GE Healthcare

Centricity® Practice Solution 11.1

Release Notes

Contents

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Who should read this document?

This document is intended for system administrators and clinic managers. It summarizes new features and describes the latest technical requirements for installing / upgrading to Centricity Practice Solution 11.1.

Download your complete documentation library from engage.gehealthcare.com/community/en/cps/documentation. Unzip to a folder on your system. When you open a document from the Centricity Document Library, you can click links to other guides to open them. Links do not work if you copy a document to a location outside the library folder.

If you are the clinic manager or practice administrator...

Carefully review and consider how changes in this release affect your practice setup and workflows. For questions about how these changes affect your practice, contact contact Centricity Services at 888.436.8491 option 1, or your Value Added Reseller (VAR).

If you are the system administrator...

Before installing or upgrading to this release, review the requirements documented in this release note and the system software/hardware requirements and installation/upgrade instructions in your Centricity Practice Solution documentation library:

- *Configuring Environments for Centricity Practice Solution*
- *Installing Centricity Practice Solution*
- *Upgrading to Centricity Practice Solution*

!!! **Important! 3rd-party integration requirements**. If you integrated Centricity Practice Solution with non-GE products, contact your providers to confirm support for integrations and any new configuration requirements.

EDI Plug-ins. You will need to re-install your EDI plug-ins after upgrading to Centricity Practice Solution 11.1.

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What's new in this release?

The following items are new in Centricity Practice Solution 11.1:

General

- Fixed an issue where a step was failing in the Daily job execution. SPR 54702

Billing

- Charges that are manually retrieved and have an ICD code that exists in both the ICD-9 and ICD-10 lists, but with a different description no longer results in an error. SPR 52888

Chart

- Refresh buttons on CCC forms now refresh correctly. Affected forms include HPI-ROS-CCC, PE-CCC, Patient Instructions-CCC, and Problems-CCC. SPR 55449
- Document categories no longer disappear when opening documents from the desktop when a category is selected. Previously, the categories disappeared until the view refreshed. SPR 54340
- The message "An Authorizing Provider is Missing for Order" no longer displays even though an authorized provider is listed. Previously, if there was more than one order in the list, the message displayed for the second order even though an authorizing provider was set. SPR 54336
- The drug override drop-down list is no longer blank. The list now correctly displays the items set in **Administration > Charts> Chart > Drug Interaction Overrides**. SPR 54257
- Invalid XML text in a patient chart no longer causes a crash. SPR 53884
- Schedule templates now refresh correctly to show new appointments. SPR 52416
- When a provider uses the Prescription Refill form on one workstation while another provider modifies the Medications or Prescriptions for the same patient on another workstation, the text translation for the prescription refill on the first workstation now shows correctly in the chart update.

  Diagnostic information has been added to collect information for refill text translations not saving to the chart update when a provider signs a prescription. SPR 53539, SPR 53501
- Fixed an issue where medications were disappearing and then reappearing during a chart update. SPR 52837
- Fixed an issue where the refill form refreshed original data if user did not immediately tab to the next field. SPR 53163
- The Out of Office Assistant Auto-reply function now sends out-of-office messages appropriately. SPR 53504

- Added support for Imprivata biometric devices, version 4.5.61.61 and higher. SPR 53780
- Orphaned appended documents now appear correctly connected to a parent document and on the chart document tab as well as the desktop summary, desktop document and chart summary tabs. SPR 30382

Collections

- Collection letters now include a merge field "Guarantor Total Balance" that shows the total amount owed by a guarantor. SPR 53646

EDI

- When processing a remittance file with a ticket number that does not exists in the database, EDI now logs the issue on the remittance report and continues to process the remittance. SPR 55276

LinkLogic

For detailed information on LinkLogic interfaces, see *Managing Interfaces with Centricity Practice Solution* in your documentation library.

- Fixed an issue where if an HL7 message with an expired insurance multiple times three errors were generated in LinkLogic indicating the system was unable to insert data in the Insurance Table. LinkLogic now successfully imports the data without errors. SPR 54512
- LinkLogic no longer shows an error message when importing appointments with unmapped appointment types. Previously, an error message that "Appointment for Patient: *(patient name)* not updated." was displayed even though the appointment was created. SPR 54098
- Observation terms are now correctly archived when signed by LinkLogic. Previously observation terms that were overlayed were archived incorrectly and, in some instances, were not displayed in the flowsheet. SPR 53465
- LinkLogic now imports and export all 20 characters of the patient medical record number (MRN). Previously the MRN value was truncated to 16 in certain circumstances. The length has been increased to 20 consistent with the HL7 standard. SPR 54007
- When double quotes are sent instead of a blank value in IN1-5 Insurance Company Address for the zip code for a new carrier and patient, the insurance carrier is always created and linked to the new patient. Previously, the double-quotes were sometimes misinterpreted by LinkLogic and the carrier and patient were not linked. SPR 54008
- LinkLogic now imports and exports up to three phone numbers, including cell phone. LinkLogic now supports the HL7 XTN extended phone number data type for PID-13. LinkLogic import also stores the phone type identifier which supports mapping for user-defined phone types. LinkLogic reads values for home phone and cell phone in PID-13 and only the work phone

number from PID-14.1, where PID-14.3 component is either not specified or is PH. All other phone values from PID-14 are ignored. LinkLogic exports the patient's three phone numbers if present in Registration as multiple repeating items in PID-13. The phone number value is sent in the first component of each item and the phone type is sent in the third component of each item. SPR 53796

- LinkLogic supports patient preferred contact method. Patient contact method is now exchanged in the non-standard field PID-40 Patient Preferred Contact Method. LinkLogic imports and exports a 1-character value for patient preferred contact method in the optional field PID-40 at the end of the PID segment in ADT and BAR messages. To send or receive patient contact method using this field you must associate the optional Add-On IXP file pid40contactby.ixp with the LinkLogic interface. This IXP file maps the HL7 values to CPS values to store to or export from the database in the PatientProfile.ContactByMId field. For detailed information about using IXP files, see *"Using.ixp configuration files" in Managing Interfaces with Centricity Practice Solution*. SPR 53797
- Referring Provider contacts now import correctly and completely. LinkLogic can now import Referring Provider contacts along with the correct relationship codes. LinkLogic also generates and sets a PVID when creating Referring Provider contacts. SPR 53505, SPR 53663, SPR 53702
- LinkLogic handles non-standard PID-10 Race and PID-16 Marital Status values on import and export. Previously export mapping for Race and Marital Status was limited to HL7 standard single character values. Now both values can be up to 250 characters. SPR 53696
- LinkLogic now correctly filters out inactive patient insurance records when an insurance expiration date is imported. Previously, in the Chart-only version when importing demographics with date in IN1-13 Plan Expiration Date LinkLogic displayed the expiration date but did not remove the Insurance from the patient's registration. SPR 53662
- Insurance subscriber/insured information is always imported. Previously in the Chart only version, when LinkLogic imported patient information and patient's guarantor was Other, LinkLogic did not import guarantor name, and because Registration requires guarantor Last Name, the update to patient information could not be saved. LinkLogic has been modified to read first and last name from IN1-16 Name, so if included the name will be imported. Registration has also been modified to permit Registration information to be saved on the Insurance tab when Guarantor is Other but last name is not entered. SPR 53665
- Scheduling interface Facility errors caused by forced use of LinkLogic Destination in MIK. SPR 53695
- LinkLogic now supports MIK appointment type mappings so cross-reference files are no longer needed. 53666
- The error "No Match was found for the external Identifier O for Patient Relationship" is no longer generated. When importing appointments, LinkLogic updates patient registration information, but no longer attempts to update patient guarantor, which previously produced errors. SPR 53624

- If a null value is encountered during an export it is handled and allows the export to complete successfully without an error. SPR 53500
- Phone numbers imported via HL7 messages no longer appear between quotation marks. SPR 53499
- DTS no longer gives an error if more than 1000 patients are Opted In to an Immunizations Registry interface. SPR 53647
- Scheduling interface Facility errors caused by forced use of LinkLogic Destination in MIK can be avoided. GE recommends combining MIK mappings with cross-reference files for multiple LinkLogic relationships and tasks. The following is an extract from *“Cross-referencing field values” in Managing Interfaces with Centricity Practice Solution*,

  Some sites need to map values from multiple interfaces, but cannot achieve a desired field mapping because LinkLogic requires MIK mapping tables to use just one MIK Destination named “LinkLogic”. If your site has multiple LinkLogic tasks/relationships, you can map multiple external values to a single value in the application by combining cross-reference files with your MIK mapping tables from the single MIK Destination. The solution is to configure a different set of cross-reference files for each relationship, task, or interface to map external system HL7 values to a single intermediate common set of field values. Then mappings for the MIK Destination “LinkLogic” map from the intermediate values to the internal database IDs used by the Centricity Practice Solution data model.

