



Release Notes for CaraSolva® Revision 2.17.3.0

Release Date: September 28, 2017

We are very excited to announce some excellent new features included in our latest software release! We wanted to give you a heads-up prior to the release on what's to come! Please see below for a list of new features and bug fixes you can expect next Thursday, September 28th!

To install this upgrade, the system will be unavailable during the following times:

Eastern: Thursday, September 28th from **12:00 AM – 2:00 AM** EDT

Central: Wednesday, September 27th from **11:00 PM – 1:00 AM** CDT

Mountain: Wednesday, September 27th from **10:00 PM – 12:00 AM** MDT

Pacific: Wednesday, September 27th from **9:00 PM – 11:00 PM** PDT

As always, feel free to get back to us with any concerns, comments or questions.

Register for Upcoming Webinar on October 5th

[Sign Up for 11 AM Session \(Eastern Time\)](#)

[Sign Up for 3 PM Session \(Eastern Time\)](#)

Thank you.

Technical Support

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New Enhancements

New! Notifications and Alerts on Landing Page

Several collapsible notification fields have been added to the landing page to give you a quick glance at crucial client information upon logging into the system. These notifications will assist you in reducing costly med errors by allowing you to catch a potential error before it happens! See below for the latest fields that were added:

Unscheduled Medications:

The pharmacy interface typically transmits the schedules for daily, weekly and monthly recurring medications. Occasionally, medications with an unusual schedule type or antibiotic will be transmitted and require specific schedule settings in MedSupport. When this occurs, the medication is transmitted without the admin times. The new **Unscheduled Medications** notification bar will call this to your attention on the landing page so that nurses and/or program administrators can promptly custom-schedule these medications.

Unscheduled Meds (1)			
	Location	Client Name	Unscheduled Med Count
Edit	Zen	Client2 Test	1

Simply click the “Edit” link to the left (above image) and it will take you straight to the med event scheduler in the back office to quickly and easily add the administration times.

Medication Event Management

[View Prompt Page](#) [Pharmacy Waiting](#)

Show Search Details
 Hide Client Medication

Select	Name	Prescription	Start Date	End Date	Status	Updated By	Date	Scheduled
<input checked="" type="checkbox"/>	ACETAMINOPHEN (MAPAP) 325MG TA (for TYLENOL CAPLETS)	1 TAB BY MOUTH EVERY MORNING	4/20/2017	4/20/2067	Active	Carasolva Admin	9/12/2017 12:34:00 PM	<input type="checkbox"/>

Medication Details

Medication Name & Strength: ACETAMINOPHEN (MAPAP) 325MG TA (for TYLENOL CAPLETS)

Dosage: *
 UOM: *
 Route: *
 RX: *

Clients Waiting:

The **Clients Waiting** notification bar lets users know that there are new client demographic records from the pharmacy waiting to be accepted in. Instead of remembering to check this page in the back office, you will be able to tell if something is waiting for processing as soon as you log in! From the landing page, you'll be able to see how many clients are waiting and which locations have clients who need to be added into MedSupport.

▼ Clients Waiting (3)	
Location	Count
Alpha	2
Beta	1
Zen	1

Pharmacy Waiting:

Much like Clients Waiting, the **Pharmacy Waiting** notification bar lets users know that there are pharmacy orders waiting to be accepted in for certain clients. You'll be able to see which client has new medications/PRN/OTCs and you can quickly accept them into their schedule and begin prompts as soon as needed. These new tools provide time savings and ensure accuracy when setting up medications for your clients.

▼ Pharmacy Waiting (1)		
Location	Client Name	Count
Zen	Client2 Test	3

Bowel Tracking (CareSupport Feature):

The Bowel Tracking notification bar will ensure your clients get the proper care by notifying you on the landing page if a bowel movement hasn't been documented in 72 hours (or whatever interval works for you). You can take quick action to address the situation and avert painful and costly medical issues.

Please [contact us](#) if you would like to learn more about Bowel tracking and the CareSupport module!

▼ Bowel Tracking (2)		
Location	Client Name	Date Of Last BM
CareSupport Location	Tommy Proton	8/6/2017 7:48:02 AM
CareSupport Location	Marco Polo	9/6/2017 3:08:52 PM

New! PRN 'Early Give' Pop-up for Staff

The PRN 'Early Give' warning will pop up and alert staff if a PRN has been given recently and it is too early to administer another dose. This is especially important if a shift change occurs so staff

just coming onto shift can be warned that the PRN/OTC was given not too long ago. It will prevent unintentional med errors.

To set up in the back office, go to Client Management > All Clients > Select Client > Client PRN/OTC > Select PRN > Edit. Next, add the time (# of hours) that need to pass before a subsequent dose can be administered into the "Early Give Warning (hours)" field. Click Save. The **'Early Give' Warning** can also be set at the Master PRN level so that it is automatically updated for each client PRN.

