Switcher (HLG2-1559)	Authorized representatives can switch accounts to another account that is connected to their account. Sensitivity and confidentiality filters are applied to the information as applicable and configured. When the authorized representative signs out of the application and signs back in, they are returned to their profile regardless of whose account they were previously viewing. UI Impact (Workflow - Automatic): Authorized representatives can select Switch User on the Profile (Switch User) page. See the Reference Materials for more information.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that authorized representatives can switch to another account. Verify that authorized representatives can switch to a different account. Verify that if the authorized representative switches accounts and then signs out, their own profile (not the previously switched profile) is displayed when they sign back in.	No implementation or maintenance impact.
Settings: Log-in Settings (HLG2-1560)	Messages in Patient Portal indicate which messages are unread using a blue dot. UI Impact (Workflow - Automatic): Visual Only	See Sending and Receiving Messages in Your Patient Portal section in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that unread messages are displayed on the Messages dashboard with a blue dot next to them.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Settings: Terms of Use and Privacy Policy (HLG2-1563)	Patient Portal users can view their organization's Terms of Use and privacy policies. UI Impact (Workflow - Automatic): Links to terms of use and privacy policy available from the sign-in page and are displayed in the selected language. See the Reference Materials for more information.	See the Managing Your Account and Profile topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can view links to the Terms of Use and privacy policy on the sign-in page. Verify that if you switch to a different language and then you open the links to display the Terms of Use and privacy policy documents, the documents are displayed in your selected language.	No implementation or maintenance impact.
Settings: Language Switcher (HLG2-1564)	Patient Portal users can switch the language displayed by Patient Portal to see the portal content displayed in that language. If you set the language to a non-English (U.S.) language outside of Patient Portal, when you sign in, the application always is displayed in that language. UI Impact (Workflow - Automatic): The language switcher is available on the Profile (Switch User) page and from the Sign-In page. See the Reference Materials for more information.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that you can switch to a different language from the sign-in page. Verify that Patient Portal users can switch the language from the Profile (Switch User) page, and the portal is updated to be displayed in that language. Verify that if you set the language to a non-English (U.S.) language outside of Patient Portal, when you sign in, the application always is displayed in that language.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Content: Help (HLG2-1566)	Patient Portal users can view contact information for their organization. UI Impact (Workflow - Implemented): User can access the Profile (Switch User) menu and then select Help to see their organization's contact information. See the Reference Materials for more information.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that the patient can view the Help information. Verify that the Help information update based on what is configured by the customer.	Implementation (Low): These fields are derived from Foundations configuration at the instance level. Help information is derived through centralized configuration where the administrator configures elements of the Help section. No maintenance impact.
Profile: Care Team (HLG2-2077)	Patient Portal users can see their primary care provider and clinic name in their profile. UI Impact (Workflow - Automatic): The registration workflow is used to set the primary care provider. Patient Portal users can then view the care provider by scrolling to the Care Provider section of the Profile (Switch User) page.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Managing Your Account and Profile in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that you can scroll to a Care Provider section from the Profile (Switch User) page.	No implementation or maintenance impact.

Scheduling

Patient Portal now provides additional scheduling features.

- An Appointments dashboard is available that displays a list of upcoming and past appointments.

- Clinical notes, documents, and visit summaries are available for a completed appointment.

- You can mark appointments as favorites and see the list of favorites.

