Release Information

Release Date: 2022-12-13

Release Build: r.1.16.7.prd Patch Release

App Fixes & Features

Main Features Added

- "Are you sure" popup on end session.
- Changed Call Center pre visit chat behavior to allow access throughout the entire call.

Bug Fixes

- GALE app crashes when navigating "Back to Call" in the print utility.
- GALE app crashes when chats are sent while sharing the screen.
- Intake questions shown in the Call Center chat feature.

Known Issues

- Call center join zoom prompts user for a passcode.
- Incorrect session ID for pre visit chat after a crash.
- If Gale Crashes in while in a call, calls will remain in the call center for 40 minutes.

Detailed Bug Fix Report

GALE app crashes when navigating "Back to Call" in the print utility:

Root cause: Caused by passing too much data in application intent. Experienced when returning to a zoom call from the measurements page, print utility or 3rd party application when the health history contains a PDF of > 1MB.

Customer experience impact:
- Zoom call ends unexpectedly.
- Patient data is lost.
- Calls remain in the call center for 40 minutes.

GALE app crashes when chats are sent while sharing the screen.

Root cause: Attempting to open the chat panel while the zoom activity is in the background.

Customer experience impact:
- Zoom call ends unexpectedly.
- Patient data is lost.
- Calls remain in the call center for 40 minutes.
- Previsit chat on call center will close and become unavailable.

Intake questions shown in the Call Center chat feature: