

Zedmed v37.2.4

Last Modified on 11/09/2024 11:47 am AEST

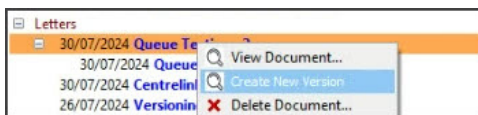
Shortcuts to specific sections:

- [Document versioning](#)
- [Suppressed invoices workflow](#)
- [Improved claim management](#)
- [Secure Send enhancements](#)
- [Improved WP Tools](#)
- [General enhancements](#)
- [Resolved issues](#)

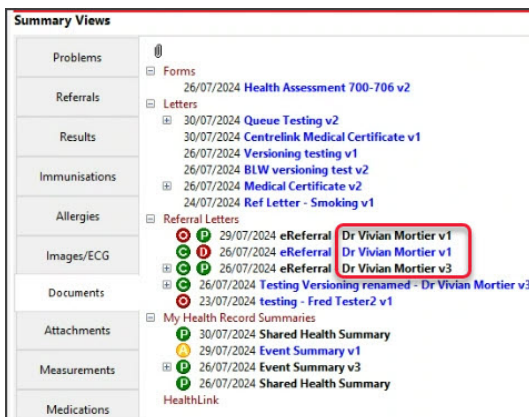
Document versioning

Instead of editing Documents and Referral Letters, you now Create new versions. This ensures that a document's history of changes is retained. This applies to the following document types: Letters, Referrals, CDA Referrals and Batch Letter Writer letters distributed using print or send.

To update a document, right-click it and select **Create New Version**. A new version will be created and opened for editing.



Newly created Documents and Referral letters will have a v1 suffix, and subsequent versions will increase to v2, v3 etc. Versioned documents are displayed using a tree structure. A new document version can be created from any version of a document, it does not have to be the latest.



Versioning is turned off by default and is enabled in Global Options. You can also restrict the ability to delete or edit a document over a certain age. By default, it is set to 0 in Clinical >Global Options for no time limits.

To learn more, see [document versioning](#).

Suppressed invoices workflow

Bulk Bill and DVA can be disabled for Medicare/DVA invoices so that the claims can be reviewed in the Claims tab and then submitted. This provides more oversight and prevents claims from being submitted for invoices that must be voided.

See ZED-9289 for how to enable this option.

New Invoice

Invoice Patient: Mr Knut Holloway, File 41, DOB 19/05/1952 (72), DVA VSS123343, HCC#, Safety, Pens. Status Full DVA

Payer: Medicare (dropdown), Add/Edit Payer, Applicable Fee Type MC

Doctor: D, Phillip (dropdown), A

Request/Referral Dr: Adelaide Path Partners, PD, 08/11/2023, 12

Claim: (dropdown)

Payer Debts: Due 365.60, Deferred 0.00, Patient 365.60, Family, Credit 3330.95

Fund Details: Fund #, Fund Fee Type

Refund/Gap Calculation: Fund, Medicare, Invoice Style: Print Gap, Corporate

Date	Item#	Description	GST selectable item	Fee	Tax	Unit Value	Qty	Amount	Notes	Estim. Refund	Gap
30/08/2024			MC	FRE		0.00	1	0.00		0.00	0.00
30/08/2024	23	professional attendance by a genera MC		FRE		41.20	1	41.20		0	0

Total: 41.20, Disc. 0.00, Gap 0.00

Doctor Assigned Billing Codes: Add All, Message: This is the invoice message

Billing Instructions: Send Medicare Bulk Billing Consent

Buttons: Defer, Family, ECLIPSE, MA Online, Bulk Bill, Combo Inv., Print, Email, Suppress, Quick Pay, Cancel, Help

Medicare is the payer but cannot be selected.

The Claims tab has enhancements to help manage claims for suppressed invoices.

Claim Status

Refresh, Default View, Expand All, Collapse All, Check Claim Status, Transmit Claims

From: 25/07/2024, To: 1/08/2024, All Submitted Claim Types, Branch <ALL>, Doctor <ALL>, Status: Not Submitted / Suppressed, Patient: All

Inv/Service/Assessor	Date Inv/Service	Status	Account Payer	Patient	Outstanding	Paid	Doctor	Claim ID	Medicare Ref.
Inv 35418	25/07/2024	COMPLETE	Medicare	Simkins, Talia	\$38.85	\$42.85	Igor Fuller	214404	D6616@
23	25/07/2024	Overpaid			\$38.85	\$42.85			
Inv 35419	25/07/2024	COMPLETE	Department of Veterans ...	Chapman, William	\$123.45	\$140.50	Igor Fuller	214405	B9855@
44	25/07/2024	Overpaid			\$123.45	\$140.50			
Inv 35420	25/07/2024	REJECTED...	Post, Jamee	Post, Jamee	\$120.55	\$0.00	Augustus Eason	214402	
104	25/07/2024	Unpaid			\$120.55	\$0.00			
Inv 35422	25/07/2024	WITH ME...	Medicare	Simkins, Talia	\$103.50	\$0.00	Igor Fuller	214406	D6617@
44	25/07/2024	Unpaid			\$103.50	\$0.00			
Inv 35423	25/07/2024	WITH ME...	Department of Veterans ...	Chapman, William	\$40.95	\$0.00	Igor Fuller	214407	B9856@
23	25/07/2024	Unpaid			\$40.95	\$0.00			
Inv 35425	29/07/2024	COMPLETE	Medicare	Aldridge, Joseph	\$18.95	\$19.60	Igor Fuller	214410	D6647@
91890	29/07/2024	Overpaid			\$18.95	\$19.60			
Inv 35426	30/07/2024	COMPLETE	Medicare	Alston, Mia	\$71.30	\$42.85	Igor Fuller	214412	SAP0000030072408230712
23	30/07/2024	Underpaid			\$71.30	\$42.85			

Print Report, Show Report, Close

View all Claims for Suppressed invoices

Manually refresh the status of a Claim or Claim Payment

New Account Payer column

To learn more, see the [Suppressed claims workflow](#).

Improved claim management

Easy Account Enquiry Access


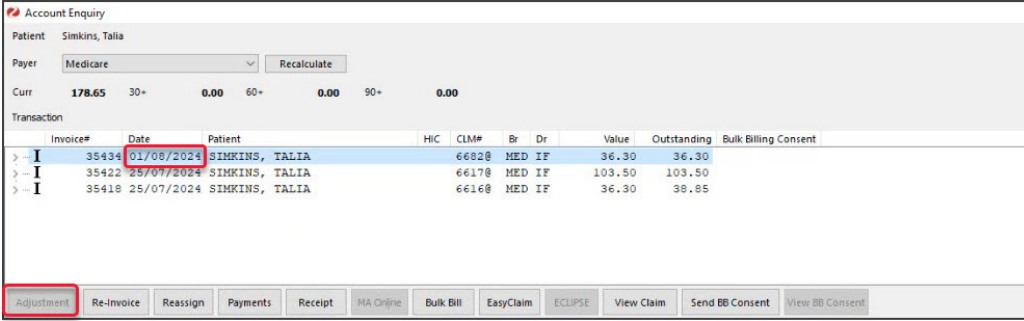
When you double-click on an invoice in the Claims tab, it will open the patient's Account Enquiry screen with that invoice highlighted. Closing the invoice will take you back to the Claims tab. This makes it easier to review claims.

More robust claims.

- To avoid claims failing due to invoice changes, adjustments cannot be made to invoices with claims submitted in the previous 7 days. If the invoice is incorrect, select it in the **Claims** tab and click **Voice Rejected Invoices** to remove it.
- When receipting, a warning will suggest waiting 24 hours if full payment information has not been received from Medicare.
- The Claims tab has a **Check Claim Status** button so staff can manually refresh the status of a claim or claim payment.

To learn more, see the [Review Claims guide](#) > Claim Management enhancements

Specific updates for invoices and claims

Office	ZED-9289	<p>Add "Force Claim Suppression" to suppress submitting Medicare/DVA claims A new option under Practice Details called Force Claim Suppression. Ticking this box will disable the ability to submit a DVA or bulk bill claims directly from the invoice screen. Note that <u>this setting is off by default</u>.</p> 
Office	ZED-9290	<p>Changes to Claims Status Screen Added Account Payer to the claim status view. Changed the option Not Submitted to Not Submitted / Suppressed. You can choose this option, then select Refresh to display only the Suppressed invoices queued in the Claims tab.</p>
Office	ZED-9291	<p>Restrict changes to invoices for submitted claims Disabled the Account Enquiry screen's Adjustment button for all claims less than 7 days old. This applies to Bulk Bill, DVA and Eclipse claims. MA Online and Tyro Easy Claim will still have the button available.</p> 
Office	ZED-9360	<p>Added a 'Check Claim Status' button Added a Check Claim Status button to the Claims Tab so staff can manually refresh the status of a Claim or Claim Payment.</p>
Office	ZED-9361	<p>Change the auto-void criteria for receipting off payments Added additional checks to prevent the automated receipting of claims that have been paid but where the processing report is incomplete.</p>

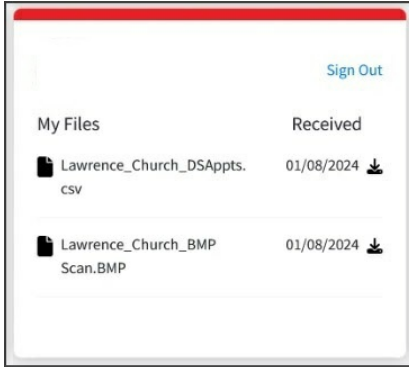
Office	ZED-9367	<p>Fast access to a claim's invoice from the Claims tab</p> <p>Changed the double-click function in the Claim tab. Double-clicking a claim will now take you to the associated invoice in the patient's Account Enquiry screen.</p>
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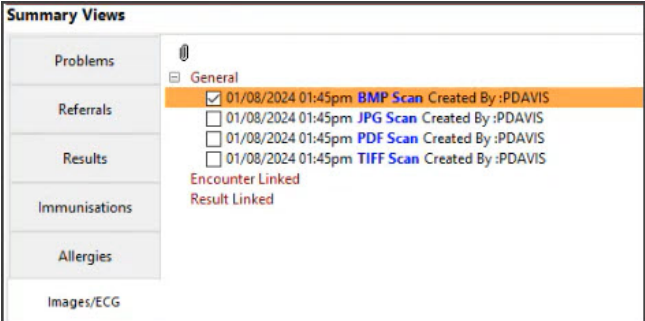
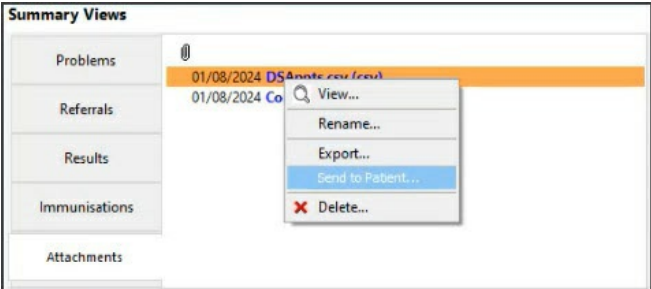
Secure Send enhancements

Features summary:

- Can now be used for patients without an account payer.
- Sender can override the security code requirements
- More meaningful file names
- Can now Secure Send from Summary Views > Images | Attachments | Results
- Can now Secure Send from the Results Inbox.

To learn more, see the [Secure Send guide](#).

Office	ZED-9323	<p>Secure Send now provides more descriptive file names.</p> <p>The filename is now formatted as <Patient Given Name><Patient Family Name><File Name>.</p> 
Office	ZED-9325	<p>Secure Send can now be used for patients without an account payer.</p> <ul style="list-style-type: none"> • The patient will be the Payer in the Secure Send dialogue • The patient's email and mobile will prepopulate the Secure Send dialogue fields.