- You can cancel, reschedule, book again, or schedule a return visit.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Appointments Dashboard (HLG2-1811)	The Appointments dashboard allows Patient Portal users to view a list of the patient's upcoming or past appointments, view details about each appointment, complete actions such as canceling or rescheduling, and enter the schedule appointment workflow. UI Impact (Workflow - Automatic): Patient Portal users can access the Appointments dashboard and its related activities from the Appointments button in the main menu at the bottom of most pages. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that the Appointments dashboard allows Patient Portal users to view appointments and complete actions as expected.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Return Patient Direct Book (HLG2-1797)	For existing patients with one or more established provider relationships, the return patient direct book feature allows a patient or their authorized representative to directly schedule a return visit with the given provider using the self-scheduling feature. By selecting the return-provider workflow, the Patient Portal user does not need to select their provider. UI Impact (Workflow - Automatic): Patient Portal users can schedule a return patient visit by selecting Schedule Appointment on the Appointments dashboard, and then selecting the name of a provider in the Return Visit Providers section of the Scheduling Options page. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can self-schedule an appointment. Verify that you can filter appointment types by medical specialty.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Consumer: Reschedule Appointment Direct Book (HLG2-1813)	For patients with upcoming scheduled appointments, the reschedule functionality allows a patient to directly reschedule an existing appointment to a different time slot. The system carries over prior selections including provider or resource, appointment type, and location, and to offer the patient other available time slots meeting those details from the original appointment. UI Impact (Workflow - Automatic): Patient Portal users can directly reschedule an appointment by selecting Reschedule on the appointment card they want to reschedule. Rescheduling an appointment includes provider and appointment type of the previous appointment. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that when you can directly reschedule an appointment, the new appointment has the same provider, appointment type, and location of the previous appointment (and you don't need to enter that information).	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Consumer: Cancel an Appointment Directly (HLG2-1815)	For patients with upcoming scheduled appointments, the Cancel functionality allows a patient to directly cancel an upcoming appointment and capture cancel reason. If the direct cancel function is not available for a particular future appointment, the system advises the patient to request or call the clinic office. UI Impact (Workflow - Automatic): Patient Portal users can cancel an appointment by selecting Cancel Appointment on an applicable appointment card on the Upcoming appointments page on the Appointments dashboard. If the Patient Portal user is within 48 hours of the appointment time, they can select **Cancel** from the More Actions menu to call the office to cancel the appointment. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can cancel an appointment.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Consumer: Schedule Past Appointment Again ("Book Again") (HLG2-1823)	Provides patients with a way to schedule the same appointment again so they can manage their appointment effectively and avoid unnecessary (additional) data entry. UI Impact (Workflow - Automatic): Patient Portal users can book an appointment again by selecting the Favorites or Past tab on the Appointments dashboard and select Book Again. Using the book again feature starts the scheduling process at the step for finding and selecting an appointment time. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that when you schedule the same appointment again, the process starts at the step of finding and selecting an appointment time.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Consumer - Calendar Invitations (AWREG-4018)	On the Upcoming tab on the Appointments dashboard, Patient Portal users can download an ICS file and add scheduled upcoming appointments to and synchronize with their chosen digital calendar, such as Google Calendar or Apple Calendar. The calendar invitation includes all relevant details provided by the organization, such as appointment date and time, arrival date and time, practitioner, appointment location and address, and parking instructions (if available). UI Impact (Workflow - Automatic): On the Upcoming tab on the Appointments Dashboard, Patient Portal users can download a ICS file. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can download an ICS file for scheduled upcoming appointments, and the file includes all relevant details provided by the organization, including the appointment date and time.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Consumer - Proxy Access to Scheduling Appointments (AWREG-4020)	Authorized representatives can identify whether they are scheduling an appointment on behalf of the patient to whom they are connected; and then securely schedule, view, and manage appointments for that patient. UI Impact (Workflow - Automatic): Authorized representatives can switch accounts from the Profile (Switch User) menu and then schedule appointments on behalf of that other user. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that authorized representatives who switch accounts before scheduling an appointment can successfully schedule an appointment on behalf of the person whose account they selected.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Patient Portal - Patient Scheduling Favorites (HLG2-1782)	For patient or authorized representative self-service scheduling, the scheduling Favorites section of the Scheduling Options page displays appointments that a patient has previously favorited for easy future self-scheduling. Selecting an option from this list starts the subsequent self-service scheduling or request flow with any relevant information pre-filled. Only location is editable. Users can add self-service schedulable appointments to their Favorites at or after the time of scheduling by selecting Add to Favorites from the More Actions (...) menu. UI Impact (Workflow - Automatic): Patient Portal users can select Schedule Appointment to view the Scheduling Options page to schedule a favorite appointment. Additionally, the Appointment dashboard includes a Favorites tab to manage favorites. See the Reference Materials for more information.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can schedule a favorite appointment by selecting Schedule Appointment on the Appointments dashboard and then selecting a favorite appointment on the Scheduling Options page, and that the scheduling workflow already includes relevant information from the favorited appointment type.	No implementation or maintenance impact.