  Here's an example of how different cross-reference files might supplement the MIK mapping tables:

  - LinkLogic ADT Import #1 has cross reference on PID-10 Patient Race to map numeric values into single character codes as suggested in HL7 table 0005.
  - LinkLogic ADT import #2 has cross reference on PID-10 to map word values, such as Caucasian, White, Chinese, Asian, and so on, into single character values in HL table 0005.
  - MIK mappings for Race for MIK Destination “LinkLogic” map from HL7 table 0005 single character codes into Centricity Practice Solution MedListsId values. SPR3695
- Improved imported scheduling information. SPR 53667, SPR 53625, SPR 53680, SPR 53704

  Previously, LinkLogic created overbooked appointments in a second column because location to facility mappings and facility ID field were not handled correctly when importing appointments. (SPR 53667, SPR53625). Also, on import SCH-1 and/or SCH-2 values were not matched correctly and some appointments were deleted and replaced with appointments for a different resource other than the one attached to the schedule template (SPR53704). The default schedule template created by LinkLogic when a schedule template cannot be found for the resource for the appointment day and time caused unnecessary vertical scrolling and was not editable. (SPR 53680)

Now when LinkLogic creates a default schedule template, it uses 7 am to 6 pm, every 5 minutes instead of 12 am to 11:55 pm, every 5 minutes. Users can also edit and select any template as a default template for a schedule resource, including the (single) default template associated with the schedule resource. Overbooked appointments are no longer displayed in multiple columns.

To improve matching locations to facility, in Chart-Only mode (when PM is NOT licensed), LinkLogic now stores the value from AIL-3 (Location Resource ID) to a new Service Location field for Appointments. This value displays for each appointment and clearly indicates where the appointment is scheduled. In the Chart-only version, LinkLogic appointment matching algorithm will assume the value in the first component of AIL-3 (Personnel Resource ID) is the service location. LinkLogic will always use the facility associated with the home location of care of the scheduled doctor/resource to create the appointment.

Important. To prevent/reduce the problem of overbooked appointments, make certain that all locations of care are mapped to a single facility. When both PM and EMR modules are licensed, the appointment's service location is set to the List Name of the facility mapped from the first component of AIL-3. LinkLogic will continue to assume the value in AIL-3 is the facility mapped in MIK. In that case the first component of AIL-3 is matched to an ExternalID value for MIK facility mapping. If the mapping doesn't work the appointment is not created.

MIK

- MIK now correctly maps the Race field. Previously, four different entries were mapped to “Asian”. SPR 53698

Performance

- Fixed an issue that was causing performance issues when logging in to the application. SPR 53538
- Fixed a performance issue when running reports related to Patient Profile. SPR 52065

Registration

- The Payment Plan Agreement letter now lists the estimated number of payments correctly. Previously, it was showing one less payment. SPR 53739

Schedule

- Default schedule templates are now created with unlimited allocations to reduce the number of overbooked appointments. SPR 54498

Upgrade/Install

- Upgrading to CPS 11 no longer fails if problem description fields are null. SPR 53657
- Fixed a paging functionality issue observed when editing a form with Visual Form Editor (VFE). SPR 48465
- Upgrading no longer sets all Billing Notes to Inactive. SPR 54376
- Problems inactive by default after install, upgrade or migration require additional configuration. To activate, go to Administration | Codes > Load Diagnosis Codes, and then select and load all ICD-9 and ICD-10 codes your organization uses. You should also load codes for any specialties you support. See “Install clinical content / codes” on page 19. SPR 53692
- Database upgrades no longer fail if more than one record is returned for the MedLists Subquery. SPR 54251

Important Product Notifications

!!! Administrators and Risk Managers should review these Important Product Notifications for details about critical product functionality fixes released in this version.

Text pasted under the text area of a form component does not save when the document is signed or put on hold.

If the user clicked just under the name of the form component in the text view and clicked “Paste” in the update, the text was pasted in as text the same color as the form component and was lost when the document was saved.

Resolution: The text now saves correctly when pasted. SPR 52838

The cursor jumps to the top of the document when a new document arrives on the desktop.

When viewing documents on the desktop, the cursor would jump to the beginning of the document when a new document arrived on the desktop.

Resolution: The cursor remains in the same place when a new document arrives on the desktop. SPR 53162

Orphaned appended documents appear on the desktop summary, desktop document, and chart summary tab but does not exist under the chart documents tab.

The appended document is not connected to a parent document and is missing on the chart document tab even though it is displayed on the desktop summary, desktop document, and chart summary tab.

Resolution: Appended documents now correctly connect to a parent document and display on all the appropriate tabs. SPR 30382

Orders appear without an authorizing provider.

In certain orders workflows the authorizing provider is occasionally missing.

Resolution: When placing orders or signing them, if the authorizing provider is blank, the alert “An Authorizing Provider is missing for the order <*order description*>. Please select Authorized By before proceeding” displays and the user cannot sign the document or order until they select a valid Authorized Provider. SPR 51094

GET_FLOWSHEET_VALUES returns observation terms that have been removed.

