Release Notes - May 15, 2025

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Highlights

New Features
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New and improved patient chart experience

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Linked accounts
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Enhanced delivery of patient statements

New features

RecordSync

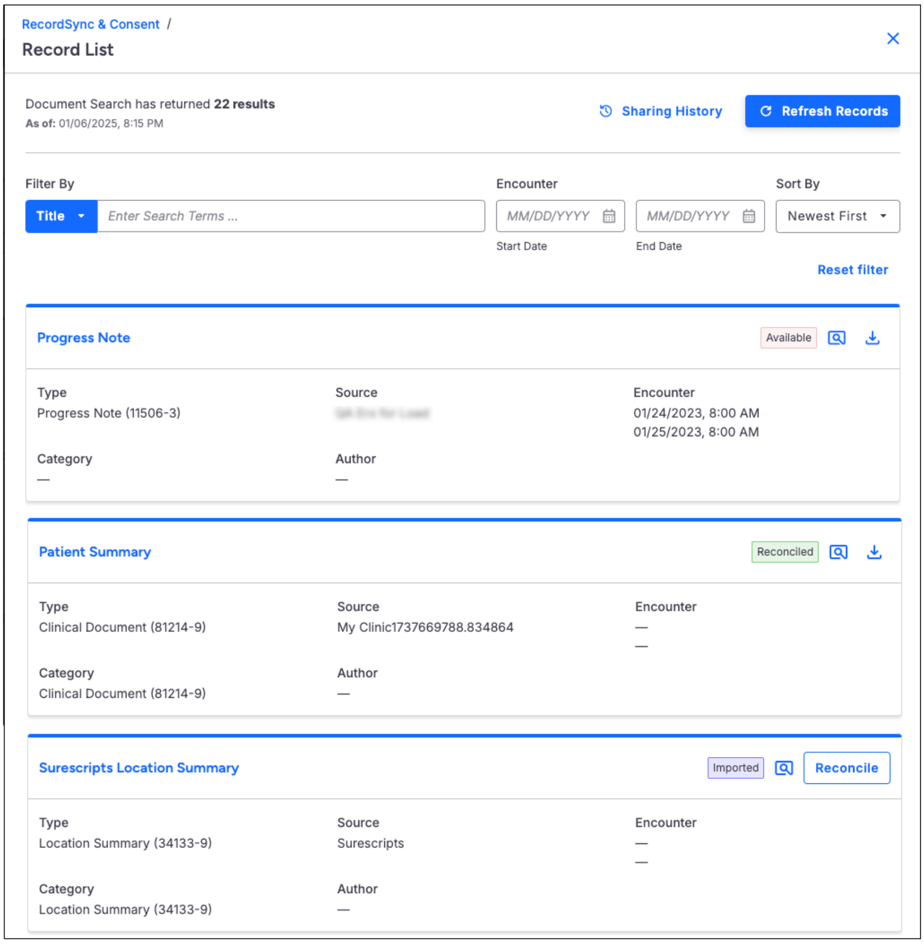
RecordSync bridges critical interoperability gaps by giving providers nationwide access to patient visit histories and clinical documents. With a complete view of a patient's care across different settings, providers can deliver higher-quality care, improve outcomes, lower costs, and increase efficiency.

This feature started gradually rolling out to users on May 15 and will be available to all users by early June.

Now integrated with DrChrono, this powerful tool offers:

- **Real-time access** to comprehensive patient records from multiple facilities
- **Streamlined workflows** that minimize manual data entry and let you focus on patient care
- **No added cost**—these features are included in your current subscription

