

# Release Notes

**Product:** DatixCloudIQ

**Version:** DCIQ.2024.R4.1

**Overview:** This document describes all hotfixes made to DatixCloudIQ.

**Release Date:** 10 December 2024

**Last updated:** 06 December 2024

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# New Features And Changes

## Additional "Time" formatted Incidents fields

Incident forms now include 19 additional fields: five fields named "Time", seven fields named "Time From", and seven fields named "Time To". The fields record time values in hh:mm format, and have the same validation and constraints as other time fields. The minimum value is 00:00 and the maximum value is 23:59. The fields are hidden by default. Users can search for and report on the fields. The new time fields are not available in statistical reports, but they are available in listing reports.

Note: DCIQ currently makes no calculations between the "Time From" and "Time To" fields. We recommend you do not repurpose the "Time From" and "Time To" fields, as DCIQ may make calculations between them in the future.

**Reference Number:** 168788

**Release:** DCIQ.2024.R4

## Configure the medication search functionality in the form designer

Prior to this release, users could not customize the "Medications (Search)" section in the "Incidents" and "Feedback" search forms. The form always displayed the entire section with all fields, regardless of whether they were in use, and there was no option to modify field labels or add explanatory text. As of this release, the "Medications (Search)" section of the form is no longer available, and the medication search functionality is aligned with the standard search functionality. Users can configure medications search in the form design settings for the "Medication Administered", "Medication Intended", and "Medication Other" sections. These changes apply only if you enable the environment variable CAPTURE\_PHP\_MEDS\_FORMS. To enable this functionality, please contact Support.

This enhancement is related to item 174116.

**Reference Number:** 168792

**Release:** DCIQ.2024.R4

## Generate location-based patient safety reports using HERO codes

Users can import HERO codes and map them to locations in DCIQ. This allows you to gather information about local patient safety issues and generate reports by location using the HERO code for that location. Users must use an XML import to map multiple values for each location, and to add, remove and update values.

Note: This enhancement applies to specific customers in the NSWH region only.

**Reference Number:** 168794

**Release:** DCIQ.2024.R4

## Enhancements to the "Medications" search section

When you search for an incident or feedback, in the "Medications" section, we changed the fields from free text fields to dropdown fields. This removes the need to know the full, exact name of a medication in order to search for it, and removes the risk of mistyping or misspelling the search term. As of this release, you can use the dropdown field to find the medication you want to search for. The dropdown fields also allow you to use standard search symbols (e.g. @prompt, !=, etc.), in the same way as all other dropdown search fields. These changes apply only if you enable the environment variable `CAPTURE_PHP_MEDS_FORMS`. To enable this functionality, please contact Support.

Note: Fields that contain a large number of code values may significantly impact performance. We recommend using the global setting `CODED_FIELD_CODE_DISPLAY_LIMIT` to limit the number of displayed dropdown values for coded fields and improve system efficiency. Please be aware that the global setting affects all coded fields in the system.

This enhancement is related to item 168792.

**Reference Number:** 174116

**Release:** DCIQ.2024.R4

## Time subsection in the "Incident Record" section

As of this release, "Time" fields are available for data extraction under the "Incident Template" in the corresponding "Time" subsection.

Note: Ensure the section is not hidden in the form designer to view the "Time" fields. DCIQ currently makes no calculations between the "Time From" and "Time To" fields.

**Reference Number:** 179272

**Release:** DCIQ.2024.R4

## Store HERO codes in the location table

HERO codes allow you to gather information about local patient safety issues and generate reports by location. In the ETL pipeline, we added a new field called "cod\_hero" to the "location\_capture" table to store HERO codes for records.

Note: This enhancement applies to specific customers only.

**Reference Number:** 179273

**Release:** DCIQ.2024.R4

## Load numbers of records more efficiently in Capture > Incidents

When you navigate to Capture > Incidents, DCIQ staggers the loading of the numbers of records. It loads the statuses from top to bottom, then loads the pinned queries from top to bottom. This allows users to see the numbers of records as they load, instead of waiting for the entire page to load, and significantly improves performance for environments with complex security permissions and queries or large data sets that cause slow loading. Users do not have to wait for all of the record counts to load before they click through to view records. This enhancement is controlled by the environment variable STAGGERED\_STATUS\_LOADING. To enable this functionality, please contact Support. This enhancement is for a specific environment.