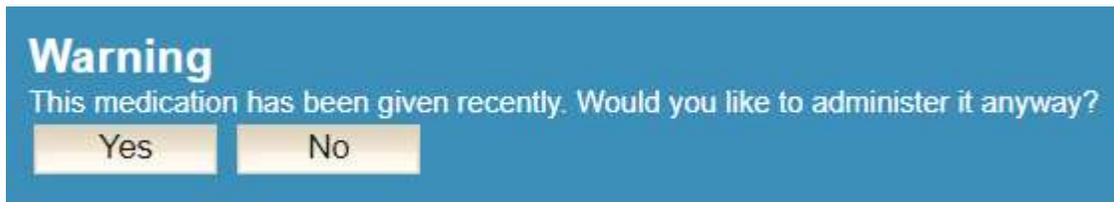
StartDate 01/01/2009 EndDate 01/01/2059

Follow-up Event PRN/OTC Followup

Follow-up Time NA Days 01 Hours NA Min

'Early Give' Warning (hours) 5

If a staff member tries to administer a PRN/OTC a second time before 5 hours (above setting), the following pop-up will appear for staff:



New! End of Shift Count Report

A new End of Shift Count report can be set up in the back office under the Management Reports tab. This report is available for those who currently have the End of Shift Count page activated. If you would like to learn more about how to electronically track your controlled substances and have a beginning and end of shift counting process in MedSupport, please contact [Technical Support](#) for assistance with your set-up!

New! PRN/OTC Global Order Set Functionality

In some organizations, all clients need to be set up with the same set of PRN/OTCs. To save time with data entry, you can now set up a PRN/OTC as a "Global Order Set". In other words, you can set up a PRN/OTC in the master and check off the "Global Order Set" check box and it will automatically be added to every client's PRN/OTC medication list.

Set up is easy!

Go to the Back Office > Master > PRN/OTC then select each PRN/OTC in the order set and place a checkbox in the "Global Order Set" box and Save.

Once saved, this PRN will automatically be added to every client's PRN/OTC tab in the back office as well as in the front office drop-down.

Follow-up Event

Follow-up Time Days Hours Min

'Early Give' Warning (hours)

Global Order Set

Is Stabilization (Detox)

Stabilization (Detox) Order Sets

You now have the ability to also set up a stabilization (detox) location and set up PRN/OTCs as an order set.

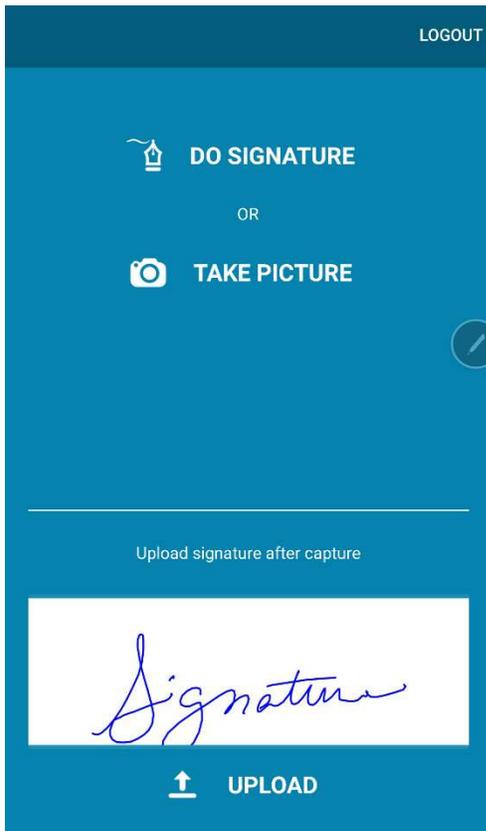
How it works:

A client moves into the stabilization (detox) location and is set up with a standard set of PRNs while in that location. Once the client is moved out of the location and into a residence, the client's stabilization (detox) PRNs are removed automatically. You can set it up the same way as the standard order sets but by checking the "Is Stabilization (Detox)" check box.

Also, three new columns were added to the PRN/OTC tab (image at right).

Global Order Set	Stabilization	'Early Give' Warning
<input type="checkbox"/>	<input type="checkbox"/>	0
<input type="checkbox"/>	<input type="checkbox"/>	0
<input type="checkbox"/>	<input type="checkbox"/>	0
<input type="checkbox"/>	<input type="checkbox"/>	0
<input type="checkbox"/>	<input type="checkbox"/>	0
<input type="checkbox"/>	<input type="checkbox"/>	0
<input type="checkbox"/>	<input type="checkbox"/>	0
<input type="checkbox"/>	<input type="checkbox"/>	0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	0
<input checked="" type="checkbox"/>	<input type="checkbox"/>	5

New! CaraSolva Signature Mobile App



Introducing an exciting new way to add staff signatures to MedSupport! The new **CaraSolva Sign** Mobile app allows you to conveniently add your signature to your user account from a mobile device! This is a great time-saver for trainers or program administrators who regularly on-board new staff.