Search

Patient Portal now provides additional search functionality.

- Patient Portal users can search relevant appointment and health record pages by keyword (in the result or item name or title) or by date (up to a month old).

- The Ask Oracle button provides a site map of linked pages and lets Patient Portal users search the list of pages by name.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Search: "Contains" Text String (HLG2-1591)	Patient Portal users can search their record using a "contains" text-string search the name and titles of relevant items on a page. Pages using the "contains" text-string search: • Health Record - Allergies • Health Record - Immunizations • Health Record - Medications • Health Record - Reports • Health Record - Test Results • Health Record - Vital Signs UI Impact (Workflow - Automatic): Patient Portal users can search applicable pages by key word and see results that include the keyword anywhere the names or titles for items displayed on that page.	See the following reference materials for more information: Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients Viewing, Downloading, and Sending a Health Record topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients	Verify that if you search for a word that's in the middle of a text string, it finds the result. For example, a search for **aspi** on the Immunizations page does not return any results. The same search on the medication page might return **Aspirin** if it is one of the medications included on that page.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Page-Level Search: Access Logs (HLG2-1597)	Patient Portal users can search the access logs by date and name. Any limitations from the API calls will impact search capabilities. Results display the following: • Who the record was accessed by. • What action was taken (Logged in, viewed, modified, deleted, downloaded, printed, or sent) • The time the action was taken • The type of data being accessed (Procedures, allergies, medications, immunizations, problems) UI Impact (Workflow - Automatic): Patient Portal users can use the search bar at the top of the Access Logs page to find access logs by date and time. See the Reference Materials for more information.	See the Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can search the access logs by date and name, and that the results are displayed as expected.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Ask Oracle in Portal Navigation Search (HLG2-1601)	Patient Portal users can select the Ask Oracle button to access a site map list of links to pages. The search bar allows them to enter a key word for a page type to find and display that page.	See the Getting Started topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that you can select the Ask Oracle button to display a site map with links to pages and a search bar that allows you to search for pages by key word.	No implementation or maintenance impact.

Pages you can search for include:

- Appointments
- Schedule Appointment
- Messaging
- Health Record
- Visit Summaries
- Clinical Notes
- Vital Signs
- Test Results
- Medications
- Allergies
- Immunizations
- Health Conditions
- Procedures
- Profile
- Demographics
- Emergency Contact
- Insurance
- Care Team
- Settings
- Account Management
- Access Logs
- Help

UI Impact (Workflow - Automatic): The Ask Oracle button is displayed at the bottom right corner of the main menu that is included on most pages. See the Reference Materials for more information.

Visit Summaries and Clinical Notes

Patient Portal users can now view and share clinical notes and visit summaries.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Display all Clinical Notes in Context of a Visit (HLG2-1374)	Clinical notes and documents are associated with past encounters. Patient Portal users can access the clinical notes that providers created as part of their visit by selecting a link displayed in a past appointment's details. UI Impact (Workflow - Automatic): When clinical notes are available, Patient Portal users can find them attached to the appointment and select a link to open that file. No UI impact.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that clinical notes and documents are displayed for past appointments (when available for an appointment).	No implementation or maintenance impact.
Display an Individual Clinical Note (HLG2-1377)	Patient Portal users can read a clinical note that a provider created as part of their visit. Clinical notes and documents acquired through APIs can be displayed to users in a reader-friendly format. UI Impact (Workflow - Automatic): When clinical notes are available, Patient Portal users can select the link in a past appointment's details to view or download that file in a human-readable format.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that clinical notes and documents are displayed in readable format.	No implementation or maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Implementation and Maintenance Impact
Display Visit Summaries in context of Past Visits (HLG2-1608)	Visit summaries are associated with past encounters. Patient Portal users can view details of a past visit in a visit summary document in a reader-friendly format by selecting a link displayed in a past appointment's details. UI Impact (Workflow - Automatic): When visit summaries are available, Patient Portal users can find them attached to the appointment and select a link to view or download that file to their device in a human-readable format.	See the Scheduling Appointments topic in the Oracle Health Patient Portal Cloud Service User Guide for Patients for more information.	Verify that Patient Portal users can view a visit summary for a past appointment.	No implementation or maintenance impact.