Office	ZED-9326 ZED-9327 ZED-9369	<p>Secure send can be used from more Summary Views tabs</p> <ul style="list-style-type: none"> • Summary Views > Images (can send image files) • Summary Views > Attachments (with file type restrictions) • Summary Views > Results (right-click View Results > Send to Patient) <p>For security, some files (exe, dll etc) cannot be sent as shown in the restricted list below Right-click and select Send to Patient.</p>  
Office	ZED-9333	<p>Removed some restrictions on the file types supported by Secure Send</p> <p>Restrictions have been updated to allow more file types to be sent using Secure Send. The following file types are still restricted due to the security risks they pose (malware etc):</p> <pre>bat exe cmd sh php([0-9]) perl cgi 386 dll com torrent js app jar pif vb vbscript wsf asp cer csr jsp drv sys ade adp bas chm cp1 crt csh fxp hlp hta inf ins isp jse htaccess htpasswd ksh lnk mdb mde mdt mdw msc msi msp mst ops pcd prg reg scr sct shb shs url vbe vbs wsc wsf wsh</pre>

Office

ZED-9366

Secure Send can be used without the security code requirement

The sender can use a checkbox to override the one-time security code requirement. This is the code sent to the patient to open the portal and access files sent to the patient.

Files that required a security code when they were sent, are not displayed if the portal is opened without a security code requirement.

Send BMP Scan

This will send a download link for the selected file to Patient/Payer via Email and/or SMS. The download will prompt for a one-time password on the respective email/mobile no.

Patient: Church, Mr Lawrence

Payer: Church, Mr Lawrence

Notifications to be sent

Recipient Email: zedmedtesting+LChurch@gmail.com

Recipient Mobile: 0491 574 632

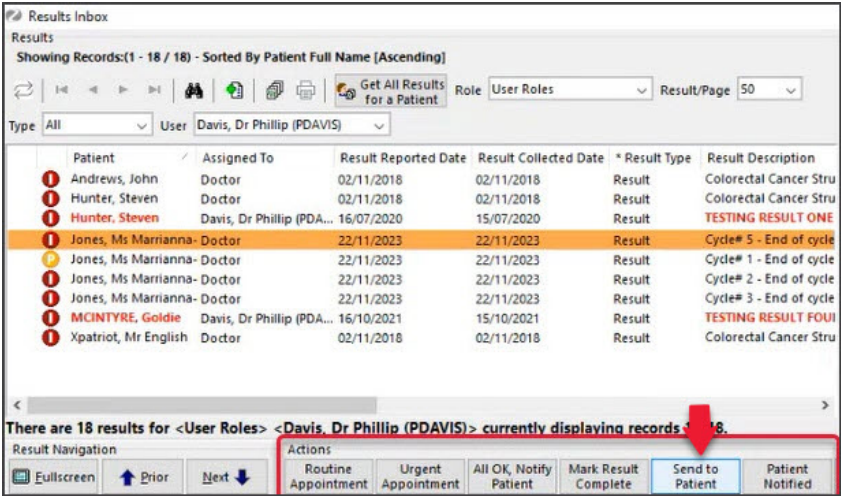
Pin not required (Less secure)

Send a copy to

Copy To Email

Copy To Mobile

Send Cancel

Office	ZED-9369	<p>Use Secure Send from the Results Inbox Secure Send now allows you to send patient results from the Results Inbox.</p> <ol style="list-style-type: none"> 1) Select the result 2) Select Send to Patient. <p>Summary Views > Results are also supported by Secure Send.</p>  <p>The screenshot shows a 'Results Inbox' window with a table of results. The table has columns: Patient, Assigned To, Result Reported Date, Result Collected Date, * Result Type, and Result Description. The row for 'Jones, Ms Marianna - Doctor' is highlighted in orange. Below the table, there is a status bar that says 'There are 18 results for <User Roles> <Davis, Dr Phillip (PDAVIS)> currently displaying records 1 - 18.' Below this is a 'Result Navigation' section with buttons for 'Fullscreen', 'Prior', 'Next', and 'Actions'. The 'Actions' section includes buttons for 'Routine Appointment', 'Urgent Appointment', 'All OK, Notify Patient', 'Mark Result Complete', 'Send to Patient', and 'Patient Notified'. The 'Send to Patient' button is highlighted with a red box and a red arrow points to it.</p> <p>To learn more, see the Results Inbox guide.</p>
Office	ZED-9468	<p>Updated where Secure Send lab reports display the phone number The default Pathology and Radiology reports used for Secure Send now display the phone number in the branch name and address section.</p>

Improved WP Tools

The new version of WP Tools now includes these new features for creating and editing Clinical templates.

Additional Table functions:

- Ability to add a table within another table
- Can be resized by dragging on a border; left, right, top or bottom
- Both the column and row can be resized
- Table inside another table can also be resized

Hyperlinks can be added using:

- Toolbar button
- Edit menu
- Typing a URL in the document e.g.

Word wrapping around images:

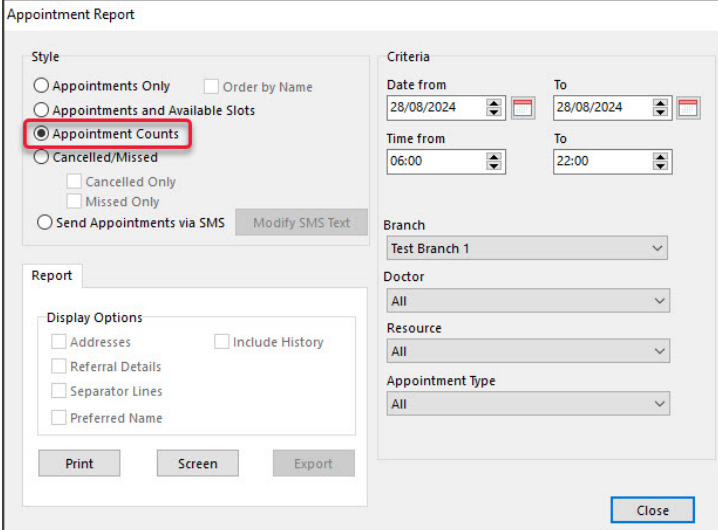
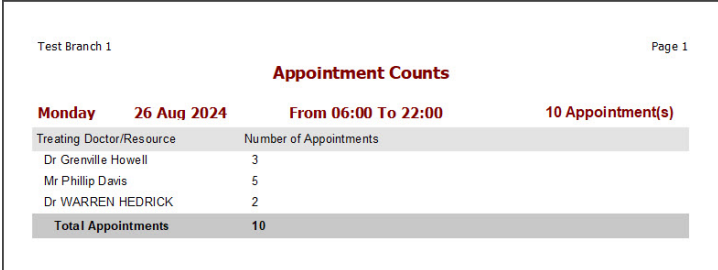
- Handle pictures as a character; the picture is inserted in the middle of a sentence

