Release Notes - December 17, 2025

Last modified on 10/13/2026 7:55 pm EDT

Enhancements | Coming soon | New feature video overview

Highlights

Coming Soon
No Show Predictor
ONC health IT certification updates
Billing summary enhancements
Insurance Waterfall Report

Beginning in **February 2026**, we will start retiring the legacy Form Builder as part of the transition to **Clinical Form Management**. For more details and answers to common questions, please refer to our **FAQ** article.

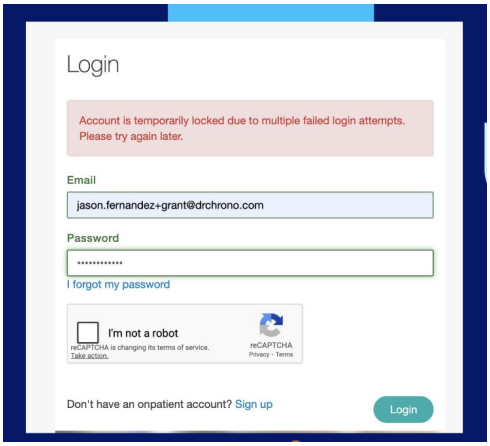
Legacy Form Builder Sunset

Enhancements

OnPatient account lockout security enhancement

For added security, OnPatient accounts will now lock for 30 minutes after multiple failed login attempts, though patients may still reset their password at any time. This enhancement helps protect against unauthorized access. If a patient inquires about an account lockout, let them know the account will reopen automatically after 30 minutes.

Reset Your OnPatient Password



Coming soon

No Show Predictor

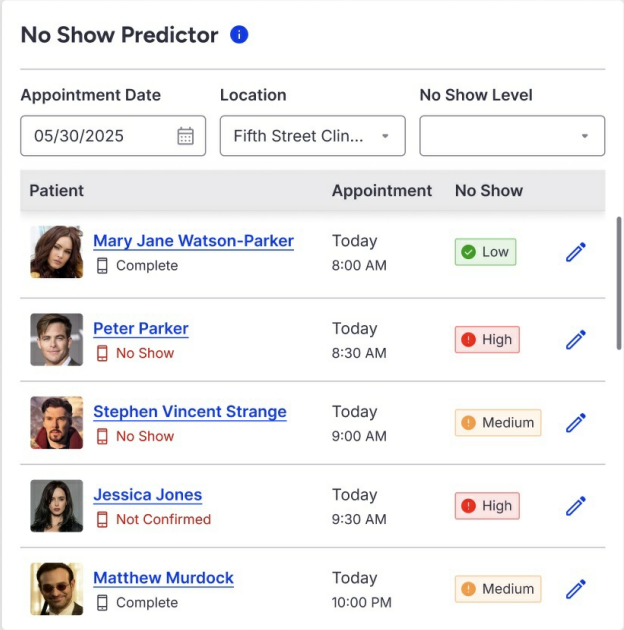
No Show Predictor uses AI-powered insights to assign a risk score to each appointment, helping your practice identify which upcoming visits are most likely to no-show. This score appears in the **No Show Predictor** widget on the **Dashboard**, giving your team clear visibility and the chance to take proactive action.

Key benefits

- **Reduce lost revenue:** Minimize empty appointment slots by identifying and addressing high-risk appointments.
- **Improve care continuity:** Ensure patients receive timely care by identifying those most likely to miss visits.
- **Optimize staff efficiency:** Focus outreach where it matters most instead of calling every patient.
- **Boost patient engagement:** Use personalized reminders or rescheduling strategies for at-risk patients.

Related resources

- No Show Predictor
- No Show Predictor (Video)
- No Show Predictor Best Practices for Successful Adoption

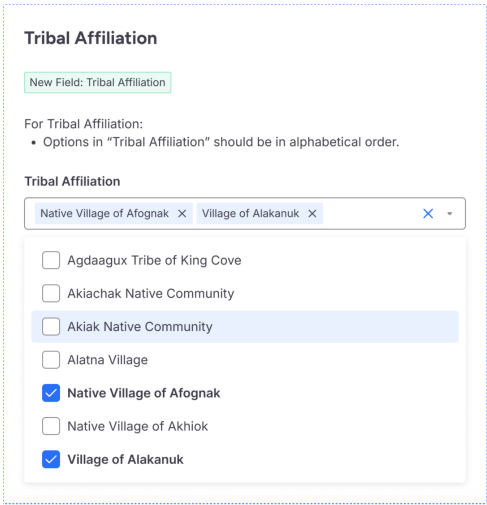


ONC health IT certification updates

This January, we're releasing a set of updates designed to make your EHR smarter, more connected, and easier to use. These enhancements improve data quality, strengthen interoperability, and lay the groundwork for future automation—helping you deliver more coordinated, efficient, and patient-centered care with less administrative burden. This is just the beginning of a stronger, more intelligent EHR experience.