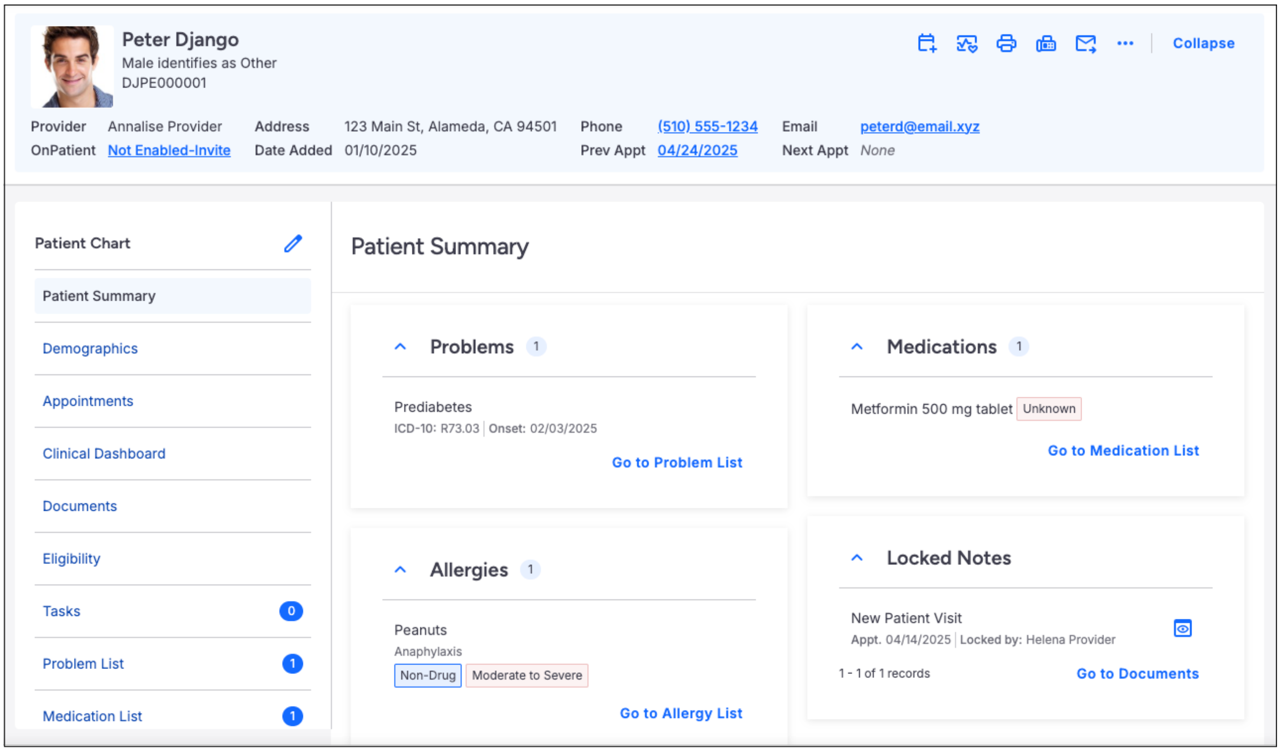
Knowledge base article



New and improved patient chart experience

We are thrilled to announce the complete optimization of the patient chart, streamlining your workflow and enhancing patient care.

> The new patient chart experience is now available to all users.



Redesigned Patient Header

The **Patient Header** is fixed, making it easier to access key patient information while scrolling. New features include:

- Showing gender identity
- A copy-to-clipboard function for patient names
- Direct access to invite patients to OnPatient from the **Patient Header**.

Customizable Patient Header

Customize the **Patient Header** to highlight the patient data most relevant to your specialty or role. Add new fields (for example, Patient Balance, Preferred Pharmacy) to the header.

Patient chart summary

The new **Patient Summary** offers a quick, read-only view of essential patient information, with links to relevant chart sections. Future updates will include additional widgets and interactive, customizable options.

Customizable Patient Chart Sidebar

Customize the patient chart by showing, hiding, or reordering tabs based on your specialty or role.

Optimized Problem List

The **Problem List** provides flexibility and clear visibility into your patients' conditions. Easily add, edit, or remove problems to maintain an up-to-date, comprehensive health record.

Optimized Allergy List

The **Allergy List** is now more streamlined:

- Exclude unnecessary codes with an improved **Add Allergy** feature
- The system prevents you from adding non-drug allergies when medication allergies are already listed and blocks duplicate allergen entries

Related resources

- Empower Webinar
- Customize the Patient Chart Header
- Customize the Patient Chart Sidebar
- Patient Chart Allergy List
- Patient Chart Header
- Patient Chart Permissions
- Patient Chart Problem List
- Patient Chart Sidebar Navigation
- Patient Chart Summary
- Patient Chart Tutorial Videos

Enhancements

Anesthesia Calculations

We have revised the unit calculation methodology to align with current insurance payer standards and industry best practices. This update ensures greater accuracy and compliance in the billing of anesthesia services.