- Relation to paragraph – auto wrap left or right; paragraph text is wrapped to the left or the right of the picture
- Relation to paragraph – wrap left and right; paragraph text is wrapped on the left and the right of the picture
- Relation to page – no wrapping; the picture is displayed over the text
- Relation to page – wrap left and right; text on the page is wrapped on the left and the right of the picture

Colour picker:

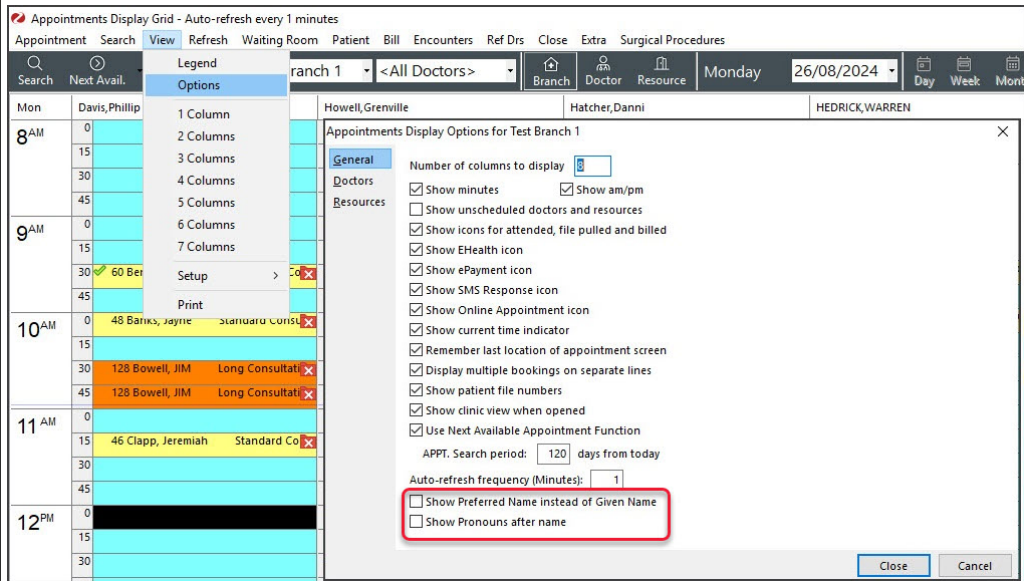
- Offers a greater range of standard colours and the ability to create and save custom shades.
- A paragraph background colour button has also been added.

General enhancements

Office	ZED-9079	<p>New Appointment Counts Report A new report option, "Appointment Counts", has been added to the Appointments Report.</p>  <p>It shows the number of appointments per practitioner with the total number of appointments for the selected time range. You can apply filters such as appointment type and select specific practitioners. This report does not capture cancelled, unavailable and non-patient appointments.</p>  <p>To learn more, see the Appointment Report guide.</p>
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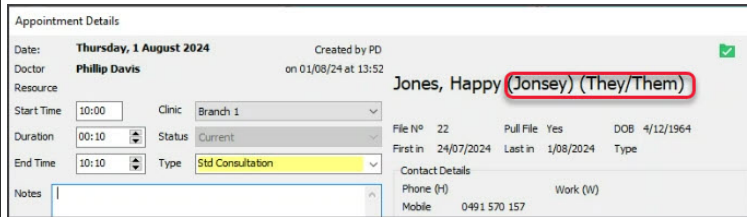
Preferred Name and pronouns displayed in Appointment Details
 Added an option to display preferred name and/or pronouns in the appointment grid.

Select **View > Options** to open the **Appointment Display** options to enable the pronoun options.



Office ZED-9233

Added display of preferred name and pronouns to appointment details and the office and clinical waiting room



To learn more, see the [Appointment display options guide](#).

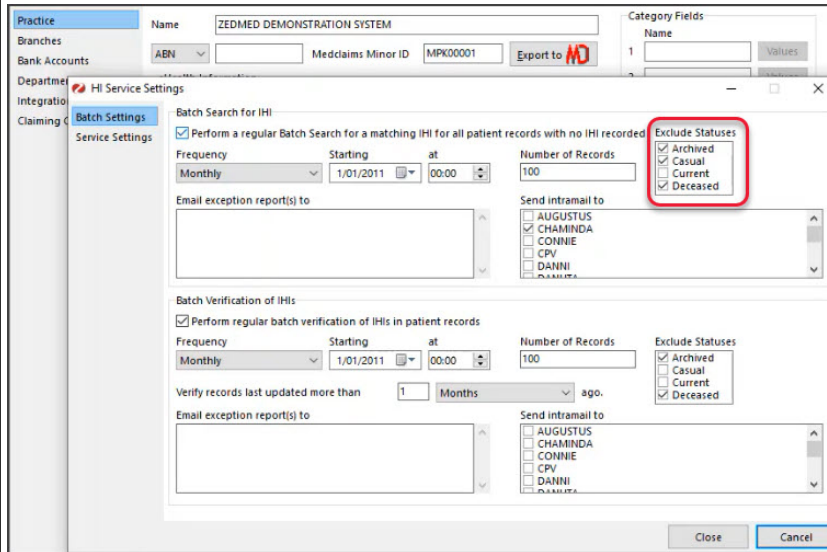
Office ZED-9321

Preferred Name and pronouns displayed in Attendance Details
 The Attendance Details screen now shows the patient's preferred name and pronouns as shown in the screenshot above.

A batch search for a patient's IHI number can exclude Archived and Deceased patients
 Practice setup > Practice tab > HI Service Settings > Branch Settings tab.

The IHI Batch Update and Verification services can now be configured in Office to exclude specific Patients according to their status (Archived, Deceased etc).

