eMDs

# Medisoft 24

## Release Notes

**December 2019**

## Copyright notice

Copyright © 2019  eMDs, Inc. All Rights Reserved.

Use of this documentation and related software is governed by a license agreement. This documentation and related software contain confidential, proprietary, and trade secret information of eMDs, Inc., and is protected under United States and international copyright and other intellectual property laws. Use, disclosure, reproduction, modification, distribution, or storage in a retrieval system in any form or by any means is prohibited without the prior express written permission of eMDs, Inc. This documentation and related software is subject to change without notice.

## Publication date

December 2019

## Product

Medisoft©

## Corporate address

eMDs
10901 Stonelake Blvd.
Austin, TX 78759

512-257-5200

# Table of contents

**Chapter 1 - Enhancements . . . . . 1**
Transaction Entry Alerts . . . . . 1
Eligibility Results . . . . . 14
Unprocessed Charges . . . . . 17
Medisoft Reports . . . . . 18
Medisoft Report Designer . . . . . 18

**Chapter 2 - Resolved and Known Issues. . . . . 21**
Resolved Issues . . . . . 21
Known Issues . . . . . 23

# Chapter 1 - Enhancements

This chapter presents a high-level description of the following enhancements to the Medisoft® system.

Note Support for Windows Server 2008 will be discontinued January 14, 2020. In addition, end of Lifecycle for Windows 7 is January 14, 2020 and eMDs no longer will support Windows 7 after that date.

## In this chapter


| Topic | See page |
|---|---|
| Transaction Entry Alerts | 1 |
| Eligibility Results | 14 |
| Unprocessed Charges | 17 |
| Medisoft Report Designer | 18 |


## Features requiring configuration

| Feature | Action required |
|---|---|
| Transaction Entry Alerts | You must create your alert messages. |

# Transaction Entry Alerts

Transaction Entry Alerts enable you to have messages appear when you save transactions during transaction entry or while posting unprocessed charges from the Edit screen, allowing you to scrub the claim immediately while the transaction is still open. You can create messages using a variety of data in Medisoft and have them appear when a transaction is saved. Multiple messages can be triggered simultaneously and will all appear in a new popup screen.

For instance, you may want to alert:

- When a certain procedure code is present at the same as another procedure and should not be billed together.
- When an admin procedure code is missing and should be billed with another transaction on the same bill.

# New Menu option

There is a new option on the Lists menu: Transaction Entry Alerts. Click this option to open the Transaction Entry Alerts List screen.

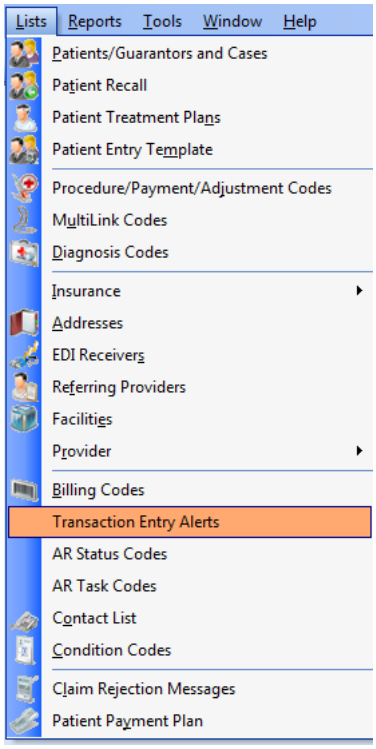


*Figure 1. Lists menu*

## Updated Security Profile Permission

There is a new permission in the Medisoft Security Permissions screen. The default permissions appear in the screen capture below.

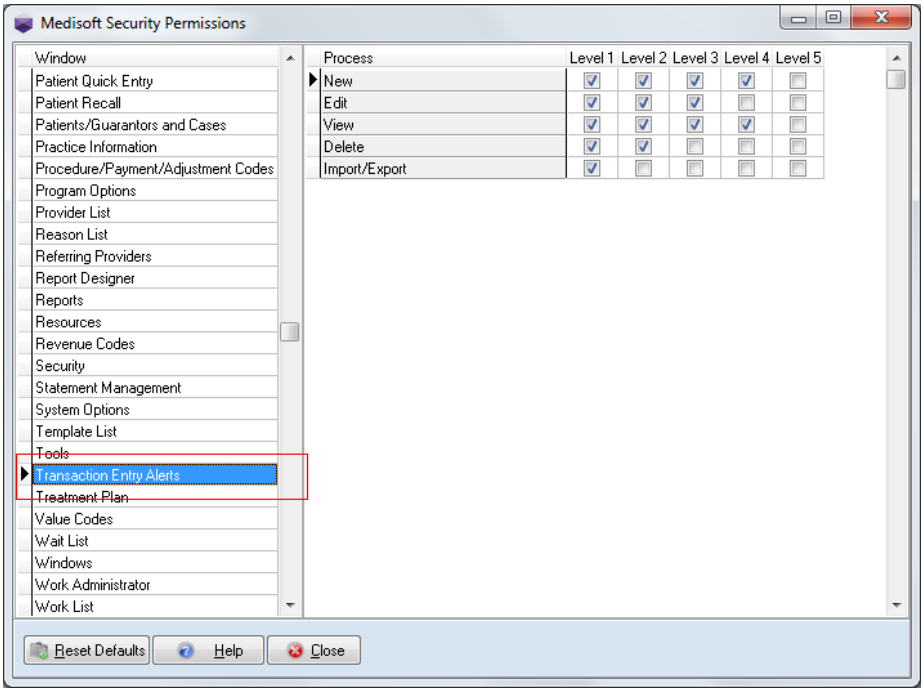


*Figure 2. Medisoft Security Permissions screen*

Note: The permission to print the Transaction Entry Alert List grid is controlled by the Reports/Print Grid permission.