**Reference Number:** 188430

**Release:** DCIQ.2024.R4

## **Help text gives information on the requirements for status and warning fields**

LFPSE "Status" and "Warnings" fields require the users to enter specific values in order to return results. We added help text to these fields to give users information on the requirements. The field also allow you to use wildcards, including = and ==. The help text appears on both level 1 and level 2 forms and is removable.

**Reference Number:** 190256

**Release:** DCIQ.2024.R4

## **Free text fields have a character limit of 12,000**

As of this release, all LFPSE PSIRF string fields that support free text have a character limit of 12,000. DCIQ does not allow you to type more characters into the field. This does not affect existing data in fields.

**Reference Number:** 206489

**Release:** DCIQ.2024.R4

# Fixes

## Error when users navigated to "My Reports"

Prior to this release, when users navigated to Incidents > My Reports, DCIQ displayed an error. We resolved this issue.

**Reference Number:** 83471

**Zendesk:** 521977

**Release:** DCIQ.2024.R4

## DCIQ did not fully display lengthy locations and services names in PDFs

We resolved an issue that caused DCIQ to not display the full text of the values in the "Location", "Other Location", "Services", and "Other Services" fields when printing the incident to PDF.

**Reference Number:** 86744

**ALM:** PRB0023852

**Release:** DCIQ.2024.R4

## DCIQ replaced equipment search terms with the wrong value

Prior to this release, when a user searched for a piece of equipment on a capture form and selected the item they wanted from the search results, DCIQ replaced the user's search term with the brand name of the selected equipment, instead of the name of the equipment as displayed in the search results. Now, when the user selects the item from the search results, DCIQ replaces the search term with the name of the equipment instead of the brand name. In a future release, we intend to add a designating field to display the equipment name.

**Reference Number:** 86974

**Zendesk:** 415813

**Release:** DCIQ.2024.R4

## **The dashboards in Capture did not display all values**

Prior to this release, in the Dashboard module in "Capture", when users viewed a chart there appeared to be missing pieces of data. This is expected behavior as it is not always possible to display all the data from the "Dashboard" view. There were also inconsistencies with the division of the sections viewed on the "Dashboard" which did not reflect the sections in the report. We resolved this issue and now DCIQ displays the appropriate sections on the dashboards. In addition, we added help text on these dashboard reports to remind users to click into the report to see full details.

**Reference Number:** 86991

**Zendesk:** 422740

**Release:** DCIQ.2024.R4

## **Crosstab reports with multiple financial years displayed all data in the same annual year column**

Prior to this release, in Capture > Incidents, if you created a search for a date range that spanned multiple financial years within the same annual year, then you designed a crosstab report that included "Fin Year", when you ran the report, DCIQ displayed all of the data in a single column for the annual year, instead of in different columns for each financial year. We resolved this issue.

**Reference Number:** 86999

**Zendesk:** 410720

**Release:** DCIQ.2024.R4

## DCIQ only displayed up to ten results to add equipment to an incident

We resolved an issue that prevented DCIQ from showing more than ten results when you searched for equipment to add to an incident. As of this release, when you open the incident and select "Was any equipment involved in the incident?", if there are more than ten results from the search, DCIQ displays the "Next page" option.

**Reference Number:** 87000

**Zendesk:** 410717

**Release:** DCIQ.2024.R4

## DCIQ displayed coded fields incorrectly if they contained 0

Prior to this release, if you set the text description of a coded field to "0", DCIQ displayed the code instead of the text description in the field dropdown. We resolved this issue so that DCIQ displays the correct text description in field dropdowns.

**Reference Number:** 93506

**Zendesk:** 827949

**Release:** DCIQ.2024.R4

## DCIQ displayed an error when an admin user used "<" or ">" when searching on an extra listed date field

Prior to this release, in Capture modules, when an admin user was searching on an extra listed date field using the "less than" (<) or "greater than" (>) symbols, then ran a search, DCIQ displayed an error. This only happened with UDFs. We resolved this issue.

**Reference Number:** 95858

**Zendesk:** 453060

**Release:** DCIQ.2024.R4

## **DCIQ did not display values in two listing design fields when a user ran a search in the Incidents module**

Prior to this release, in Capture Admin, when a user created a listing design with the columns "To what extent was the patient physically harmed (including pain) in this incident?" and "To what extent was the patient psychologically harmed in this incident?" was available to be included, DCIQ did not display the values. We removed these from the listing design option because the "Maximum level of physical harm incurred by persons affected in event" and "Maximum level of psychological harm incurred by persons affected in event" are the correct fields to use to display the data.