Oracle Health Patient Portal Administrative Console

For Oracle Health Patient Portal Administrative Console, the release notes provide details on the intended audience, dependencies and technical requirements, software location, and the solution changes in this release.

- Intended Audience for Oracle Health Patient Portal Administrative Console
  The Oracle Health Administrative Console application release notes are for Oracle Cerner customers who have purchased Oracle Health Patient Portal Cloud Service.

- Dependencies and Technical Requirements
  Ensure that your organization has been provisioned with access to the latest version of Oracle Health Patient Portal Cloud Service.

- Software Location
  Work with your Oracle representative to determine how to download and access the software.

- Solution Changes in Oracle Health Patient Portal Administrative Console
  These Release Notes are intended for Oracle Cerner customers who have purchased Oracle Health Patient Portal Cloud Service. This page provides a summary of new functionality available through Oracle Health Patient Portal Administrative Console.

Intended Audience for Oracle Health Patient Portal Administrative Console

The Oracle Health Administrative Console application release notes are for Oracle Cerner customers who have purchased Oracle Health Patient Portal Cloud Service.

Dependencies and Technical Requirements

Ensure that your organization has been provisioned with access to the latest version of Oracle Health Patient Portal Cloud Service.

Software Location

Work with your Oracle representative to determine how to download and access the software.

Solution Changes in Oracle Health Patient Portal Administrative Console

These Release Notes are intended for Oracle Cerner customers who have purchased Oracle Health Patient Portal Cloud Service. This page provides a summary of new functionality available through Oracle Health Patient Portal Administrative Console.

The following list provides a high-level overview of the capabilities provided with this release:

- Health record configuration is available for problems, allergies, medications, immunizations, and procedures (PAMI+P).

- You can configure which appointment types are self-schedulable.

- Configuration for items including language, confidentiality, and code sets is available.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Inplementation and Maintenance Impact
Show or Hide Problems (HLG2-3239)	You can configure whether problems are displayed in Oracle Health Patient Portal Cloud Service. Problems are displayed by default. UI impact (Workflow - Automatic): Administrators now can select whether to display or hide problems.	See the Configure Health Record section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can change the default setting for problems from **On** to **Off**.	Implementation impact (Low): Set the toggle button to your organization's preference. No maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Inplementation and Maintenance Impact
Show or Hide Allergies (HLG2-3246)	You can configure whether allergies are displayed in Oracle Health Patient Portal Cloud Service. Allergies are displayed by default. UI impact (Workflow - Automatic): Administrators now can select whether to display or hide allergies.	See the Configure Health Record section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can change the default setting for allergies from **On** to **Off**.	Implementation impact (Low): Set the toggle button to your organization's preference. No maintenance impact.
Show or Hide Medications (HLG2-3249)	You can configure whether medications are displayed in Oracle Health Patient Portal Cloud Service. Medications are displayed by default. UI impact (Workflow - Automatic): Administrators now can select whether to display or hide medications.	See the Configure Health Record section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can change the default settings for medications from **On** to **Off**.	Implementation impact (Low): Set the toggle button to your organization's preference. No maintenance impact.
Show or Hide Immunizations (HLG2-3250)	You can configure whether immunizations are displayed in Oracle Health Patient Portal Cloud Service. Immunizations are displayed by default. UI impact (Workflow - Automatic): Administrators now can select whether to display or hide immunizations.	See the Configure Health Record section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can change the default settings for immunizations from **On** to **Off**.	Implementation impact (Low): Set the toggle button to your organization's preference. No maintenance impact.