## New Transaction Entry Alert List screen

This screen shows you a list of the Transaction Entry Alerts that have been created.

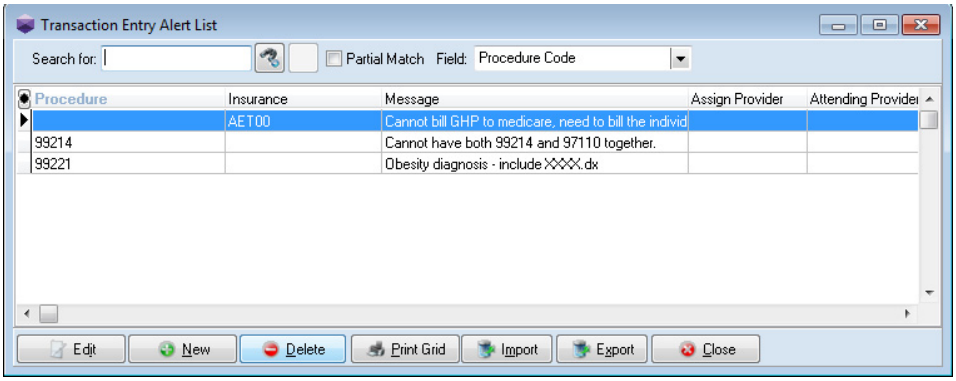


*Figure 3. Transaction Entry Alert List screen*

The table below gives a description of the elements on this screen.

| Element | Description |
|---|---|
| Grid Layout button (top left) | Click this button to modify the list of fields that appear in the List grid.<br>This option is available for all versions of Medisoft, including Medisoft Basic. |
| Search for | Enter the information you want to search for. As you type, the list will filter.<br>This search is like all others in Medisoft and is a 'Starts with' search. |
| ? button | Click this button to open the Locate Transaction Entry Alert screen, which you can use to perform a search. For more information, see "Locate Transaction Entry Alert screen" on page 7. |
| Partial Match check box | Select this check box if you want Medisoft to search for partial matches to the item in the Search for box.<br>This is a 'Contains' search which looks for a partial match anywhere in the selected field. |
| Field (Procedure Code/Message drop-down) | Select either Procedure Code or Message to specify the type of information you want to search for.<br>The column header of the field that you select here will change to a blue color in the grid column header to show you which field is being searched in. |
| Grid | The grid area shows you the details of each message that has been created. By default, only active records appear.<br>To modify the columns in the grid, click the black dot at the top left of the grid. This will open the Grid Columns screen.<br>If multiple items were selected for a criterion, you can see them in the columns.<br>• You can double-click an item in the grid to open the Transaction Entry Alert screen for that item. |
| Edit button | Click this button to edit an existing alert. Highlight the alert you want to edit and click Edit.<br>This button will be disabled if no alerts have been created or the user does not have Edit permission.<br>If you attempt to edit an alert at the same time as another user, you will receive a notice. |

| Element | Description |
|---|---|
| New button | Click this button to open the Transaction Entry Alert screen, on which you can create a new message. For more information, see “Searching using Locate Transaction Entry Alert” on page 8.<br>This button will be disabled if the user does not have New permission. |
| Delete button | Click this button to delete an existing alert. You will see a confirmation screen before the alert is deleted.<br>This button will be disabled if no alerts have been created or if the user does not have Delete permission. |
| Print Grid button | Click this button to print the grid section of the Transaction Entry Messages List screen.<br>This button will be disabled if no alerts have been created.<br>Important: The fields Diagnosis, Modifier, and Other Procedure(s) will appear as either 0 or 1 when you print the grid, where 0 means Missing and 1 means Present.<br>Tip: as with any report with many columns that cannot easily fit on a printed page, you may want to print in Landscape format and limit the columns to the most important for easier viewing.<br>Note: The Permission to print the grid is controlled by the Reports/Print Grid permission. |
| Import button | Click this button to import a set of alerts from another practice. When you click the button, the Open screen will open. For more information, see “Import Alerts” on page 11. |
| Export button | Click this button to export the active alerts to another practice.<br>When you click the button, the Save As screen will open. Enter a name for the file and select a folder on the computer where the file will placed.<br>Note that extension of the file will be *.TEA. |
| Close button | Click this button to close the screen. |

There is also a hover-over for the grid.

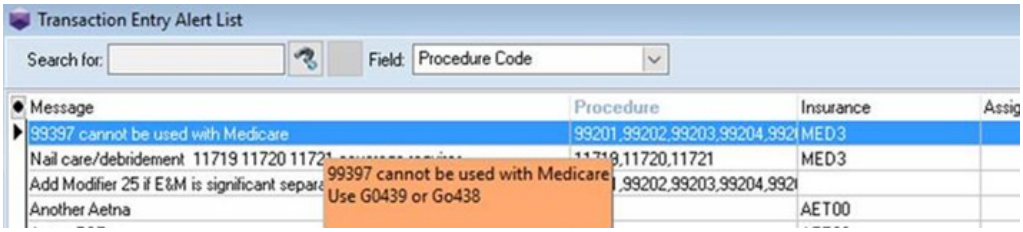


*Figure 4. Transaction Entry Alert List screen with hover-over*

## Searching using the Search for field

To search using the Search for field:

1. On the Lists menu, select Transaction Entry Alerts. The Transaction Entry Alerts List screen opens.
2. In the Find field, select either Procedure or Message.
3. Enter the information you are searching for in the Search for field. The list filters as you type.

## Right-click menu

There is a right-click menu on the Transaction Entry Alerts List screen that you can use to perform actions on a selected item in the list.