Resolution: Removed observation terms are no longer included in results. SPR 52420

File in Error fails with multiple complicated appends to a document.

The File in Error function would occasionally fail under certain circumstance:

- When the workflow included appended documents. After a parent document was Filed in Error, the documents (parent and/or appended) were not changed to “Filed in Error” or only some documents were marked.
- File in Error displayed observation values entered in non-related documents.
- Clinical changes in the File in Error document were not removed and still displayed in the Patient Summary.

Resolution: File In Error now correctly removes parent and appended documents, does not display observation values for non-related documents, and removes clinical list changes. SPR 46237, SPR 48098

Medications on the Medications tab not appearing in the Update Medications window or the list of available medications

Resolution: Medications now appear correctly in the Update Medications window and in the list of available medications when refilling a prescription. SPR 53245

Before you install this service pack...

Before installing this service pack, please review the following checklist of system requirements, important pre-installation considerations, and steps to watch out for during the install to ensure a successful upgrade.

Supported upgrade paths

You can upgrade to this version from the following versions:

- Centricity Practice Management 7.1.2
- Centricity Practice Solution v8.x, v9.x, 10.x, 11.x

Compatible client versions

- **Terminal services/Citrix server**: Centricity Practice Solution 11.1 and Centricity EMR 9.5x client applications can be installed on the same server running Microsoft®Windows Server 2008 R2 64-bit.
- **Standalone client workstation**: Centricity Practice Solution 11.1 (PM-only) and Centricity EMR 9.5x clients can be installed on the same workstation.

Supported platforms/software

See *Configuring Environments for Centricity Practice Solution* for recommended software and hardware configurations to support Centricity Practice Solution 11 in a variety of computing environments.

Summary requirements include:

- **Database and general server operating system**: Microsoft® Windows Server 2008 R2 64-bit SP1
- **Application Server (JBoss)**: JBoss v5.1 with 64-bit JVM
- **Data Exchange Server**: Microsoft Windows Server 2008 R2 64-bit and supported Windows Client platforms for MIK, Data Transfer Station, and Centricity Clinical Gateway.
- **Hyper-V**: Microsoft Hyper-V Server 2008 or Windows Server 2008 R2 64-bit
- **VMware**: VMWare ESX 5.1, VMWare VMKernel (Linux)
- **Browser and Mobile Access**: Internet Explorer 9, Firefox 8.0, Safari 5.1.1, Google Chrome 10.0
- **Browser and Mobile Access device operating system**: iPhone iOS 5.0.1
- **Client operating systems**: Microsoft Windows 7 Professional (32-bit and 64-bit SP1).

  !!! Microsoft Windows XP is no longer supported for the client. Internet Explorer v9 requires Microsoft Windows v7.

- **Enterprise applications**: Microsoft Office 2010

- **Citrix® XenApp™ server**: XenApp 6.0 64-bit
- **Citrix XenApp client**: Online Client 12.1.44
- **Microsoft® Windows Remote Desktop Services (OS)**: Microsoft Windows Server 2008 R2 64-bit
- **Microsoft® Windows Remote Desktop ServicesClien**t: RDP 7.1
- **Web browser**: Internet Explorer (IE) 9

JBoss - custom configurations

If any custom changes have been made to the JBoss configuration, you must back up the wrapper.config file found in the following location:

c:\program files\centricity practice solution\jboss\jsw\wrapper.conf

Backup jobs.txt

!!! **You must back up your jobs.txt file** and the Source folder for your Web site before installing the service pack.

Before you install the workstation clients, you will need to edit the jobs.txt file to remove all jobs (lines) that push application-specific files from a previous version of the Centricity product. Do not remove custom lines that push third-party files and custom clinical content and forms, including CCC forms.

Jobs.txt runs the first time users log in after the client is updated on the workstation. If you do not remove client-specific lines from **jobs.txt** older files may be pushed to the new client that render it inoperable.

For more information about editing the jobs.txt file, see the Using jobs.txt chapter in the *System Planning and Requirements for Centricity Practice Solution* guide available on the GE Services Support site, www.gehealthcare.com/serviceportal/centricity_practice_solution.

Back up customized clinical content

Before upgrading or installing Centricity Practice Solution 11.1, verify that any clinical content you have customized (note templates, reports, or encounter forms) have been exported and backed up. Factory forms and reports and other clinical content will be overwritten. You can redeploy custom content to workstations after the update.

Confirm system hardware and software requirements

Review all hardware and software requirements for your system and confirm that your system meets minimum requirements.

See the *System Planning and Requirements for Centricity Practice Solution* guide (Part 1: Software and Hardware Requirements) available on the GE Services Support site, www.gehealthcare.com/serviceportal/centricity_practice_solution.