**Reference Number:** 103220

**Zendesk:** 511505

**Release:** DCIQ.2024.R4

## **Users could not delete contacts linked to deleted mortality records or multiple records**

Prior to this release, when a user deleted a mortality record, DCIQ prevented them from deleting the contact record linked to the deleted mortality record. We resolved this issue. DCIQ allows users to delete a contact linked to a capture record which is deleted as long as it is not linked to any other record.

**Reference Number:** 120333

**Zendesk:** 534461

**Release:** DCIQ.2024.R4

## **DCIQ did not save medications attached to incidents**

Prior to this release, if you saved a new incident with attached medications, DCIQ displayed an error and did not save the medication details. We resolved this issue.

**Reference Number:** 128798

**Zendesk:** 885645

**Release:** DCIQ.2024.R4

## **Issues with triggers for the "Risk Grading" and "Risk Register" fields**

Prior to this release, DCIQ allowed a user to configure the risk form so that they could trigger the "Risk Grading" and "Risk Register" fields by selecting a specific value in the "Condition" field. This meant that it was possible for the user not to trigger those mandatory fields, and if a user tried to submit the form without completing the fields, DCIQ displayed an error. To resolve this issue, we removed the ability to create a trigger for the "Risk Grading" and "Risk Register" fields.

**Reference Number:** 148489

**Zendesk:** 573921

**Release:** DCIQ.2024.R4

## **The filter function in LFPSE trigger setup section was not working**

Prior to this release, in Capture Admin > LFPSE Trigger Mapping, when a user selected any mapping option and searched for a code using any filter option, DCIQ did not display any results. We resolved this issue.

**Reference Number:** 153895

**Zendesk:** 582978

**Release:** DCIQ.2024.R4

## **DCIQ displayed an error when a listing page on a form included the "What kind of event do you want to record" field**

Prior to this release, when a user included LFPSE / PSIMS fields within a listing and added it to a form, when the user attempted to open a linked contact on that record, DCIQ displayed an automated error message. We updated the error message for contact and linked record cases so that it notifies users that DCIQ does not support the use of LFPSE / PSIMS fields in listing reports.

**Reference Number:** 162074

**Zendesk:** 606066

**Release:** DCIQ.2024.R4

## **DCIQ did not display all options in a dropdown list**

Prior to this release, when admins opened an Incident form and wanted to add a new action, DCIQ displayed only one option in the "Values that will cause this section to be shown" drop-down. This was caused by the default value for the parent option being incorrectly treated as a filter for the dropdown options. We resolved this issue, and the dropdown now displays all appropriate values.

**Reference Number:** 163540

**ALM:** PRB0035015

**Release:** DCIQ.2024.R4

## **Users could not select codes in a UDF that contained a full stop**

Prior to this release, in a multi-coded UDF, when the user populated the field on the CON1 with a code that contained a full stop, then performed a contact merge, DCIQ did not allow the user to select the contact. We resolved this issue.

**Reference Number:** 167489

**Zendesk:** 614711

**Release:** DCIQ.2024.R4

## **DCIQ displayed a pop up when a user reported a new incident and answered the "Were patients involved in this event?" field with "Yes"**

Prior to this release, when a user reported a new incident and answered the "Were patients involved in this event?" field with "Yes", DCIQ displayed a warning pop-up message whenever the incident was saved or updated. DCIQ still processed and saved or updated the incident, but the message was confusing to users. We resolved this issue.

**Reference Number:** 169597

**Zendesk:** 821665

**Release:** DCIQ.2024.R4

## **Error when selecting "show DIF1 values"**

We resolved an issue that displayed an error when you selected "Show DIF1 values" on incident records.

**Reference Number:** 169916

**Zendesk:** 822306

**Release:** DCIQ.2024.R4

## **Users could not sort the columns in LFPSE trigger mapping**

We resolved an issue that prevented the user from sorting columns in the LFPSE trigger mapping section by clicking the sort arrows. As of this release, clicking the sort arrows sorts the columns as expected.

**Reference Number:** 173370

**Zendesk:** 826364

**Release:** DCIQ.2024.R4

## **DCIQ does not trigger and reinput LFPSE questions from DIF1 to DIF2 form**

Prior to this release, when users answered "Were patients involved in this event?" on an INC1 form which triggered "Is there an imminent risk of severe harm or death?" and "When do you think this risk will cause harm?", DCIQ hid the populated fields on the INC2 and they had to re-trigger them on an INC2 form by reselecting "No" for "Were patients involved in this event?". We resolved this issue.