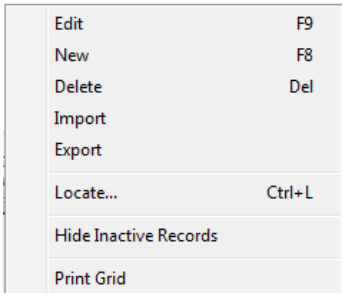


*Figure 5. Right-click menu*

The table below describes the options on this menu.

| Option | Description |
|---|---|
| Edit | Select this option if you want to edit the selected alert. |
| New | Select this option if you want to create a new alert. |
| Delete | Select this option if you want to delete the selected alert. |
| Import | Select this option to import alerts into your practice. |
| Export | Select this option to export alerts from your practice to a file. |
| Locate | Select this option if you want to locate a term or information in the list of alerts. Selecting this option will open the Locate Transaction Entry Alert screen, which you can use to locate the term. For more information on this screen, see “Locate Transaction Entry Alert screen” on page 7. |

| Option | Description |
|---|---|
| Show Inactive Records | Select this option if you want to see alerts that have been marked as Inactive. |
| Print Grid | Select this option if you want to print the list of alerts.<br>The fields Diagnosisis, Mod(ifier), and Other Procedureis) will appear as either 0 or 1 when you print the grid, where 0 means Missing and 1 means Present.<br>Note: The permission to print the grid is controlled by the Reports/ Print Grid permission. |

## Locate Transaction Entry Alert screen

This screen will open when you select Locate on the Right-click menu or when you click the ? button on the Transaction Entry Alerts List screen. Use this screen to locate a term or information in the list of alerts.

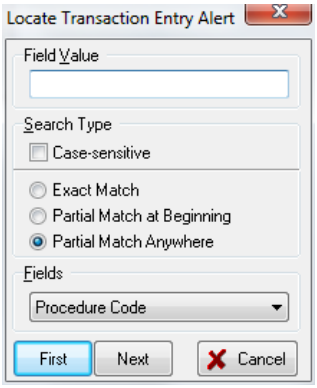


*Figure 6. Locate Transaction Entry Alert screen*

The table below describes the elements on this screen.

| Element | Description |
|---|---|
| Field Value | Enter the value you want to locate in the list. |
| Case-sensitive | Select this check box if you want the search to be case-sensitive. |
| Exact Match | Select this radio button if you want to find an exact match for the value entered in the Field Value field. |
| Partial Match at Beginning | Select this radio button if you want to find items that partially match the beginning of the value entered in the Field Value field. |
| Partial Match Anywhere | Select this radio button if you want to find items that partially match anywhere with the value entered in the Field Value field. |
| Fields | Select the field on the List screen that you want the search to look for matching items. |
| First button | Click this button to start the search for the first matching value. |

| Element | Description |
|---|---|
| Next button | Click this button to find subsequent matches. |
| Cancel | Click this button to cancel the search and close the screen. |

### Searching using Locate Transaction Entry Alert

To search using Locate Transaction Entry Alert:

1. On the Lists menu, select Transaction Entry Alerts. The Transaction Entry Alerts List screen opens.
2. Click the ? button to the right of the Search for field. The Locate Transaction Entry Alert screen opens.
3. Enter the criteria to search for.
4. Click the **Find** button. The screen closes and the line item that matches is highlighted on the List screen. In addition, a second ? appears next to the Search for field.
5. To find another match, click the ? to the far right of the Search For field.

## New Transaction Entry Alerts screen

Use this screen to create or edit alerts. Once you save an alert, it will appear on the Transaction Entry Alerts List screen.

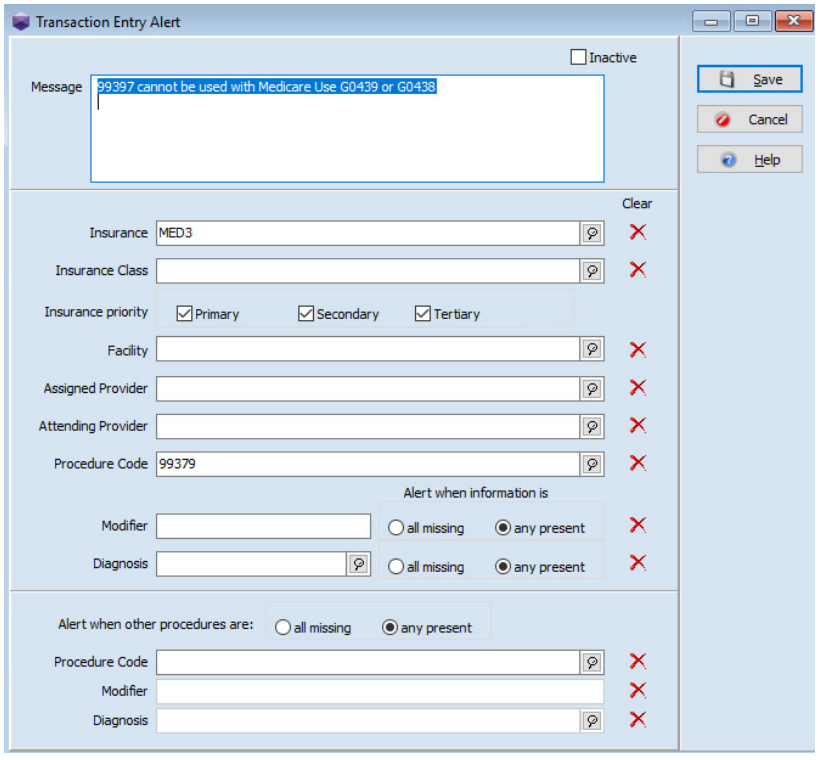


*Figure 7. Transaction Entry Alert screen*

Note: if you are using keyboard controls to navigate through the fields on this screen, be sure to use the Tab key to advance. If you use the Enter key on any field other than the Message field, it will cause the data to be saved and close the screen.