Configure SQL Server to run the client on the server

If you are running the client on the database server, you must also select (local) named pipes and TCP/IP protocol for remote connection when setting up SQL Server, otherwise you may see a named pipes error when you launch the application.

Read the instructions in this release note document

Even if you have applied previous Centricity Practice Solution service packs, you should read and follow the step-by-step instructions in this document to ensure all critical installation steps are addressed.

Install the service pack

Centricity Practice Solution 11.1 is being released in different versions. Follow the appropriate instructions for installing the application:

- Install the full build, downloaded or on disc
- Install the service pack build

Install the full build

Detailed instructions for upgrading to Centricity Practice Solution 11.1 from supported earlier versions are provided in *Upgrading to Centricity Practice Solution* in your documentation library.

Download the complete documentation library from engage.gehealthcare.com/community/en/cps/documentation. Unzip to a folder on your system. When you open a document from the Centricity Document Library, you can click links to other guides to open them. Links do not work if you copy a document to a location outside the library folder.

Install the service pack build

Back up the Centricity Practice Solution database

!!! As a precaution, **always** back up the Centricity Practice Solution database before you download and apply a service pack.

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1 From the Windows **Start** menu, select **Programs | Microsoft SQL Server 2008 | SQL Server Management Studio**. Click **Connect**.

The Object Explorer window opens.

2 Expand **SQL Server Agent**.

> To expand **SQL Server Agent**, click the plus sign (+) next to it.

3 Under **SQL Server Agent**, click **Jobs**.

A list of jobs displays in the right pane.

4 Right-click on the backup job for your Centricity Practice Solution database.

Example: Backup Database - CPS.

5 Select **Start Job at Step**.

The Start Job window opens.

6 Click **Start**.

You will receive confirmation of success or failure of the backup within this window.

7 Click **Close**.

8 Exit **SQL Server Management Studio**.

Download the service pack

1 Close the Centricity Practice Solution client on all computers.

2 On the server where Server Setup application is located, log in to Microsoft® Windows as the Administrator.

3 Launch **Server Setup**.

4 Select **Download Available Updates** and then click **Next**.

The Web site installation window displays the Centricity Practice Solution Web sites you have installed.

5 Select the Web site you want to update, then click **Next**.

The Download Available Updates window displays links to updates available for the selected web site.

6 Click the service pack release notes link to download the notes document (in Adobe PDF format) and review them.

7 Do one of the following:

- To begin downloading the service pack, click the service pack link.
- To return to the previous window, click **Back**.

The Downloading Update window displays the product version number, download location, total file size, and download progress.

> The time to download a service pack varies depending on available network bandwidth. Slow progress does not mean that the program is not downloading. The installer window will reappear once the download is complete.

8 Do one of the following:
   - When the download is successful, the Downloading Update window displays “Completed” as the status. Go to step 9.
   - If the download was unsuccessful, the Downloading Update window displays “Download Failed. Operation Aborted” as the status. Go to step 12.

9 When the download is successful, click **OK** and then click **Exit**, then **Finish**.

   Server Setup closes and re-opens.

10 Click **Exit** to close Server Setup.

   Server Setup closes and you can restart it when you are ready to apply the update.

11 Proceed to the next section, “Install the service pack on a server” on page 13.

12 If the download was unsuccessful, click **OK,** and then click **Cancel** to close the Downloading Update window. Do one of the following:
   - Click **Back** to return to the previous Server Setup window.
   - Click **Exit** to stop the download process.

If multiple attempts to download fail, contact Centricity Practice Services at 888.436.8491 option 1 or your Value Added Reseller (VAR).

Install the service pack on a server

Before applying the service pack, perform the following steps:

Stop the MIK service

If you are running Millbrook Integration Kit (MIK), complete these steps before you install the service pack on your server(s):

1 Start **Server Setup**.

2 Select **Advanced Options**, then click **Next**.

3 Select **Millbrook Integration Kit Configuration**, then click **Next**.

4 Select the server where MIK is installed.

5 Click **Stop**.

Back up MIK configurations

If you are running Millbrook Integration Kit (MIK), complete these steps before you install on your server(s):

1 Click **Start** the <RELEASE NAME> choose **Run**.

2 Type **`regedit`** and press **Enter**.

> !!! Do not do this step on your own if you are unfamiliar with *regedit*. Get help from a qualified network/IT engineer.