**Reference Number:** 174311

**Zendesk:** 828155

**Release:** DCIQ.2024.R4

## **DCIQ still displays "Person Affected" details after you clear them**

Prior to this release, when a notifier created a draft incident and added a "Person Affected" in "Saved to Complete Later" stage, edited the draft incident and clicked "clear section" on person affected then submitted a new person affected, DCIQ displayed the removed "Person Affected" on the submitted incident record. We resolved this issue.

**Reference Number:** 180206

**ALM:** PRB0036572

**Release:** DCIQ.2024.R4

## **DCIQ did not save new controls to a recommendation**

We resolved an issue that caused DCIQ not to save newly added controls using the "Recommendation" modal.

**Reference Number:** 181548

**Zendesk:** 840162

**Release:** DCIQ.2024.R4

## **Users could not remove a user with long name or title from a dashboard**

Prior to this release, when a user edited or added users to a dashboard using the dashboard options if a user had a long name or a job title, DCIQ would hide the "x" option to remove the user. We resolved this issue.

**Reference Number:** 182176

**Zendesk:** 841302

**Release:** DCIQ.2024.R4

## **Errors when saving a contact record with various populated fields**

We resolved an issue that caused DCIQ to display errors when a user saved a contact record with values in the "Assessed as loan worker?" field or the "Employee Status" field.

**Reference Number:** 183583

**Zendesk:** 844127

**Release:** DCIQ.2024.R4

## **DCIQ displayed system code in the Incidents module**

We resolved an issue that caused DCIQ to display system code for the "Type" field, in the "Progress Notes" section in the Incidents module.

**Reference Number:** 184036

**Zendesk:** 845192

**Release:** DCIQ.2024.R4

## Technical error message in the Carlton Module

We resolved an issue that caused the Carlton Module to display a technical error message, even when the module was still functional.

**Reference Number:** 191661

**Zendesk:** 871545

**Release:** DCIQ.2024.R4

## "Last risk updated date" displays the wrong time and format

We resolved an issue in Evaluate > ERM > My Risk that caused "Last risk updated date" to display the wrong time in the wrong format.

**Reference Number:** 192228

**Zendesk:** 872451

**Release:** DCIQ.2024.R4

## DCIQ displays apostrophes in location names as HTML symbol codes

We resolved an issue that caused DCIQ to display the HTML symbol code for apostrophes in locations names.

**Reference Number:** 194714

**ALM:** PRB0036371

**Release:** DCIQ.2024.R4

## **DCIQ displayed the wrong label on the "Forename" field in Safety Alerts**

We resolved an issue in the Safety Alerts module where DCIQ displayed the label of the "Forename" field in the "Handler" search form as "Handler".

**Reference Number:** 196761

**Zendesk:** 881514

**Release:** DCIQ.2024.R4

## **Timeout error when viewing data in a dashboard report**

We resolved a performance issue that caused a 504 timeout error when a user navigated to the "Dashboard" reporting, selecting a report, and clicked a number to view the raw data.

**Reference Number:** 198967

**Zendesk:** 884614

**Release:** DCIQ.2024.R4

## **DCIQ did not send emails to some users but displayed them as sent in the logs**

We resolved an issue where DCIQ did not send emails to some recipients, even though it displayed them as sent in the logs. This happened due to a limit set by AWS. We resolved this issue by updating the email grouping setting to "Individual". In addition, we updated the help text in the email grouping configuration in Capture Admin to advise users to use the "Individual" setting.

**Reference Number:** 200257

**Zendesk:** 887242

**Release:** DCIQ.2024.R4

## Missing data in the "Medications" section

Prior to this release, in "Medications" on a DIF2 record, when a user populated the fields in "Administered" medication and saved it without populating the fields in "Intended / Suspected" medication or without enabling the "Intended / Suspected" section, DCIQ did not save the data. We resolved this issue.

**Reference Number:** 214391

**Release:** DCIQ.2024.R4

## DCIQ did not correctly update the "Reviewed?" field

Prior to this release, DCIQ did not correctly display updates to the "Reviewed?" field in the "Reporting" database. We resolved this issue.

Note: This fix only applies to new changes made to the "Reviewed?" field going forward. Users will need to update and save previous changes again for DCIQ to reflect them in the "Reporting" database.

**Reference Number:** 177541

**Zendesk:** 833799

**Release:** DCIQ.2024.R4.1

**NOTE:** We no longer include Known Issues in the release notes. Please find the Known Issues on the [Customer Portal](#).

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