The table below describes the elements on this screen.

| Element | Description |
|---|---|
| Message | Use this field to enter the message you want to appear on the popup when this alert is triggered.<br>This is a required field.<br>Messages appear in the Transaction Entry Alert pop-ups in alphabetical order, with numbers and special characters appearing first. So, for example, if you want a certain message to always appear first in the list of messages, you could place a 1 or an asterisk at the beginning of the message. |
| Inactive check box | Select this check box if you want this alert to be inactive. It will no longer appear in the Transaction Entry Alert List screen by default and will no longer provide an alert message. |
| Insurance | Use the Lookup button to select Insurances to trigger a message. You can select one or more insurances.<br>To clear the Insurance field, click the X icon to the right. |
| Insurance Class | Use the Lookup button to select Insurance Classes to trigger a message. You can select one or more classes.<br>To clear the Insurance Class field, click the X icon to the right. |
| Insurance priority check boxes | Select which insurance priorities will apply to this alert.<br>• If an insurance carrier or insurance class is selected, at least one check box must be selected.<br>• If one or more insurance carriers or insurance classes are selected AND no priority check box is selected, all three will be selected by default.<br>• If you clear the insurance carrier and/or insurance class data, the check boxes will NOT be cleared automatically. |
| Facility | Use the Lookup button to select Facilities to trigger a message. You can select one or more facilities.<br>To clear the Facility field, click the X icon to the right. |
| Assigned Provider | Use the Lookup button to select Assigned Providers to trigger a message. You can select one or more providers.<br>To clear the Assigned Provider field, click the X icon to the right. |
| Attending Provider | Use the Lookup button to select Attending Providers to trigger a message. You can select one or more providers.<br>To clear the Attending Provider field, click the X icon to the right. |

| Element | Description |
|---|---|
| Procedure Code | Use the Lookup button to select Procedure Codes to trigger a message. You can select one or more codes.<br>To clear the Procedure Code field, click the X icon to the right.<br>You can also type a code or codes into this field. |
| Modifier | Enter any modifiers that you want to trigger a message. |
| Alert when information is all missing/any present | Select if you want the alert to be triggered by the presence or absence of the modifier. Alerts will trigger is ALL of the items are missing or if ANY of the items is present. |
| Diagnosis | Use the Lookup button to select Diagnosis Codes to trigger a message. You can select one or more codes.<br>To clear the Diagnosis Code field, click the X icon to the right. |
| Alert when information is all missing/any present | Select if you want the alert be triggered by the presence or absence of the diagnosis code. Alerts will trigger is ALL of the items are missing or if ANY of the items is present. |
| Alert when other procedures are all missing/any present | Select if you want the alert be triggered by the presence or absence of additional procedures codes. |
| Procedure Code | Use the Lookup button to select Procedure Codes to trigger a message. You can select one or more codes.<br>To clear the Procedure Code field, click the X icon to the right. |
| Modifier | Enter any modifiers that will trigger a message.<br>The Modifier field is enabled only when the ‘present’ radio button is selected AND one or more procedures are selected. If a modifier is selected and then the Procedure radio button is changed to 'missing', the data is removed from the field and it is disabled. |
| Diagnosis | Use the Lookup button to select Diagnosis Codes to trigger a message. You can select one or more codes.<br>To clear the Diagnosis Code field, click the X icon to the right.<br>The Diagnosis Code field is enabled only when the ‘any present’ radio button is selected AND one or more procedures are selected. If a code is selected and then the Procedure radio button is changed to 'all missing', the data is removed from the field and it is disabled. |
| Save button | Click this button to save the information for this alert. |
| Cancel button | Click this button to discard any changes or new information and close the screen. |
| Help button | Click this button to obtain help for this screen. |

Note: Although there is no multi-select on the fields in this screen, you can select items one at a time from list and then repeat as needed; or you can manually type in codes and separate them with a comma.

### Rules examples:

- All the fields for the alert rules are AND conditions. So if you have an Insurance listed as part of a rule AND two Procedure codes, your transactions/charges must have BOTH that Insurance AND one of the Procedure codes. This is true of all other fields, EXCEPT when both Insurance Code and Insurance Class have an entry. In that case, it is an OR condition. That is, only ONE of them needs to be part of the transaction/charge.
- When entering multiple items in any field where the alert is looking for the codes to be present: the alert will appear when ANY of the codes are present. For example, you create an alert with the following Procedure codes entered in the upper section of the screen: 99213,99214,99214,99215. An alert will be triggered if your charges have ANY of these codes.
- If you enter the following Diagnosis codes in the top section with the All Missing radio button selected: E10.8, I73.9. An alert will be triggered only if your charges are missing both (**all)** of these diagnosis codes. If one is present, it will not trigger.
- When you add something in the Other procedure section at the bottom of the screen, an alert will be triggered when your charges meet the criteria in the top section AND this section.

### Creating an alert

To create an alert:

1. On the Lists menu, select Transaction Entry Alerts. The Transaction Entry Alerts List screen opens.
2. Click the **New** button. The Transaction Entry Alert List (new) screen opens.
3. Enter the criteria for your alert.
4. Click the **Save** button. The new alert appears in the List screen.

## Import Alerts

Use the Open screen to import a set of rules from another practice or computer. When the screen opens, search for a file that has the extension *.TEA

Select the file to import and click Open.

Note: If you import rules from one practice to another practice that does not contain some of the codes selected in a rule, the rule will import but would not fire when entering charges. You will need to 'fix' the rule in the new practice. Example. Practice A exported rules that have a rule for CPT 99213 and Attending provider ABC. Rules are imported to Practice B that does not have provider ABC. If the rule applies to Practice B, change the provider code to one that is in this practice or remove it to apply to all.

## New Transaction Entry Alert pop-up

Alerts will compare transactions with the same Document/Superbill number against the rules. When the conditions for a message are met when you are saving a transaction (either a new transaction or one that you have added items to, or edited), or posting unprocessed charges, the

message is triggered and appears on the screen when saved. If multiple messages are met, you will see all of them on the message screen.