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Show or Hide Procedures (HLG2-3251)	You can configure whether procedures are displayed in Oracle Health Patient Portal Cloud Service. Procedures are displayed by default. UI impact (Workflow - Automatic): Administrators now can select whether to display or hide procedures.	See the Configure Health Record section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can change the default settings for procedures from **On** to **Off**.	Implementation impact (Low): Set the toggle button to your organization's preference. No maintenance impact.
Configure PAMI+P Confidentiality for Protected Minors (HLG2-3252)	You can configure confidentiality rules for health history items in Patient Portal for minors in a protected status. Confidentiality is **On** by default. UI impact (Workflow - Automatic): Administrators now can select the confidentiality settings for PAMI+P information.	See the Configure Confidentiality section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can change the Confidentiality Settings for Protected Minors - PAMI + P settings from **On** to **Off**.	Implementation impact (Low): Set the PAMI+P toggle buttons to your organization's preferences. No maintenance impact.
Configure Minor Protected Status Confidentiality for Results and Vital Signs (HLG2-3309)	You can configure whether protected minors can hide results and vital signs information from view of their proxy. This status is **On** by default. UI impact (Workflow - Automatic): Administrators now can select whether minor protected status age functionality is available to Oracle Health Patient Portal Cloud Service users.	See the Set Minor Protected Status Age section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can turn the Confidentiality Settings for Protected Minors - Results and Vitals from **On** to **Off**.	Implementation impact (Low): Set the Results and Vitals confidentiality toggle button to your organization's preference. No maintenance impact.

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Configure Minor Protected Status Age (HGL2-3231)	You can define the age at which minors can restrict their results and vital signs information from view of their proxy. The age is **13** by default. UI impact (Workflow - Automatic): If minor protected status age is set to on, administrators can set the age at which patients can restrict information from their proxy.	See the Set Minor Protected Status Age section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can adjust the minor protected status age between 13 and 17 years of age.	Implementation impact (Low): Set the minor protected status age to align with your organization's preference or applicable local law. No maintenance impact.
Configure Adult Age (HLG-3234)	You can define the age at which patients are considered adults. The age is **18** by default. UI impact (Workflow - Automatic): Administrators now can set the age at which a user becomes an adult.	See the Set Adult Age section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can adjust the adult age.	Implementation impact (Low): Set the adult age to align with your organization's preference or applicable local law. No maintenance impact.
Allow Messages On or Off (HLG2-3738)	You can enable or disable the ability for patients to send messages to staff. Inbound messaging is turned **On** by default. UI impact (Workflow - Automatic): Administrators now can determine whether staff can receive messages from Oracle Health Patient Portal Cloud Service users.	See the Inbound Messaging section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update the setting for inbound messages.	Implementation impact (Low): Set the inbound message preference to match your organization's preferences. No maintenance impact.

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Consumer Message Types (HLG2-3739)	You can view a list of message subjects available to patients to send a message to staff. The following message types are available: • Appointment request • Appointment cancellation request • Appointment reschedule request • General message • Confidentiality Request (form) UI impact (Workflow - Automatic): Administrators now can view, add, update, and delete message subjects that Oracle Health Patient Portal Cloud Service users have available to them when they contact their organization.	See the Consumer Message Types section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can view the list of message types.	No implementation impact. No maintenance impact.
Default Language (HLG2-3656)	You can configure the default language your portal users see when displaying content to patients or their proxies. UI impact (Workflow - Automatic): Administrators now can select the instance-level language displayed to Oracle Health Patient Portal Cloud Service users by default.	See the Default Language section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can select languages from the list of languages.	Implementation impact (Low): Select the language you need from the list. No maintenance impact.

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Additional Supported Languages (HLG2-3657)	You can configure the additional languages your Patient Portal supports. UI impact (Workflow - Automatic): Administrators now can select additional languages that Oracle Health Patient Portal Cloud Service users can select to view Patient Portal in their preferred language.	See the Additional Supported Languages section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can add or remove additional supported languages.	Implementation impact (Low): Select additional supported languages from the list. No maintenance impact.
Upload Transparent Logo (HLG2-3658)	You can upload your organization's logo to display to users when they access Oracle Health Patient Portal Cloud Service. The Oracle Health logo is used by default. UI impact (Workflow - Automatic): Administrators now can select the logo displayed in Oracle Health Patient Portal Cloud Service.	See the Display Transparent Logo section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can upload your organization's logo to Patient Portal.	Implementation impact (Low): Upload your organization's image file to Patient Portal Configuration. No maintenance impact.