The updated formula for calculating and billing anesthesia CPT codes is as follows:

Total Units = Base Units + Timed Units + Physical Status Modifier Units

Please review and verify that your fee schedule(s) accurately reflect the appropriate pricing for all applicable anesthesia codes, as these rates will directly impact reimbursement based on the new unit calculation.

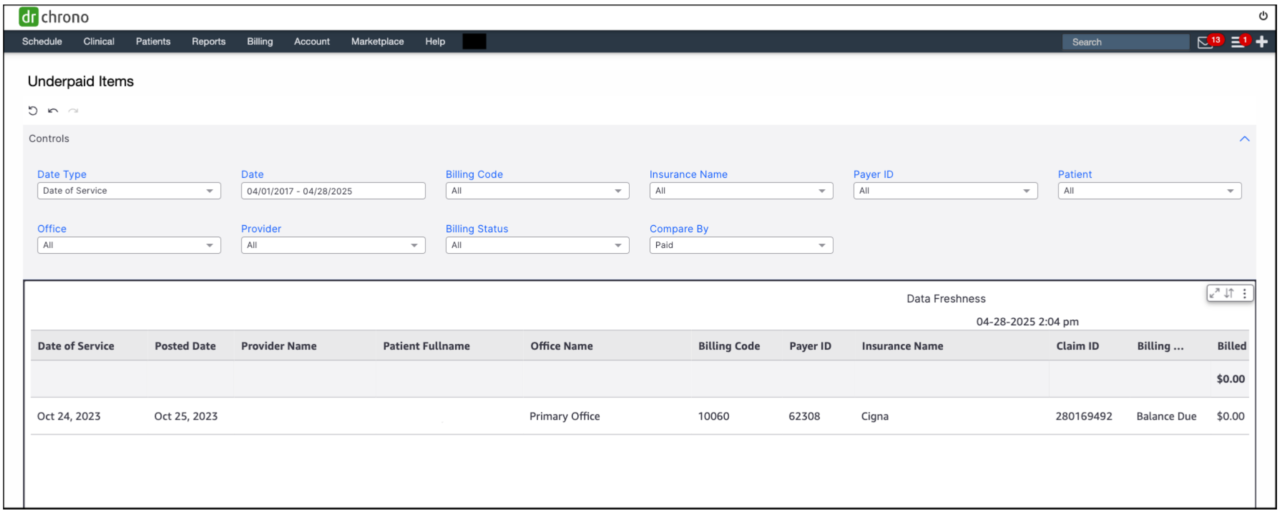
Please note that this updated calculation will **only apply to future appointments** moving forward as of May 15, 2025. Any anesthesia codes associated with **previously created appointments** will remain unchanged and will continue to reflect the unit totals and billing details in place at the time those appointments were initially entered.

Knowledge base article

Underpaid Items Report

The **Underpaid Items Report** is a valuable tool designed to help you proactively identify claims that an insurance payer has processed at rates below the expected, contractually agreed-upon allowable amounts. This report enables you to detect underpayments that may otherwise go unnoticed, helping to ensure your practice receives full and fair reimbursement.

For this feature to function accurately and yield meaningful results, the contractually allowed amount for each CPT/HCPCS code must be correctly entered and maintained within the payer's fee schedule in your system. Proper setup of these allowable amounts forms the foundation of the report's ability to flag discrepancies between expected and actual payments. The report is globally enabled for all providers.



Related resources

- Underpaid Items Report: Overview
- Underpaid Items Report: Running the report
- Underpaid Items Report: Set Up
- Underpaid Items Report: Video

Labcorp requisition ID improvements

We enhanced the lab ordering system to provide better tracking of Labcorp orders. This improvement is specific to the API.