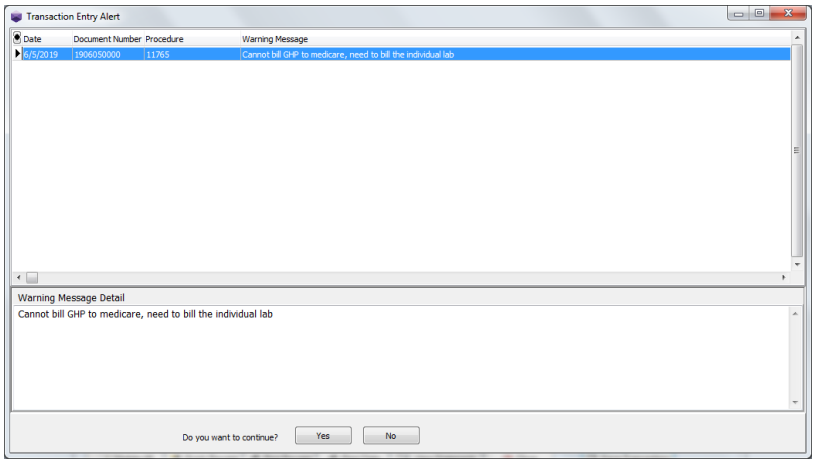


*Figure 8. Transaction Entry Alert pop-up*

The table below describes the elements on this screen.

| Element | Description |
|---|---|
| Date column | This column shows the date of the transaction/service line from Transaction Entry. |
| Document Number column | This column shows the document number/Superbill associated with the transaction/service line in Transaction Entry. |
| Procedure column | This column shows the procedure codes associated with the message. Multiple codes may appear here. The presence of .... indicates that there are more codes than can fit in the column. You can widen the column if necessary to see all the codes. |
| Warning Message column | This column displays the text of the message that was activated. Messages will appear in alphabetical order based on the first letter of the message. |
| Memo field | This field shows you the selected message in full. |
| Yes button | Click Yes to continue saving the transaction. |
| No button | Click No to return to the Enter Transactions screen so you can make changes. |

Note: a hover over will display the entire text of the message when you move the cursor over the message line.

The bottom section of the popup will show additional details that might not appear in the top section.

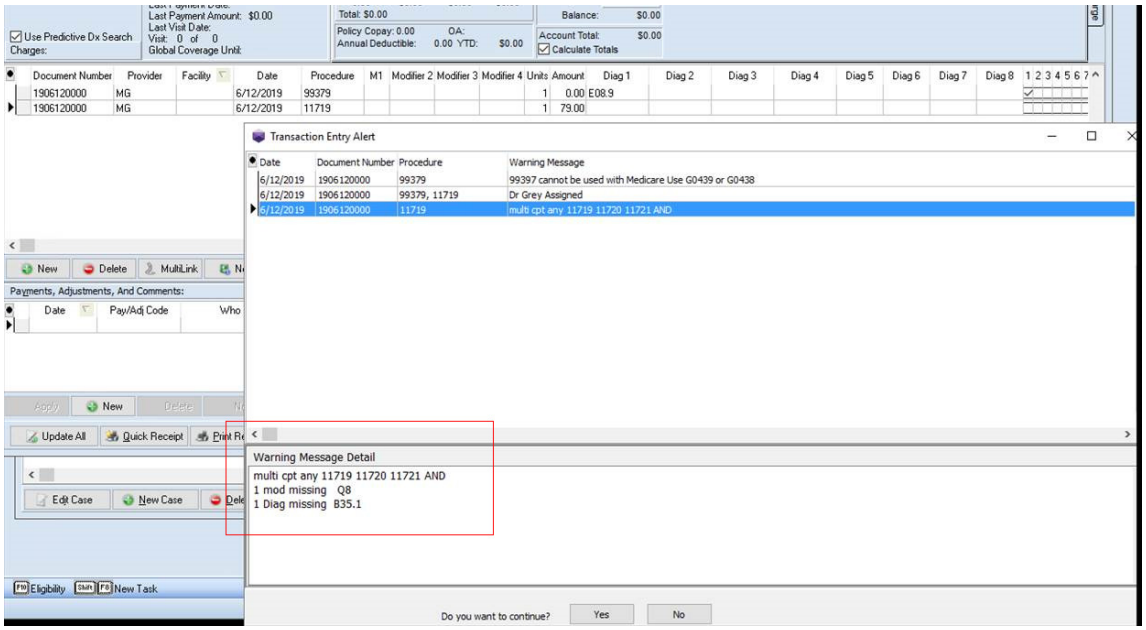


*Figure 9. Transaction Entry Alert popup with additional details*

## Rules

All of the criteria for a rule must be met before a pop-up will appear.

If multiple rules are met, all of the messages will appear on the same pop-up in alphabetical order

If you add a line item to an existing transaction, the new line item and other line items with the same document number will be checked for messages.

For Procedure codes that are assigned for Patient Only Responsible, the alert will not appear if that procedure code is part of the alert and there is an Insurance Code or Class.

---

Tip: if you want alerts to appear for patient responsible amounts, leave the Insurance Class and Code fields empty.

---

Regarding Diagnosis codes, CPT Modifiers, and Other Procedure:

- If the Diagnosis or Modifier is set for “Any Present” and there are multiple values in the alert, then just one needs to be present
- If the Diagnosis or Modifier is set for “All Missing” and there are multiple values in the alert, then ALL values need to be missing.

---

If you are not displaying Document Number or Superbill number at the top of Transaction entry, this feature will still work since each transaction is assigned a document number in the database. You may want to add the Document number field to the charges grid to more easily see which transactions are tied to the same document number.

---

## Updated Unprocessed Charges screen

On the Unprocessed Charges screen, a yellow check mark will appear in the Transaction Status column to indicate that the CPT code is present in an active alert. It may not meet all the requirements of the rule and the charge line might match an active alert. The charge line might NOT trigger an alert but the yellow check mark serves to warn you that an alert might be activated and you can exclude it from batch posting.