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Company Display Name (HLG2-3661)	You can set the instance display name to use in patient facing web pages and email communications. **Patient Portal** is used by default. UI impact (Workflow - Automatic): Administrators now can set the name of the Oracle Health Patient Portal Cloud Service that is displayed to users.	See the Instance Display Name section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update your organization's instance name.	Implementation impact (Low): Update the instance name to match your organization's preferences. No maintenance impact.
Primary Address (HLG2-3662)	You can set your organization's primary address to use in patient facing web pages and email communications. UI impact (Workflow - Automatic): Administrators now can add or update the primary address displayed in Oracle Health Patient Portal Cloud Service.	See the Primary Address section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update your organization's primary address.	Implementation impact (Low): Update the primary address to match your organization's preferences. No maintenance impact.
Primary Phone Number (HLG2-3663)	You can set your organization's primary phone number to use in patient facing web pages and email communications. UI impact (Workflow - Automatic): Administrators now can set the organization's primary phone number displayed in Oracle Health Patient Portal Cloud Service.	See the Primary Phone Number section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update your organization's primary phone number.	Implementation impact (Low): Update the primary phone number to match your organization's preferences. No maintenance impact.

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Support Phone Number (HLG2-3664)	You can set the phone number patients can call to receive support to use in patient facing web pages, emails, and communications. UI impact (Workflow - Automatic): Administrators now can set the organization's support phone number displayed in Oracle Health Patient Portal Cloud Service.	See the Support Phone Number section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update your organization's support phone number.	Implementation impact (Low): Update the support number to match your organization's preferences. No maintenance impact.
Public Website (HLG2-3665)	You can set the web address for your organization's public website for use in patient facing web pages, emails, and communications. UI impact (Workflow - Automatic): Administrators now can set the organization's website displayed in Oracle Health Patient Portal Cloud Service.	See the Public Website section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update your organization's public web address.	Implementation impact (Low): Update the public website web address to match your organization's preferences. No maintenance impact.
Date Display Format (HLG2-3667)	You can set the date format for your instance of Patient Portal for display to patients. By default, the **mm-dd-yyyy** date format is used. UI impact (Workflow - Automatic): Administrators now can set the way calendar dates are displayed in Oracle Health Patient Portal Cloud Service.	See the Date Display Format section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update the date display format.	Implementation impact (Low): Update the date display format to match your organization's preferences. No maintenance impact.

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Time Display Format (HLG2-3669)	You can set the time display format for your instance of Patient Portal for display to patients. By default, the **hh:mm:ss AM/PM** time display format is used. UI impact (Workflow - Automatic): Administrators now can set the way time is displayed in Oracle Health Patient Portal Cloud Service.	See the Time Display Format section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update the time display format.	Implementation impact (Low): Update the time display format to match your organization's preferences. No maintenance impact.
Default Unit of Measure (HLG2-3675)	You can configure the system of measure that your Patient Portal uses by default when displaying numeric content to patients. By default, imperial units are used for customers in the US, Liberia, and Myanmar and metric is used for customers elsewhere. UI impact (Workflow - Automatic): Administrators now can set which measuring system is used.	See the Default Units of Measure section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and update the default units of measure.	Implementation impact (Low): Update the units of measure to match your organization's preferences. No maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Inplementation and Maintenance Impact
Reporting and Analytics Dashboard (HLG2-1413)	You can view the following reporting and analytics information in the Reporting and Analytics view of the Administrative console: • Enrollments • Sessions • Self-registrations completed • Patient intakes completed • Appointments scheduled • Appointment types scheduled • Appointments cancelled • Appointment cancellation reason	See the Reporting and Analytics section of the Oracle Health Patient Portal Administrative Console User Guide for more information.	Verify that you can access and view the reporting and analytics dashboard.	Implementation impact: None No maintenance impact.