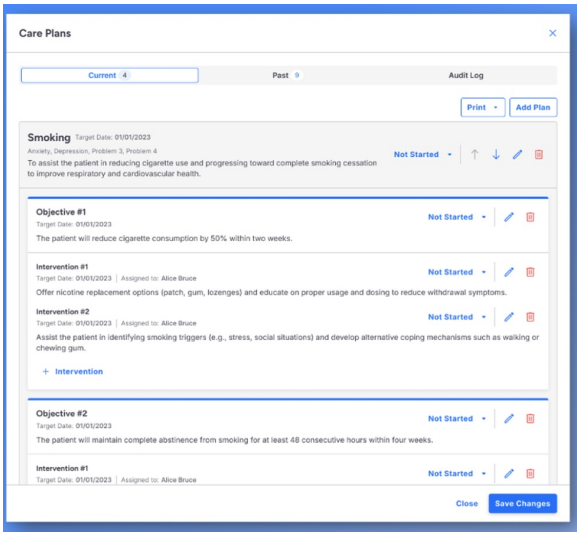
ONC HTI-1 Update 2025: USCDI v3

Updated patient information fields
More complete and standardized demographic options to support better, more accurate patient records.



Care team & care plan enhancements

Tools that make it easier to identify who's involved in a patient's care and outline follow-up steps.



Higher-quality, standardized data

Behind-the-scenes updates using national medical vocabularies (like SNOMED) for Social Determinants of Health so data is more accurate and easier to use.

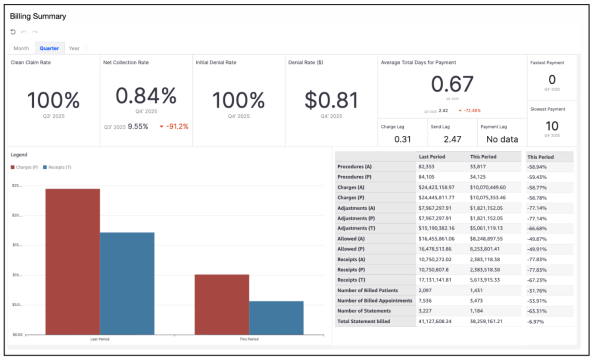
Better foundation for future automation & AI features

These updates set the stage for smarter workflows, reduced paperwork, and more coordinated care.

Billing summary enhancements

The Billing Summary report provides a clear overview of key performance metrics across monthly, quarterly, and yearly timeframes. It includes measures such as Clean Claim Rate, Net Collection Rate, Initial Denial Rate, Denial Rate (in dollars), Average Total Days for Payment, Charge Lag, Send Lag, and Payment Lag. A dynamic bar chart also allows you to compare charges and payments for the selected period.

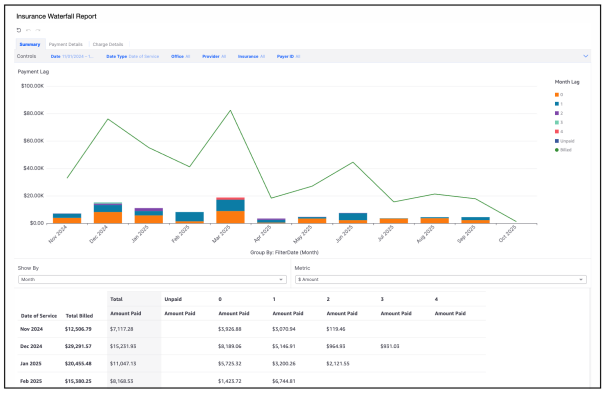
Billing Summary Report



Insurance Waterfall Report

The Insurance Waterfall report provides a detailed view of how payments are collected over time following charge generation. This enhancement helps providers assess cash flow timing, monitor payment behavior, and identify trends in reimbursement by visualizing payments by month and quarter. With filtering, drill-down, and export capabilities, users can easily analyze payment performance across providers, offices, and payers.

Insurance Waterfall Report



New feature video overview

Get ready for exciting updates! This month's release is packed with powerful new features designed to elevate your workflow.