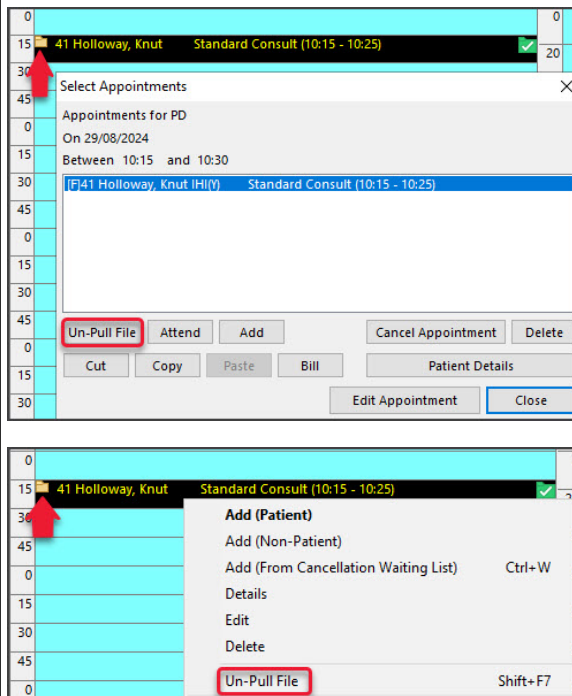
Office ZED-9237



You can now Un-pull a file

The Un-Pull File option has been added back to the Appointment Screen. You can now right-click Pull File or Un-Pull File, and the status will be reflected in the Appointment Detail and the folder icon. Un-Pull File will remove the Pull File icon.

Office ZED-9265



To learn more, see the [Book an Appointment guide](#).

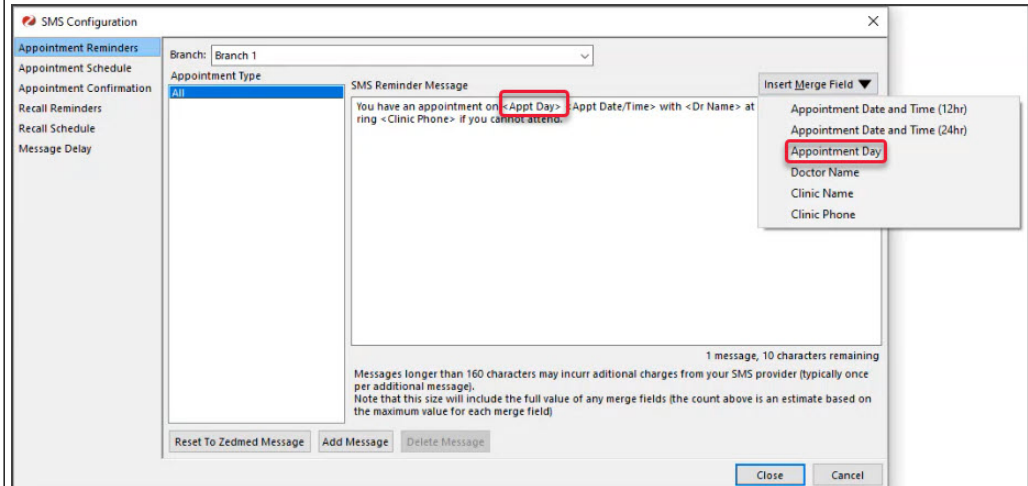
Office

ZED-9304

SMS appointment reminders can now include the day of the week.

A new merge field for the Day of the Week has been added to all Appointment, Recall reminder and Expired Referral templates.

This has been added to the Zedmed default reminder message and Appointment reminders sent from the Appointment Report. The Day will need to be added to custom messages.



To learn more, see the [Customise SMS text guide](#).

Office

ZED-9412

You can now SMS a doctor when an appointment is booked

An SMS confirmation can be sent to a practitioner every time a patient makes an appointment with them. The message will contain the patient's name and the appointment's date and time, and incur a cost for the SMS.

Requirements:

- The doctor's mobile number must be added to the Doctor Details.
- The patient must receive a confirmation for the practitioner to receive a notification.

This means the **Send Confirmation SMS** must be manually ticked in the Appointment Details screen when the appointment is booked- unless it is an OLA booking (as it is ticked by default).

Doctor Details

Identity

Family Name

Given Names

Title

EHealthID (HPI-I)

ABN/Bus. Name

AHPRA Number

Home Address

Suburb

Phone Numbers

Home Phone

Home Fax

Mobile Phone SMS Appt. Confirmation

Practice

Dr Code

Default Item #

Fee type override

Dr Type

HIC Registered
 HIC Online
 DVA Registered
 REI Registered

Branches

Branch

Bank List

MA Format

Provider # Other Provider #

Claiming

Erx Entity ID

Provider Type

Available Online

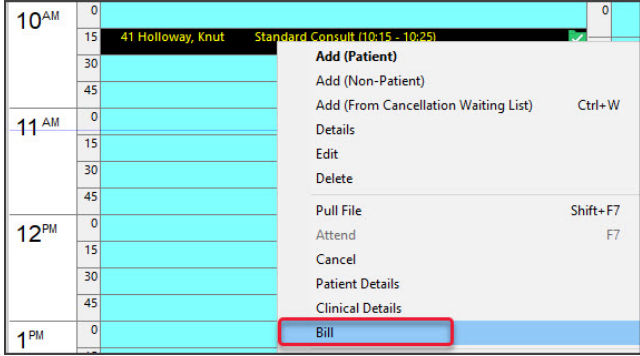
Booking time buffer (in minutes)

Employment

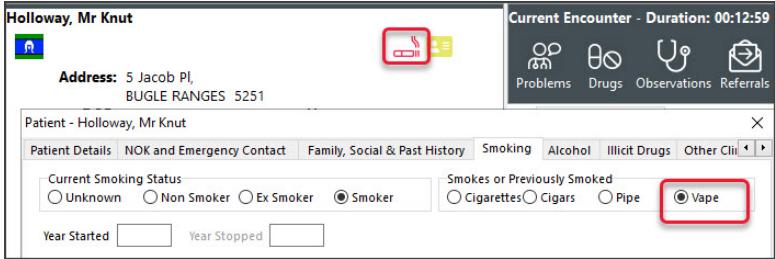
No Employment Record!