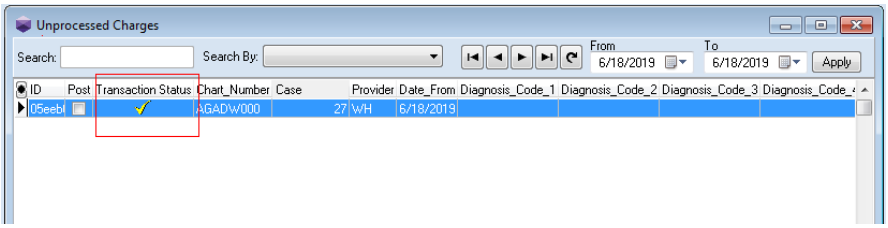


*Figure 10. Unprocessed Charges screen*

Alerts are NOT triggered when you click the Post button on the Unprocessed Charges list screen. They are triggered only posting from the Edit screen.

When you edit a charge that has a yellow check mark, you will see a notice in the top right indicating that alerts might be triggered when you save the charge.

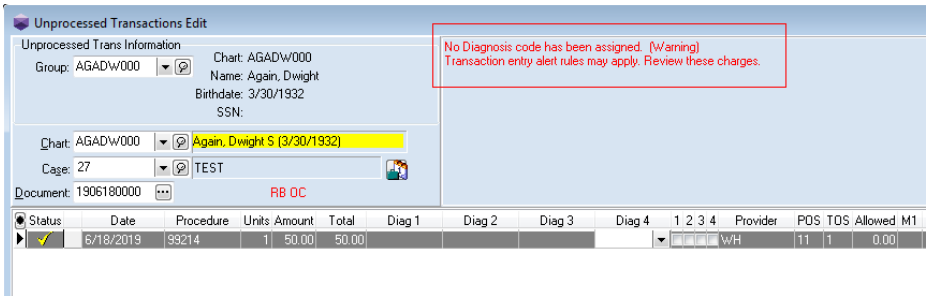


*Figure 11. Unprocessed Charges Edit screen*

When you post charges from the Edit screen, any alerts will be displayed.

# Eligibility Results

Several changes have been made to eligibility results.

## Updated Eligibility Results Verification screen

The bottom section of this screen has been removed. In addition, the Print Results/Details button has been removed and a View Eligibility button has been added. Click this button to open the new enhanced Eligibility Results screen.

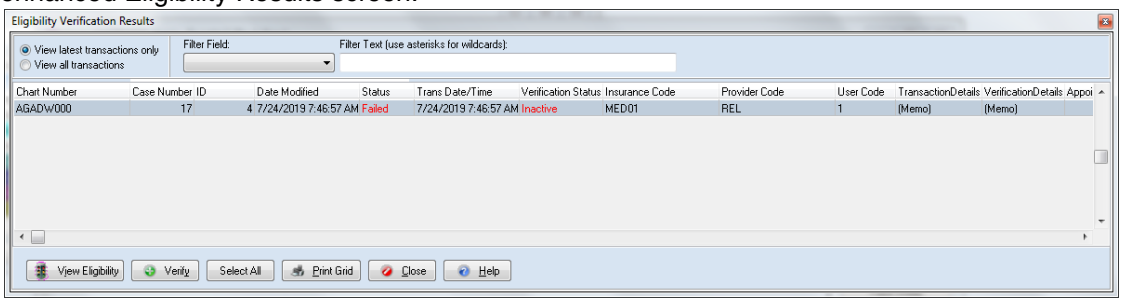


*Figure 12. Eligibility Results Verification screen*

## Existing Eligibility Verification Results screen

This new screen will display the information that previously was in the bottom section of the Eligibility Verification Results screen. This screen will open when you select an item in the grid and click View Eligibility.

Note: you will see this screen only if your practice's eligibility data is from a version prior to release 24.

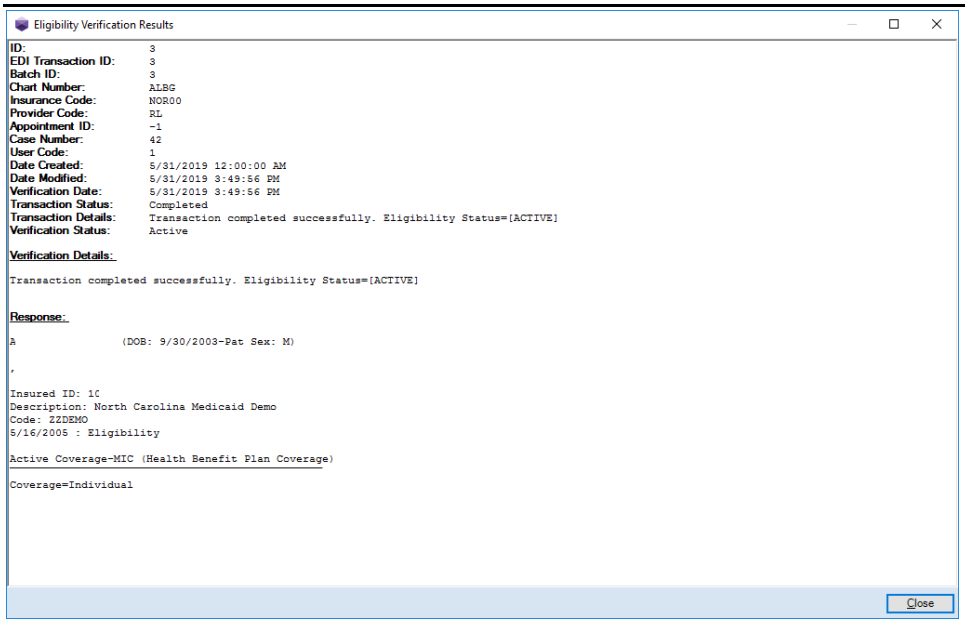


*Figure 13. Eligibility Verification Results screen*

## New Eligibility results screen

For practices that upgrade their practice data to release 24, there is a new Eligibility Results screen that opens when you select to view a patient's eligibility. This screen opens in a web browser and connects to a remote service that validates Medisoft registration.

