

# Release Notes - December 17, 2025

Last modified on 01/26/2026 3:32 pm EST

**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](#).

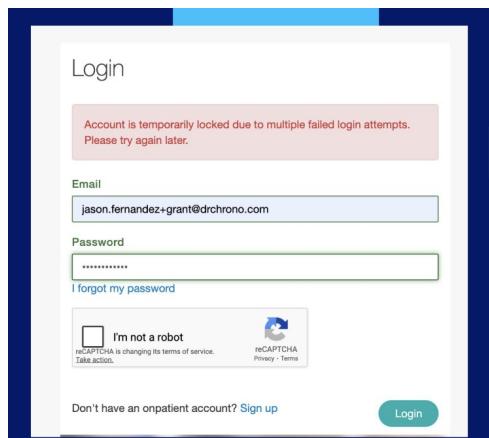
[Legacy Form Builder Sunset](#)

## 💡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

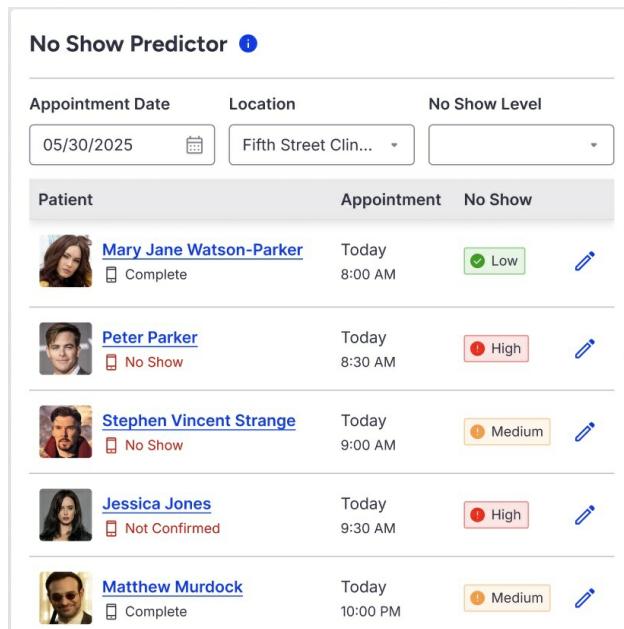
**No Show Predictor** uses AI-powered insights to assign a risk score to each appointment, helping your practice identify which upcoming visits are most likely to no-show. This score appears in the **No Show Predictor** widget on the **Dashboard**, giving your team clear visibility and the chance to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



The screenshot shows a table with columns for Patient, Appointment, and No Show. The No Show Level is indicated by colored circles: green for Low, red for High, and orange for Medium. The table includes the following data:

Patient	Appointment	No Show
Mary Jane Watson-Parker Complete	Today 8:00 AM	Low
Peter Parker No Show	Today 8:30 AM	High
Stephen Vincent Strange No Show	Today 9:00 AM	Medium
Jessica Jones Not Confirmed	Today 9:30 AM	High
Matthew Murdock Complete	Today 10:00 PM	Medium

## 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.

**Tribal Affiliation**

New Field: Tribal Affiliation

For Tribal Affiliation:

- Options in "Tribal Affiliation" should be in alphabetical order.

Tribal Affiliation

Native Village of Afognak  Village of Alakanuk

Agdaagux Tribe of King Cove  
 Akiachak Native Community  
 Akiak Native Community  
 Alatna Village  
 Native Village of Afognak  
 Native Village of Akhiok  
 Village of Alakanuk

## 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.

The screenshot shows a 'Care Plans' window with a 'Smoking' plan. The plan has four objectives and two interventions. Each item includes a target date (01/01/2023), an assignee (Alice Bruce), and a status (Not Started). The interface includes buttons for 'Print', 'Add Plan', 'Audit Log', and 'Save Changes'.

Objective #1	Target Date: 01/01/2023	Not Started
The patient will reduce cigarette consumption by 50% within two weeks.		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Intervention #1	Target Date: 01/01/2023	Not Started
Offer nicotine replacement options (patch, gum, lozenges) and educate on proper usage and dosing to reduce withdrawal symptoms.		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Intervention #2	Target Date: 01/01/2023	Not Started
Assist the patient in identifying smoking triggers (e.g., stress, social situations) and develop alternative coping mechanisms such as walking or chewing gum.		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<a href="#">+ Intervention</a>		
Objective #2	Target Date: 01/01/2023	Not Started
The patient will maintain complete abstinence from smoking for at least 48 consecutive hours within four weeks.		<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Intervention #1	Target Date: 01/01/2023	Not Started
Assigned to: Alice Bruce		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

## 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.

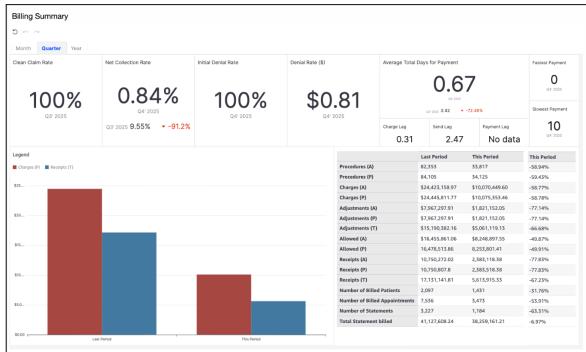
## Better foundation for future automation & AI features

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.

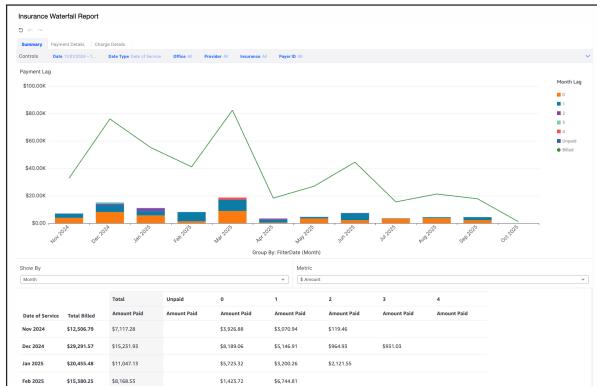
Billing Summary Report



## 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.