To learn more, see the [SMS Send options guide](#).

You can now Bill from the Appointment Grid
 Right-click a patient's appointment and select **Bill** to open a New Invoice. This will pick up a practitioner's billing information - just like billing from the Waiting Room.

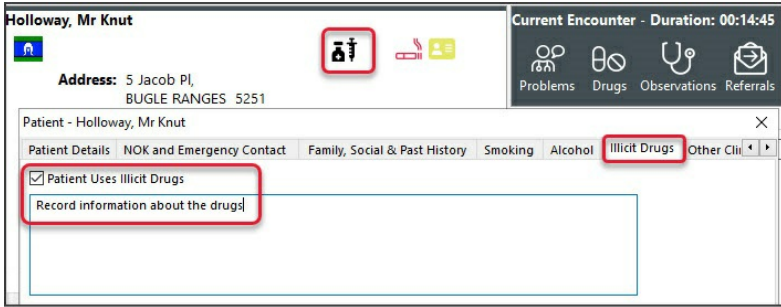


Vape has been added to the Smoking status options
 Practitioners can now select **Vape** as a smoking method in the Patient's Clinical Record > **Smoking** tab. If Vape is selected, it will show as a cigarette icon.



To learn more, see [Navigating Clinical Records](#)

An 'Illicit drugs' tab has been added to the patient's Clinical record.
 Clinical now gives practitioners the ability to indicate if a patient is an illicit drug user and record related details in the patient details maintenance screen. Tick the box to add the injection icon.



To learn more, see [Navigating Clinical Records](#)

Quick Documents Search - Template Selection screen

We have created a new Quick Document Search page called Template Selections. This displays all templates in a scrollable screen that will filter as you type a template's name.

Open **Quick Documents Search** using the new icon next to Quick Documents. Select the required tab and start typing the template name to filter the list.

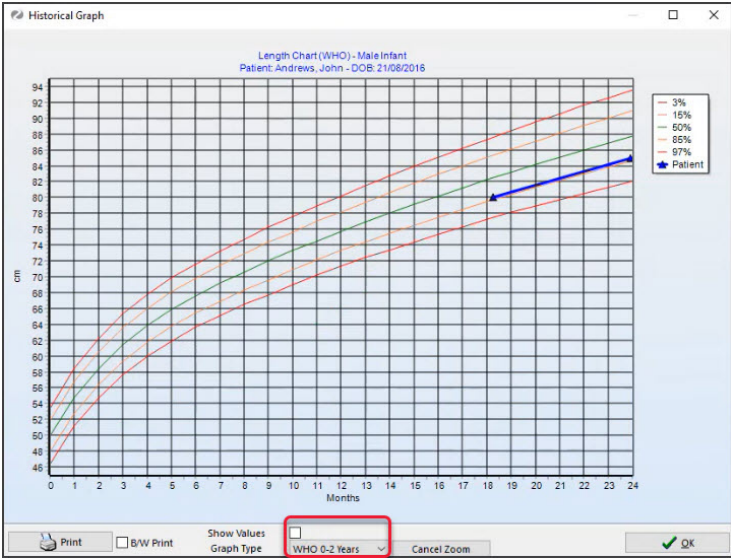
The screenshot shows a patient record for 'Holloway, Mr Knut'. The patient's details include: Address: 5 Jacob Pl, BUGLE RANGES 5251; DOB: 19/05/1952; Age: 72 years; Medicare No: 59502861421; File No: 41; MHR Status: Consent to Upload; Referrer: Adelaide Path Partners (Ph: 08 8238 9800). The 'Template Selection' dialog is open, showing a list of templates. A red callout bubble points to the search bar in the dialog with the text 'Start typing document name to filter documents shown'. The selected template is 'GMP 721 Osteoarthritis (Custom Merge Field)'. The background patient summary includes details like address, DOB, age, Medicare No, and MHR Status.

Clinical ZED-9263

The Template Selection screen will also open if you start a New Letter and search for a template.

The screenshot shows the 'New Letter' dialog box. The 'Template' field is highlighted with a red callout bubble that says 'Opens Template Selection screen'. The dialog includes fields for To, Cc, Subject, Template, Summary, Referral Date, Exam. Date, and Performed By.

To learn more, see the [Quick Documents guide](#).

Clinical	ZED-9322	<p>Changes to Clinical Waiting Room column widths are now saved The column width and order of the clinical waiting room is now be remembered for Zedmed user.</p>
Clinical	ZED-9508	<p>Clinical Observations now has a paediatric WHO chart In Clinical Observations > Physical > Measurements. When you select a graph, the Graph type drop-down has a new option: WHO 0-2 Years, which displays the Length, Weight and Head circumference chart for children 0-2 years old.</p>  <p>To learn more, see the Record physical measurements guide.</p>

Results Inbox now has a side-by-side viewing option.

A new setting in the Clinical > My Options screen allows users to select the layout of the Results Inbox.

To change from the default to side-by-side, select **Left to right**.

Default ICPC search to show Problems / Symptoms Only
 Default to viewing enhanced Results view (PDF or RTF)
Results Inbox Layout: Top to bottom Left to right
Number of Problems in My Recent Problems: 100 (Maximum 100)

Clinical ZED-9532

The screenshot shows the 'Results Inbox' window with a table of results. The table has columns for Patient, Assigned To, Result Reported Date, Result Collected Date, Result Type, and Result Description. The 'Enhanced View' window displays a 'FINAL IVF SCIENCES REPORT' for Patient ID# 306220. The report includes patient details, partner information, aetiology (Advanced Maternal Age), address, treatment summary (Cycle #5 - FET+5), LMP (10/11/2023), starting FSH dose, BMI (21.1), IU FSH given (N/A), max oestrogen (1073), date of US (17/11/2023), number of follicles > 11mm (0), endometrial phase (Proliferative 7.43mm), and date/time of hCG.