NOTE: you must register Medisoft 24 before you can use this Eligibility results feature.

*Figure 14. Eligibility Results screen*

General information appears in the header, along with a green check mark for active insurance health plan coverage.

Several expandable/collapsible sections are availing for drilling down to more detailed information. For instance, the Active Coverage sections shows you the patient's active coverage.

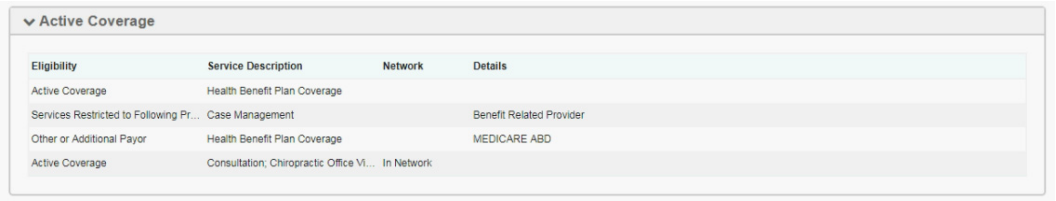


*Figure 15. Eligibility Results screen -Active Coverage section*

Or the Deductibles section shows you the status of deductibles.

*Figure 16. Eligibility Results screen - Deductibles section*

The Other Benefits section shows you information that does not appear in any of the other sections.

You can print the page by clicking the Printer icon in the top left. All expanded sections will print in expanded form. You can also print a section by right-clicking on that section and selecting Print.

NOTE: if you do not have an Internet connection or Medisoft cannot connect to the remote service that validates Medisoft registration, you will see the following message:

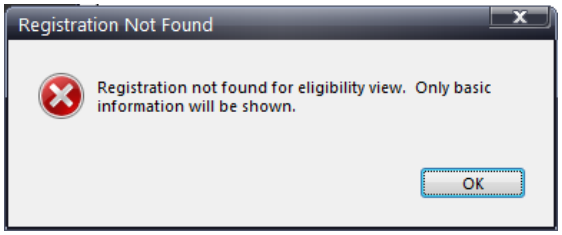


*Figure 17. Registration not found screen*

When you click OK, you will see the limited information that displays in ***Figure*** 13 on page 15 above.

In the event of other errors you might receive when using the new Eligibility Results feature, you can select the Basic tab to see basic information about the patient's eligibility.

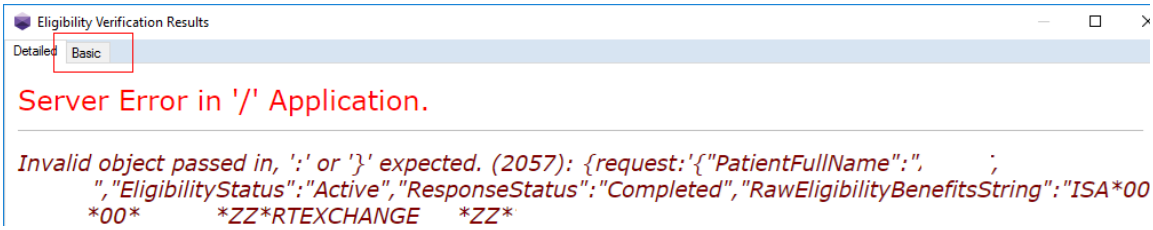


*Figure 18. Eligibility Verification Results screen*

If you need to contact eMDs support regarding an error message, you will need to supply a copy of the 271 eligibility response file from the payer.

## Updated Revenue Management

Revenue Management now stores the raw 271 ANSI Eligibility Response data when the request is successful.

# Unprocessed Charges

## Updated Unprocessed Charges Edit screen for NDC codes

Transactions that contain a CPT code that has a National Drug Code assigned to it in the Procedure/Payments/Adjustment Codes list will now automatically show the NDC Code (and unit of measure and NDC unit price) on the charge line. This information will be pulled from the Procedure/Payment/Adjustment Codes information associated with the CPT code.

If you change the CPT code in the screen, the NDC information will change as well.

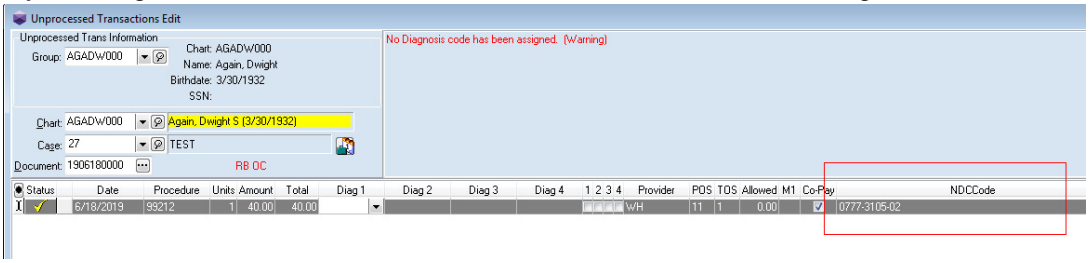

*Figure 19. Unprocessed Charges Edit screen*

# Medisoft Reports

Updates have been made to several of the reports in the Medisoft Reports packet.