3 Export the following keys to the Desktop as backup:

HKEY_LOCAL_MACHINE\SOFTWARE\wow6432Node\AHC

HKEY_LOCAL_MACHINE\SOFTWARE\ wow6432Node\GE

HKEY_LOCAL_MACHINE\SOFTWARE\ wow6432Node\GE Healthcare

> If you are installing MIK on a 32-bit system, the keys are located in the folder HKEY_LOCAL_MACHINE\SOFTWARE\

4 Close regedit.

Install the service pack on a server

1 On the server Desktop, double-click the **CPS 11 Launch** icon.

2 On the launcher Welcome screen, select **Install/Update Server**, and then click **Server Setup**.

Server Setup opens.

3 In Server Setup, select **Apply Available Updates**, and then click **Next**.

The Web site installation location window displays the Centricity Practice Solution Web sites you have installed.

4 Select the Web site you want to update, and then click **Next**.

The Update an Existing Web Installation window appears.

5 Click **Next**.

The Server Logon window opens.

6 Enter your SQL Server administrative user name and password if necessary and click **Next**.

7 To begin the installation, click **Next**.

The End User License Agreement window displays.

8 Accept the license agreement and click **Next**.

The License Code window displays.

9 Click **Next** on the License Code window, and then follow the instructions on the screen.

A window displays update progress. When the update is complete, the **Return** and **Exit** buttons display along with the message, **"Action completed!"**

10 Click **Return**.

The Choose Setup Option to Perform window displays.

11 Select **Advanced Setup Options**, and then click **Next**.

The Choose Advanced Option to Perform window displays.

Active Directory Services Account: Initially this account should be a Domain Admin. However, after installing and verifying that users can log into the application and that in you can look up a user login name and group name in Administration > User Management, it is possible to reduce the account permissions to a default Domain User. Following this change make sure to repeat the verification above successfully.

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12 Select **Utilities**, and then click **Next**.

The Choose Paths window displays.

13 Click **Next**.

The Server Logon window displays.

14 Enter your SQL Server Administrative logon name and password, and then click **Next**.

15 Click **Set User Defaults**.

16 Click **Exit**, and then click **Yes** in response to the confirmation message.

17 Click **Exit** to close the **Centricity Practice Solution 11.0 Install** window.

18 Restore the JOBS.TXT file and Web site Source folder to the Web site you backed up before you began.

Install MIK

!!! Only perform this procedure if you have the Millbrook Integration Kit (MIK).
DO NOT uninstall MIK.

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1 Navigate to the location of the MIK installer (default is **C:\CPS_11_Staging\CPS_11_MIK**) and double-click **setup.exe**.

The following message appears:

```
This setup will perform an upgrade of CPS_11_MIK. Do you want to continue?
```

2 Click **Yes**.

InstallShield will open and step you through the upgrade. Select all the defaults until you see **InstallShield Wizard Complete**.

3 Click **Finish**.

Install the service pack on workstations

If you licensed the PM module only, skip to "Install the service pack on workstations" on page 16.

If you licensed the Chart module and are using LinkLogic, update client workstations in the following order:

1. "Update Data Transfer Station" on page 16.
2. "Update LinkLogic on the server" on page 17.
3. Update all other client workstations. See "Install the service pack on workstations" on page 18.

!!! DO NOT update any client workstations until you have updated the Data Transfer Station (DTS) and updated LinkLogic.

Before beginning, back up your directories. If you have customized files in the LinkLogic Config\Standard directory, contact Centricity Practice Services at 888.436.8491 option 1 or your Value Added Reseller (VAR), before completing this section.

Update Data Transfer Station

When you apply this service pack on a workstation, the files in the Client directory are overwritten, including the **emr.ini** file that contains your DTS configuration.

!!! Before you update the client on the DTS, you must back up the **emr.ini** file to preserve the current DTS configuration so you can continue processing data transfers for lab results, transcriptions, and other documents without interruption.

Install the service pack on a DTS workstation

1. Stop the Data Transfer Station.
2. Navigate to the **Centricity Practice Solution/Client directory** and copy the **emr.ini** file to your Desktop.
3. Start Centricity Practice Solution on the workstation.
4. The Product Installer page displays.
5. Verify that your URL points to the correctly updated Web page.
6. Click the Update link (in red) for **CPS_11_Client**.
7. The Installer will detect that an older version of the client application exists and ask you to uninstall it.
8. Click **Here** to uninstall.

The removal process uninstalls the application.

> When you uninstall the client application, you do not see a progress indicator for the uninstall. This does not mean that the program is not responding or terminated, however. DO NOT attempt to end this process.

9 When the uninstall process is complete, click **Here** to continue to the Client Setup page.

10 Click **Install** to download the installer.

The installer window opens.

> The time to download a service pack varies depending on available network bandwidth. Slow progress does not mean that the program is not downloading. The installer window will reopen when the download is complete.