Solution Change	Description and UI Impact	Reference Materials	Validation Guidelines	Inplementation and Maintenance Impact
Code Sets (HLG2-7107)	You can view the code sets below and update their associated code values: • Appointment Types • Available Languages • Birth Sex • Care Team Relationship Roles • Countries • Ethnicity • Marital Status • Message Subject List • Message Types • Patient Relationship • Preferred Languages • Races • Scheduling - Cancellation Reasons • Scheduling - Reschedule Reasons • Visit Types	See the Configure Code Sets section of Oracle Health Patient Portal Administrative Console User Guide for more information.	-	-

Known Issues

Oracle Cerner has identified the known issues below in Oracle Health Patient Portal. The list is updated when issues are identified or resolved in a new release.

The following known issues have been identified in Oracle Health Patient Portal Administration:

• The full insurance card is not displayed when you scan. (HLG2-9051)

• When you update the patient profile to Spanish, not all areas are translated. (HLG2-8982)

• An error occurs when you update a patient relationship from Self to Uncle in the v1/RelatedPerson API. (HLG2-7914)

• Filter chips continue to be displayed in the Messages section when you remove them. (HLG2-7390)

• The HealthConditions API returns duplicate health conditions. (HLG2-7004)

• An error occurs when you select the Oracle logo and then select Appointments or Allergies. (HLG2-6463)

- In the Available Languages drawer "English" should be "English (United States)" for consistency, and should be multi-select.

The following known issues have been identified in Oracle Health Patient Portal Cloud Service:

- **Sign In:** The slashes (/) are missing from the date of birth field on the sign-in screen. (HLG2-7314)

- **Registration**:

  – Insurance carrier was not recognized when uploading the insurance card. (HLG2-8235)

  – On the profile's Edit Patient Demographics form, the **Races** label should be **Race.** (HLG2-5501)

  – Unable to assign as Self in when adding a responsible party. (HLG2-7707

  – An error occurs when updating related person type of Self or Uncle. (HLG2-7914)

  – An error occurs when chancing the Responsible Party relationship to patient. (HLG2-7914)

- **Dashboard**:

  – Sections for messages and activities are both missing the See All Messages and See All Activity links. (HLG2-5410)

  – The Ask Oracle feature encounters navigation errors. (HLG2-6463)

  – The Unread Messages section does not display inline with the UI design. (HLG2-8385)

  – Text alignment is not displaying correctly in Mozilla Firefox browsers. (HLG2-8630)

  – The number of appointments and number of unread messages are both missing from the dashboard. (HLG2-8864)

  – Patient Portal Spanish translations not functioning as expected. (HLG2-8982)

- **Mobile**:

  – The mobile view includes an extra screen after signing in. (HLG2-8637)

  – Throughout Patient Portal, white space is displayed after the guided process steps in blue. (HLG2-8639)

- **Scheduling**:

  – The text in the Appointment Instructions pulls together the text for preparation and post-appointment instructions within one text section when in Millennium Platform they are two separate entries. (HLG2-9358)

  – Appointment cards and appointment details display the provider name in the wrong order (Provider Name format should be First Name, Last Name, Credentials). (HLG2-5407, HLG2-8865)

  – The review screen and confirmation screen for rescheduling do not include arrival time or an Add to Favorites option. (HLG2-5434)

  – The Upcoming Appointments count is missing from the Home Page. (HLG2-8454)

  – The Past Appointments View does not load the correct encounters. (HLG2-8534)

  – Users cannot reschedule an appointment from the appointment details page. (HLG2-8648)

  – Limited appointment types and specialties are available to select. (HLG2-8867)

  – Appointment status may not be displayed. (HLG2-9167)

- Appointment Type processing options include issues in Scheduling. (HLG2-9356)
- **Access Logs:** Access logs contain duplicate events. (HLG2-8598)
- **Patient Intake:**
  - The Add Your ID feature is not in alignment with the UI design. (HLG2-5532)
  - Insurance plans are not recognized during the intake process. (HLG2-8646)
  - The insurance document scan does not display the full photo. (HLG2-9051)
- **Health Conditions:** Duplicate health conditions are being displayed (HLG2-7004)
- **Document Management:** The Document management service displays an **Error 500: Internal Service Error** message when searching for multiple types. (HLG2-9378)