This new feature is free to use at any time!

Below are the basic steps for adding a signature:

1. Download app from the Apple or Google Play store
2. Open the CaraSolva Sign app from your tablet or phone
3. Log into your MedSupport account
4. Tap on “Do Signature”
5. Sign in the white box and click save!

Once saved, your signature is automatically updated into the user’s profile!

Quickly Identify Self-Administered Clients

To help quickly identify which clients are self-administered, A new “Self-Administered” column has been added to the all clients list. You can also filter self-administered clients in the search by checking the “Self-Administered” check box.

Hide Search Details

Client No Location

Client Name Status

Initials On-Leave Self Administered

Select	ClientNumber	Name	Location	Status	Leave/Discharge Date	Initials	Pharmacy Code	Self Administered
Select	1234	Mary Brown	MedSupport Location	Active		MB		<input type="checkbox"/>
Select	1760002008	mickey mouse	East Wing	Active		mm		<input checked="" type="checkbox"/>
Select	1760001978	Molly Craig	East Wing	On Leave	5/22/2017 13:40	MC		<input type="checkbox"/>
Select	1760001979	Reese John	Zen Location	On Leave	12/16/2016 10:14	RJ		<input type="checkbox"/>

Vital Out of Range Warning

A new warning pop-up has been added. When staff enters a vital reading and the value entered falls outside of the client’s threshold, a warning message will pop up on the screen so that staff can quickly take further action when needed.

Warning

Blood Pressure is above the given threshold. Entered: 200/100. Threshold: 140/100

Ok

Staff Note Report Now Available in Front Office

A current staff note report is now available for users in the front office. Much like the MedSheet, Vital Sheet, Task Sheet, etc; users will be able to see staff notes for a client for the current month. Staff notes will still appear on the prompt page and landing page for 3-days. The staff note report allows for visibility of notes beyond the 3-days.

Positive ID – New Report Now Available!

Positive ID is a second factor verification process when documenting the administration of medication. Some state regulations require a method of documenting a second verification of the user's identification.

How it works:

1. Medication prompts are completed in MedSupport on the prompt page.
2. Next, the same user validates his/her identification by visiting the prompt verification page and then scanning a badge or checking off all medications.
3. A new report is now available to Program Admins to view each user's documentation!

Please contact our [Technical Support](#) team if interested in learning more about this new feature.

Password Policy Change and New Buttons

The password scheme has changed to meet more strict HIPAA security requirements. The new password requires 8 characters with at least 1 upper case alpha character (A-Z), one lower case alpha character (a-z) and 1 numeric character (0-9). Special characters (!*#, etc.) are not allowed. Be sure to remember which character(s) you put in as upper case and which are lower case.

Two new buttons have also been added to the **Change Password** page for better usability. You will now see a "Clear All" and "Show Passwords" button in case you accidentally type in the wrong keys and need to start over or see what you have typed so far.

Old Password	<input type="text"/>
New Password	<input type="text"/>
Confirm Password	<input type="text"/>
	<input type="button" value="Save"/> <input type="button" value="Clear All"/> <input type="button" value="Show Passwords"/>

Increased Character Limit for Staff and Nurse Notes

The character limit for the nurse notes page and staff notes box has been expanded to allow up to 4,000 characters rather than limited to only 1,000 characters.

Bug Fixes

Manager Override – Historical info now available

It was brought to our attention that older completed prompts on the manager override page would not pull anything beyond 60-days old. We understand that it is important for managers to occasionally go back and document and/or notate a situation upon an audit or review. We changed the system to allow edits to historical prompts through the manager override page.

End of Shift Count Page – PRNs Not Showing Up

We received reports that PRN/OTC medications were not pulling up on the End of Shift Count page. After further investigation, we found that PRN's were not being pulled onto the page and this issue has been resolved. The page will now pull any active medication, PRN and OTC that has counts enabled.

Calendar Event Navigation (Chrome)

The calendar event page in the front office had an issue for users only in the Google Chrome browser. The calendar event page displayed correctly but if any navigation such as clicking the "Week View" button was clicked, it would display a "Contact Administrator" error. This issue has been resolved.

Location Moves and Pharmacy Interface Orders

It was reported to us that when an individual was moved to a new home the Pharmacy was not always sending a new Demographic record to link the client to the new location in the Pharmacy Management System, subsequently new orders for the client, in the Pharmacy Interface were left hanging. We have changed the Pharmacy Interface so that the client can be moved in MedSupport and the linkage to the Pharmacy Management System will be retained without the need for a new Demographic record from the Pharmacy.