Patient	Assigned To	Result Reported Date	Result Collected Date	Result Type	Result Description
Andrews, John	Doctor	02/11/2018	02/11/2018	Result	Colorectal Cancer Stu
Hunter, Steven	Doctor	02/11/2018	02/11/2018	Result	Colorectal Cancer Stu
Hunter, Steven	Davis, Dr Phillip (PDAVIS)	15/07/2020	15/07/2020	Result	TESTING RESULT ONE
Jones, Ms Marianna	Doctor	22/11/2023	22/11/2023	Result	Cycle# 5 - End of cycle
Jones, Ms Marianna	Doctor	22/11/2023	22/11/2023	Result	Cycle# 1 - End of cycle
Jones, Ms Marianna	Doctor	22/11/2023	22/11/2023	Result	Cycle# 2 - End of cycle
Jones, Ms Marianna	Doctor	22/11/2023	22/11/2023	Result	Cycle# 3 - End of cycle
MCINTYRE, Goldie	Davis, Dr Phillip (PDAVIS)	15/10/2021	15/10/2021	Result	TESTING RESULT FOUR
Xpatriot, Mr English	Doctor	02/11/2018	02/11/2018	Result	Colorectal Cancer Stu

To learn more, see the [Results Inbox guide](#).

Added Quotes to the Transaction Type of the Transaction/GST Report

Add the option to run the **Transaction/GST report** showing only Quotes, this does not affect the existing All function which will still exclude quotes. Note, the Report Summary will be impacted if you include quotes as there will not be receipts.

Office ZED-8995

Transaction/GST Report

Style

Single Line Details
 Extended Details
 Summary
 Other [dropdown]
 Bar
 Line
 Pie

Data

Group By: [None]
Sub Group By: [None]
Order By: [Invoice Number]
New page on Group By change:

Criteria

Entry Date: [28/08/2024] [28/08/2024]
Branch: [Test Branch 1]
Account Payer: [All]
Treating Doctor: [All]
User Group: [All]
Resource: [All]
Transaction Type: [All (Except Quotes)]
Transaction Status: [All (Except Quotes), Receipts, Invoices, Adjustments, Data Import, Quotes]
Category: [Quotes]
Group: [All]
Patient Type: [All] Staff: [All] Tax Code: [All]

Item Description (expiry)

All Service Items
 00
 3 Professional attendance at consulting ro
 4 Professional attendance by a general pra
 20 Professional attendance (not being a ser
 23 professional attendance by a general pra
 24 professional attendance by a general pra

Print Screen Export Show Unallocated Credits Close Help

To learn more, see the [Transaction GST Report guide](#).

Updated Document versioning so it can be turned on or off

Document Versioning is not enabled by default and is enabled in Clinical > Global Option > Letters & Template tab >-Enable document versioning

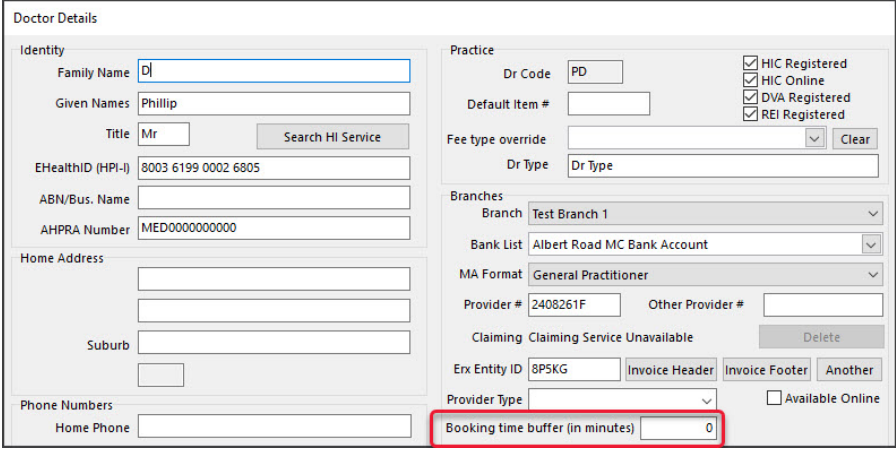
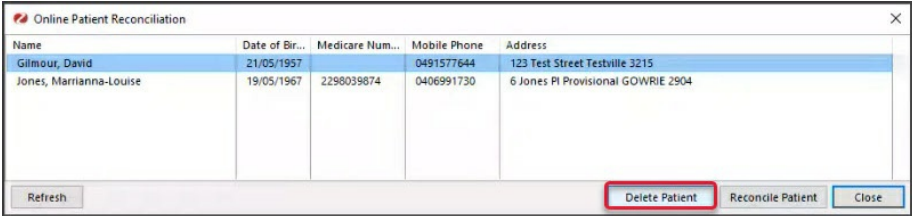
The screenshot shows the 'Global Options' dialog box with the 'Letters & Templates' tab selected. The 'Letter Modifications' section is highlighted with a red box. It contains the following options:

- Restrict Letter Modifications
A Letter CAN NOT be edited or deleted that was created more than days ago
- Enable document versioning
- Prefix Subject Line of Outbound Letters with 'Letter' (Default)

At the bottom of the dialog box, there are buttons for '? Help', 'OK', and 'Cancel'.

Clinical ZED-9651

To learn more, see the [Document versioning guide](#).

OLA	ZED-9457	<p>You can now add a booking time buffer to a practitioner's appointments</p> <p>A new setting, "Booking time buffer", has been added to the Doctor Details screen and is configurable by branch. The value entered is used to refine the available appointments sent to the Online Appointments (OLA) by only allowing appointment slots that begin after (Booking Time + Buffer).</p> <p>This prevents people booking online appointments close to the current time</p>  <p>To learn more, see the Online Appointment setup guide.</p>
OLA	ZED-9238	<p>Reject a patient in the OLA patient reconciliation screen.</p> <p>When linking first-time OLA bookings to existing Zedmed patients, we have added the ability to remove provisional patients from the reconciliation process. If the patient already has an Appointment, you need to Delete their appointment first.</p>  <p>To learn more, see the Reconcile new OLA patient guide.</p>
Clinical	ZED-9607	<p>Enable printing of multiple TIFF documents as one document</p> <p>In Zedmed Cloud, printing a multi-page image document will no longer result in one print job per page</p>