## Updated Aging Summary reports

A line showing how the report is aged (by Date of Service or Billing date) appears in the header of the reports. The following reports were updated:

- Primary Insurance Aging Summary
- Aging by Billing Code
- Primary Insurance Aging Detail
- All Payor Aging (Currently Responsible)
- Primary Insurance Aging Summary Report - By Billing Date (new report)

Happy Valley Medical Clinic

**Primary Insurance Aging Summary**

Aging by Initial Billing Date 1

As of June 10, 2019

Show all data where the Initial Billing Date 1 is on or before 6/10/2019

| Insurance | Current 0 - 30 | Past 31 - 60 | Past 61 - 90 | Past 91 - 120 | Past 121 - 150 | Past 151 - 180 | Past 181 ------> | Total Balance |
|---|---|---|---|---|---|---|---|---|
| Aetna (AET00) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 386.00 | 386.00 |
| Cigna (CIG00) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 85.00 | 85.00 |
| Medicaid (MED00) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Medicare (MED01) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 115.00 | 115.00 |
| Report Aging Totals | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $586.00 | $586.00 |
| Percent of Aging Total | 0.0 % | 0.0 % | 0.0 % | 0.0 % | 0.0 % | 0.0 % | 100.0 % | 100.0 % |

*Figure 20. Primary Insurance Aging Summary*

# Medisoft Report Designer

## Updated Walkout Receipt

You can now print the Statement Note and Transaction Note fields on Walkout Receipts in Medisoft Report Designer.

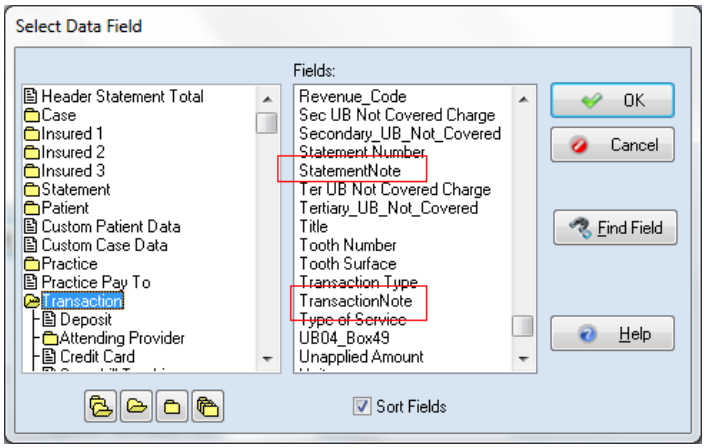

*Figure 21. Select Data Field screen*

# Chapter 2 - Resolved and Known Issues

## Resolved Issues

The following issues were resolved with Medisoft Release 24.

| PBI | Application | Description |
|---|---|---|
| 199567 | Medisoft | Charges with zero balance will no longer show on Patient Remainder Statements.<br>Steps to recreate<br>1. On the Activities menu, select Statement Management.<br>2. Click the **Print/Send** button.<br>3. Select the check box for Exclude Billed Paid Entries.<br>4. Click the **OK** button.<br>5. Select the format.<br>6. Click the **OK** button.<br>7. Select the appropriate print option.<br>8. Click the **Start** button.<br>9. Set the parameters on the Data Selection Questions screen.<br>10. Click the **OK** button. Verify that zero balances statements do not appear. |
| 201023 | Medisoft Reports Professional | The Statement Note and Transaction Note fields are now available in Medisoft Reports Professional in the Report Query Designer.<br>Steps to recreate<br>None |
| 201179 | Medisoft | The Write-Off utility will now mark a guarantor as Complete/Paid when the guarantor's balance is $0.00. Previously, the balance would appear as $0.00 but the guarantor was still showing on reports because the guarantor was not marked as Complete.<br>Steps to recreate<br>1. In Medisoft, run the Write-Off utility so that at least one guarantor's balance will become $0.00.<br>2. Print the Patient Remainder Aging report and verify that the guarantor does not appear. |

| | | |
|---|---|---|
| 201294 | Medisoft | The Procedure Code Totals by Month Report will now calculate correctly the amount in the Totals Charges column.<br>Steps to recreate<br>1. In Medisoft, from the Reports menu, select Medisoft Reports.<br>2. Click the Plus Pack folder under All Folders.<br>3. Double-click Procedure Code Totals by Month.<br>4. Select your parameters and click the **OK** button.<br>5. Verify that the totals are correct. |
| 201410 | Office Hours | When the screen is maximized, Office Hours will no longer show a blank schedule or missing information in the left pane until the mouse cursor is moved over the left side of the window.<br>Steps to recreate<br>1. On the Activities menu, select Appointment Book.<br>2. Verify that Office Hours opens and the schedule appears on the right. |
| 201515 | Office Hours | Office Hours will no longer lock up when you attempt to close change practice and then close the application from the Login screen.<br>Steps to recreate<br>1. In Office Hours, select File and then Open Practice.<br>2. Select a practice and click the OK button.<br>3. At the Login screen, select Exit. Verify that Office Hours closes. |
| 201659 | Mediutils | When Power tools in Medisoft Mediutils is used to change a chart number it will no longer delete the scanned images in policy 1 or 2 tabs in the patient Case screen that existed in the original patient's case.<br>Steps to recreate<br>1. Launch Mediutils and select a practice.<br>2. Log in and select Power Tools.<br>3. Make a backup of the practice data.<br>4. Select a chart number to change that has scanned images for Policy 1 or 2.<br>5. Click the Change button.<br>6. Verify that the scanned images still appear for the chart number. |

# Known Issues

The following is a known issue in Medisoft 24.

| PBI | Application | Description |
|---|---|---|
| 203105 | Work Administrator | When Work Administrator is closed from the Assignment List screen, there is a runtime error 216.<br>The functionality of Work Administrator is not affected by this issue.<br>Steps to recreate<br>1. On the Activities menu, select Launch Work Administrator. The Assignment List screen opens.<br>2. Click the X in the top right corner of the screen, or click the red X button in the bottom right of the screen.<br>3. Work Administrator closes and the runtime error appears. |