- Added the new external_requisition_id field to LabOrder records, which specifically captures the Labcorp requisition ID for improved lab order tracking
- The existing requisition_id field continues to function as before, pulling from the order's internal ID

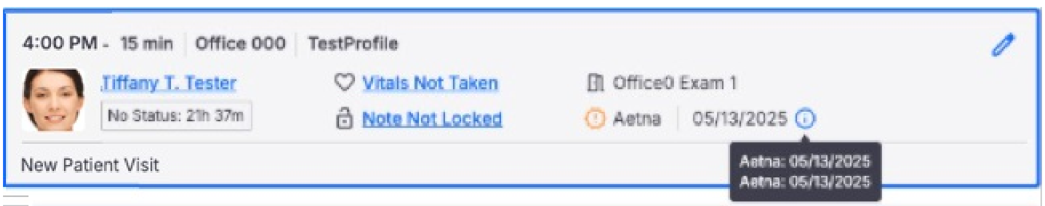
This update requires no user action. The external requisition ID will automatically be captured when Labcorp orders are processed.

Error appears when the Use iPad EHR permission is turned off

The DrChrono EHR app now displays an error message if you attempt to use it without the **Use iPad EHR** permission turned on.

Multiple eligibility coverage appears on the Appointments widget

The **Appointments** widget in the **Dashboard** has been updated to show multiple eligibility coverage. If an appointment has multiple eligibility coverage, you can hover over a tooltip to view additional eligibilities and the date it was checked.



Resolutions

Clinical code field improvements in Clinical Form Management

We resolved an issue that allowed the selection of empty options in the multiple or single-select dropdown menus when attaching billing codes to clinical form elements. You can no longer attach billing codes to null (empty) options. This fix applies to both multiselect fields and all other clinical form elements. The system now ensures that a valid option is selected before allowing the attachment of billing codes.

Modified provider permissions weren't updated in the Permission Grid

When provider permissions are changed in **Permissions Administration**, they are updated in the **Permission Grid**.

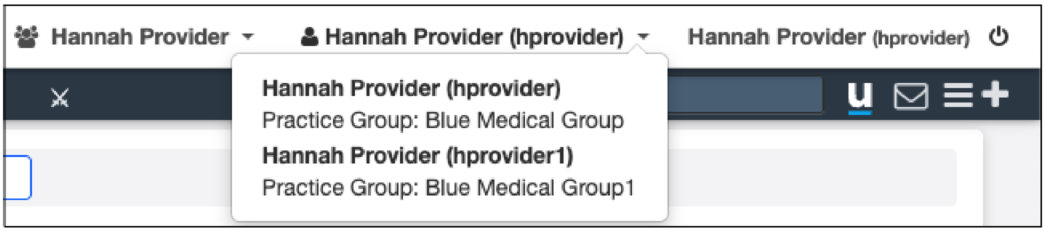
Coming soon

Linked accounts

We are pleased to introduce the new linked accounts feature for providers managing multiple practice groups. Designate a primary account and link additional practice group accounts for effortless switching without separate logins.

To link your accounts, create a support case. Notifications are sent to confirm successful account linking.

Knowledge base article



New Settings permissions

We are offering more flexibility around **Settings** access.

- **Account Settings** permission - With this new permission AND the existing **Settings** permission turned on, you can access the **Account Settings** page.
- **Custom Fields** permission - With this new permission AND the existing **Settings** permission, you can access the **Manage Custom Data** page.
- **Office Settings** permission - With this new permission AND the existing **Settings** permission turned on, you can access the **Manage offices** page.
- **OnPatient Settings** permission - With this new permission AND the existing **Settings** permission turned on, you can access the **onpatient Settings** page.

No action is needed for users who already have the current **Settings** permission. You will automatically be granted the new permissions. Practice administrators can remove the new permission for users who need access removed to any of the new areas without impacting their access to other pages.

These new settings will automatically be turned on for new accounts with the **Nurse**, **Office Manager**, or **Provider** roles.

Enhanced delivery of patient statements

We're excited to announce that patient statements can now be sent via:

- Text message
- Email
- Traditional mail

These new options are designed to streamline your workflow, boost efficiency, and accelerate patient payments. Ensure patient profiles have updated phone numbers and email addresses to take full advantage of this feature.