11 Select the **Install Data Transfer Station** option, and then click **Next**.

12 Click **Next** on all subsequent screens to accept default settings.

13 When the installation is complete, click **Here** to return to the Product Update page and close the window to exit.

14 When the client update on the DTS workstation is complete, copy the **emr.ini** file from the Desktop back to the client directory, overwriting the newly installed file.

15 Update **LinkLogic** (next section) before restarting the workstation.

Update LinkLogic on the server

If you are using LinkLogic and Data Transfer Station (DTS) to exchange patient demographic and clinical data with external systems such as labs and transcription services, take the following steps on the machine where DTS is running. This will ensure that the service pack update is properly applied to the LinkLogic configuration.

1 Exit Data Transfer Station and confirm that it is not running on the workstation.

2 Navigate to the LinkLogic **standard** folder (usually **C:\Program Files\Centricity Practice Solution 11\Client\llogic\config\standard).**

3 Right-click on the **standard** directory, and then click **Copy**.

4 Navigate to the remote LinkLogic **config** directory on your database/Web server (such as **\\<*server_name*>\llogic\<d*atabase_name*>\llogic\config**).

5 Right-click in the **config** directory, and then click **Paste**.

6 When asked if you want to replace the standard folder, click **Yes to All**.

7 On the DTS, navigate to the LinkLogic **upgrade** folder (usually **C:\Program Files\Centricity Practice Solution 11\Client\llogic\config\upgrade**).

8 Right-click on the **upgrade** directory, and then click **Copy**.

9 Navigate to the remote LinkLogic **config** directory on your database/Web server (such as **\\<*server_name*>\llogic\<d*atabase_name*>\llogic\config**).

10 Right-click on the **config** directory, and then click **Paste**.

11 When asked if you want to replace the **upgrade** folder, click **Yes to All**.

12 Restart Data Transfer Station.

Install the service pack on workstations

When upgrading a client on the database/Web server, you may be required to reboot the machine during the upgrade process.

1 Start Centricity Practice Solution on a workstation.

The Product Installer page displays.

If you are installing the service pack on a Vista or Windows 7 workstation, you must run the Internet Explorer application as an administrator.

a Click **Start > All Programs**. The Programs menu displays.

b Right-click the Internet Explorer shortcut and click **Run as Administrator**.

c Type your user name and password in the User Account Control dialog and click **Submit**. The Internet Explorer application opens.

If you are an administrator, click **Allow** on the User Account Control dialog.

2 Verify that your URL points to the correctly updated Web page.

3 Click the Update link (in red) for **CPS_11_Client**.

The Installer will detect that an older version of the client application exists and ask you to uninstall it.

4 Click **Here** to uninstall.

The removal process uninstalls the application.

When you uninstall the client application, you do not see a progress indicator for the uninstall. This does not mean that the program is not responding or terminated, however. DO NOT attempt to end this process.

5 When the uninstall process is complete, click **Here** to continue to the Client Setup page.

6 Click **Install** to download the installer.

The installer window opens.

> The time to download a service pack varies depending on available network bandwidth. Slow progress does not mean that the program is not downloading. The installer window will reopen when the download is complete.

7 On the installer Welcome screen, click **Next**, and then click **Next** on all subsequent screens to accept default settings.

8 When the installation is complete, click **Here** to return to the Product Update page and close the window to exit.

9 Restart Centricity Practice Solution on the workstation.

> If installing on Citrix, reboot the Citrix server after installation is complete.

Install clinical content / codes

As part of the upgrade, the Knowledgebase update for clinical ICD-10 problem/diagnosis codes is automatically downloaded and applied to your database. After install, upgrade, or migration from Centricity EMR, all ICD-9 and ICD-10 problem codes are accessible via problem search, but are inactive by default. Go to **Administration | Codes > Load Diagnosis Codes** and load all ICD-9 and ICD-10 codes your organization uses. Be sure to select the specialties your organization supports or plans to support with the diagnosis codes.

All new, upgrading, or migrating customers must carry out this important step. Before loading, all codes are visible in the problem search window (when *Show Inactive Problems Codes* is checked), and can be added to a patient chart. While they might appear to be active in the chart, associating an unloaded code with a service order will cause problems.

> When you attempt to associate an inactive code with a service order you'll see the message, “The Diagnosis ‘Description’ is expired.” If you click through and ignore this warning, the application sends an expired code which causes billing issues.
>
> GE recommends that you train clinical staff to avoid selecting an inactive code from the Problem list if they intend to use it in association with a service order. Your organization should establish an internal process for determining which codes are acceptable for use.