Resolved issues

Office	ZED-9642	<p>Claim and payment reconciliation mismatch</p> <p>Fixed an issue that caused claim and payment mismatches when reconciling Medicare claims.</p>
Office	ZED-9003	<p>Appointment Report AV error when the Referral Details option is selected</p> <p>Fixed an issue that caused the Appointment report to display an error when running it with the Referral Details option selected.</p>

Office	ZED-9044	Task Manager displays the same patient for all Tasks Created The Task Manager screen in Zedmed Office has been fixed to display the correct linked patients in the task details.
Office	ZED-9062	Unable to save more than 1 new resource at a time Fixed the issue that resulted in only the first resource being saved when adding multiple resources.
Office	ZED-9063	Fee update error 'Is not a valid floating point value' Improved the error message shown in Item Fee Update when no value is entered for a percentage or dollar amount increase. Also fixed the error displayed if Category or Group is selected. Selections will now correctly filter the items in the list.
Office	ZED-9064	Patient and Find menu items no longer work in the Waiting Room The Patient and Find Patient menu options in the waiting room now work as expected.
Office	ZED-9349	Internal Mail Merge Template - Unable to Preview and Edit Mail Merge Before Printing When using internal templates, it is now possible to preview the results of a mail merge and make changes before printing.
Office	ZED-9375	When adding a new patient, you can't add pronouns until you've saved the patient Fixed an issue that prevented a pronoun from being selected when creating a new patient in Office.
Office	ZED-9398	The Referral date merge field prints a random date on the Label Standard patient labels (Internal Template) now print the correct referral date. This corrects a reported error that some labels print a random date.
Office	ZED-9410	Claim Report missing the Claim ID s8th digit and MBS items 5th digit Increased space available to display item numbers and claim IDs in the Claim Report.
Office	ZED-9434	Third-Party Account Enquiry allocation Error Fixed an issue in Third Party Account Enquiry that resulted in an allocation error 400.
Office	ZED-9442	Error 'FireDAC[[Phys][FB]Dynamic SQL Error: Too many Contexts of Relation/Procedure/Views. The maximum allowed is 255' Fixed a Firebird error that occurred when merging patients from a database that had a considerable number of Clinics.
Office	ZED-9458	Duplicating schedules does not copy messages correctly When duplicating or copying sessions on the doctor and resource appointment schedule dialogue, the schedule messages selected for display in OLA will now be copied.
Office	ZED-9467	Appointment incorrectly removed when cancelling the cancel appointment operation Cancelling the cancellation of an appointment (at either the reason or linked appointment warning phase) will no longer remove the appointment from the Select Appointments form listing.

Office / Clinical	ZED-9420	Radiology/Pathology Template download notification pop up. The notifications are now displayed when Report templates are downloaded from Office or Clinical,
Clinical	ZED-9018	Unable to Print Results in Alphabetical Order Results previewed and printed from the Results Inbox are now in the order, regardless of the column (and direction) they are sorted on.
Clinical	ZED-9081	Resolved problems with re-prescribing a 'one-off' drug Fixed an issue preventing re-prescribing of a one-off drug. Effected new scripts with no drug name/description.
Clinical	ZED-9218	Spelling mistake in Clinical Observation Pap Smear Result input "Inflamitory" has been corrected to "Inflammatory" in the pap smear observation screen - result options.
Clinical	ZED-9384	Results provides no warning when clearing the patient notified date Clinical will now ask for confirmation before clearing the "Patient Notified" date when viewing results.
Clinical	ZED-9437	Access Violation when accessing the Outbox Viewer Fixed an issue that caused an error and did not allow the Outbox viewer to open.
Clinical	ZED-9438	Error 'Must be a numeric value' when modifying observation and measurement value. Fixed an issue where an error was incorrectly displayed when an observation value was deleted (for correction).
Clinical	ZED-9439	Access Violation when clicking the Distribute button in the letter writer, Fix an error that occurred when Secure Send was enabled but the distribute dialog for letters in clinical was disabled.
Clinical	ZED-9532	Results Inbox Access Violation error Resolved an Access Violation error that could occur when rapidly scrolling through PDF results in the results inbox.
Clinical	ZED-9637	Refresh issue when resizing the encounter notes Fixed a visual corruption that occured when resizing the encounter panel during an encounter.
Clinical	ZED-9662	Upgrade script failure – Index RDB\$PRIMARY95 already exists Fixed an issue with upgrade scripts that could cause an error when upgrading some databases.
Clinical	ZED-9649	Document names and versions not displayed in encounter notes Fixed issues with the document version, renamed document and duplicated document names not displaying in Encounter notes. Note: an encounter needs to be running for the note to be written.

Clinical	ZED-9675	<p>In WP Tools, electronic results do not merge correctly in templates</p> <p>Fixed an issue where the results merge field was not working correctly when it was part of a table and overlapped part of the text. If multiple results are selected they will no longer overlap into the next table in the template.</p>
Clinical	ZED-9678	<p>Update for Clinical encounter notes issue</p> <p>Made an update to address the issues encountered when drawing the text edit field for the current encounter.</p>
Clinical	ZED-9693	<p>Results showing overlapping text</p> <p>Fixed issue where Historical HL7 results show overlapping text.</p>
Clinical	ZED-9697	<p>Upgraded the wPDF Viewer to the latest version</p> <p>This upgrade fixes issues with viewing PDFs containing multiple documents or charts in the Results Inbox.</p>
Clinical	ZED-9703	<p>Summary Views > Results shows overlapping text</p> <p>Fixed an issue with some results showing overlapping text in Summary Views Results and Incoming Documents.</p>
Clinical	ZED-9725	<p>An AV in CRS_Client error occurs when right-clicking on a referral in the History View</p> <p>Zedmed Clinical no longer shows an error in patient history when user right-clicks on a referral.</p>
Cloud	ZED-9241	<p>Don't check for Tyro install on Zedmed startup</p> <p>Updated the way Tyro starts in Zedmed Cloud so if the Tyro Eftpos option in the receipts form is not available, you only need to close and reopen the Quickpay> Receipt screen after a short pause. You no longer have to restart Office.</p>

See all [Zedmed v36 release notes](#)