Clinical content changes

If you have not already installed Centricity Clinical Content (CCC) v 8.3.8, designed for Centricity Practice Solution 9.5 and higher, release notes and installation instructions are available on the Centricity Practice Web site at engage.gehealthcare.com/community/en/cps/clinical-content.

CCC forms will be updated for ICD-10 before October 2014. Embedded codes have not been updated in this version, however forms using data symbols will pull ICD-10 codes.

Go to www.gehealthcare.com/serviceportal/centricity_practice_solution and navigate to the *Clinical Content* page to download new and updated clinical content packages and new CCC installer.

For detailed instructions for installing/upgrading your clinical content, see the installation/upgrade instructions for this release:

- *Installing Centricity Practice Solution*. This guide contains instructions to install and set up Centricity Practice Solution for the first time.
- *Upgrading to Centricity Practice Solution*. This guide contains instructions for upgrading an existing installation to Centricity Practice Solution 11.1.

IMPORTANT -Back up customized clinical content before upgrading

During upgrade all factory forms, reports, and other clinical content are overwritten.

Before upgrading to Centricity Practice Solution 11.1, verify that any clinical content you have customized (note templates, reports, encounter forms) has been exported and backed up. You can redeploy custom content to workstations after the upgrade.

Consult your Centricity Services consultant or Value-Added Reseller if you have questions about upgrading your clinical content.

Visit Manager encounter forms are discontinued

GE discontinued support for Visit Manager encounter forms with the release of Centricity Practice Solution 9.0. GE provides enhanced functionality for customizations of basic and specialty office visits in Centricity Clinical Content (CCC) suite. Visit Manager is included “as is” and is an optional supplement to the Centricity Practice Solution product.

jobs.txt

Jobs.txt is a utility you can use to copy updated files such as custom clinical content or reports from the application Web site to multiple workstations. Since the application Web site is under JBoss, the default location for the jobs.txt source folder is

[*drive*]:\Program Files\Centricity Practice Solution\jboss\server\default\deploy\[*database*].war

Updated files placed in the source folder are copied to workstations using jobs.txt.

Jobs.txt *copy* operations permit recursive copy of multiple folders and files from the source folder to the same folder hierarchy on destination workstations. This extends a previous more limited ability to copy multiple files using the wild card character (*).

For detailed instructions for using and configuring jobs.txt, see "Using jobs.txt" in *System Planning and Requirements for Centricity Practice Solution*, in your documentation library.

Known issues and troubleshooting

This section contains known issues for this release and application changes related to troubleshooting.

Some states require prescriptive authority expiry date for providers

The application currently does not have a field for prescriptive authority expiration date required by some states for all prescriptions for NPs and midwives. This requirement will be addressed in an early service pack.

Workarounds:

Option 1: Depending on the length of the license number, an expiry value can be included at the end of the provider license number. Use caution because this may cause an eRx failure if expected length or syntax are not met.

Option 2 (non-eRx only): You might also re-purpose the "Data2000" field (User Record, Chart Access Tab) to display the prescriptive authority expiration date. In the field, enter "exp.:xx/xx/xxxx". The colon (:) must be included for the label "exp." to print along with the date. This field has a maximum length of 15 characters. SPR 40421

Troubleshooting

Application logout process changes

Modifications to the application architecture changed logout behavior so that an application logout (gold key) does not change the session state and will not clear an exception error.

If you encounter an exception error during your workflow:

1 Click **X** in the upper right corner of the window to close down the application.

2 Wait at least 3 seconds, and then log back into the application.

If you continue to experience exception errors:

1 Click **X** in the upper right corner of the window to close down the application.

2 Reboot your workstation.

3 Log back into the application.

Access updates and services

To download additional services, Knowledgebase updates, or factory observation terms, go to the Centricity Practice Solution Web site at www.gehealthcare.com/serviceportal/centricity_practice_solution. On the Web site, you'll also find release publications, Support contact information, and links to EDI plug-ins and training. To contact Support by phone, contact Centricity Services at 888.436.8491 option 1, or your Value Added Reseller (VAR) Send email to centricitypmservices@ge.com.

Sign up for email announcements

To receive email announcements of new service packs, product alerts, maintenance reminders, tips and tricks, subscribe to the Centricity Practice Services mailing list. All GE customers can receive this free Listserve.

To sign up, send email to centricitypmservices@ge.com. Include your name, your company name, address, and phone number in the body of the message.

Documentation survey

Help us improve our customer documentation. All responses are confidential. A brief documentation survey is available at:

http://supportcentral.ge.com/esurvey/takesurvey.asp?p=17778&d=269237

Revision history

Date	Description
July 2013 DOC1413696 Rev 1	Initial release
October 2013 DOC1413696 Rev 2	Revisions for GA release