

Patch Release Information

Release Date: September 2025

Release Build: 1.20.2

GALE App Fixes & Features (Overview)

Main Features

- Support and improvements for Jumper weight scales
- External Form: Launch an external form on GALE when the Form Tile is selected

Major Bug Fixes

- Zoom screen share - GALE can see the screen when a remote presenter is sharing
- Upload Encounter if the user takes measurements and selects "save" from the menu
- Send Exam Camera events if the user selects "close camera"
- Send External App events if the app is selected from the Menu in Zoom
- Send Manual entry sensor events
- Attach External app measurements with PDF summary
- Crashes

Web App Fixes & Features (Overview)

Deployment Management System (DMS)

- Form Tile
 - Add a note indicating to "Save" the Form Clinic to access additional settings
 - Allow a user to configure an external form that is launched on GALE when the Form Tile is selected

Remote Patient Portal (XMR)

- Do not require an XMR user to be subscribed to a Clinic. Use "Call Center" credentials
- Allow the user to use "Enter" or "Return" using the keyboard when searching for a patient
- Separate Documents and Forms into 2 tabs
- Patient Profile
 - The most recent encounter and observation is at the top
- Clinical notes
 - Allow users without a clinic assigned to add a note
 - Allow users to copy and paste into notes
 - Allow line breaks in a clinical note
 - Remove "last updated" - can't update a note
- Tables
 - Wrap text in table columns so it doesn't overlap
 - Remove dropshadow
 - Columns are sortable
- Users can "save" a profile on GALE to upload an encounter
- Encounters
 - Remove the entire history of Documents and Images and only show encounter-specific documents
 - Stack form responses (instead of side by side with horizontal scroll)
 - Remove the clickable response of table rows
- Documents/Forms
 - Fix the zoomed-in preview on the documents/forms page

Things to note

- If defined, an external form will not be displayed if GALE is not updated to 1.20.3. What will happen is:
 - If a GALE form **is not** defined in the dropdown: the external form will not open (*less confusing, ideal for usability*)
 - If a GALE form **is** defined in the dropdown: display a form that is defined from the dropdown on the Form Tile page.
- *For additional notes, see 1.20 release notes*

Known Issues

Usability

- **Issue:** Jumper scale: measurement is not sent to Provider Zoom chat during a call
 - **Resolve:** View the measurement on the Zoom overlay or Insights
- **Issue:** Measurements are not displayed in the Zoom sensor panel if Insights is accessed while the sensor is running.
 - **Resolve:** Restarting the panel will resolve the issue.
- **Issue:** Sending too many PDFs from Profile ends up with templates being blocked on Twilio due to marketing, even though the template is still classified as Utility.
- **Issue:** On an Encounter, the Visit Summary PDF is not attached.
 - **Resolve:** Find the summary on the Visit Summary tab
- **Issue:** "Health records not synced" pop-up may remain on the screen while completing an encounter offline
 - **Resolve:** Press "ok" and then "log out" again to log out or turn the tablet off
- **Issue:** Intake may be shown when navigating back to GALE when in a Zoom call
 - **Resolve:** Tap "Back to call" in the floating call button or "Clinics" on the bottom navigation
- **Issue:** The Privacy filter in Patient Profile shares the entire measurement history to Insights. Cannot restrict measurement access
 - **Resolve:** This only affects patient profiles, not guest encounters

Crashes

- **Issue:** Using the Otoscope or Exam Camera immediately after the GALE device wakes from a black screen will cause the measurement to crash if it is performed in the first session or encounter initialized after wake-up.
 - **Resolve:** Wake up the device using the side button on the GALE tablet > begin a guest session > end the guest session > begin another session

- **Note:** This appears to be affecting a select few devices only. If you have not seen this issue, your device may not be affected.
- **Crash:** Popup fragment crashes
 - **Resolve:** Outside a user session - do not affect the user experience
- **Crash:** “Capture Screen” with the floating call button
 - **Resolve:** Option is removed until the fix is implemented
- **Crash:** Opening a PDF from patient profile after upgrading.
 - **Resolve:** On the “Search for patient” popup, press the red (x) and search for the patient again. Re-load the patient and the issue should not occur again.

Resolved Issues (as reported in Jira)

All Features:

GALE-7529 APP: Add External Form

GALE-7528 DMS: Add External Form

All Bugs:

GALE-7567 CRASH: IllegalArgumentException: width and height must be > 0 at android.graphics.Bitmap.createBitmap

GALE-7566 APP: jumper scale issues

GALE-7561 APP: External app measurements are not sent with Health History

GALE-7560 Events: missing events for manual measurements

GALE-7556	CRASH: IllegalArgumentException: callback cannot be null at android.bluetooth.le.BluetoothLeAdvertiser.stopAdvertisingSet
GALE-7551	CRASH: Attempt to invoke virtual method 'com.nineteenlabs.americanwell.ClinicSelectionFragment\$ClinicSelectionFragment
GALE-7549	APP: 6 "external_form" events after "wakeup" event, even though none was selected
GALE-7545	CRASH: java.util.Collections\$SingletonList.get
GALE-7538	CRASH: Error inflating class com.nineteenlabs.zoom.share.AnnotateToolbar at android.app.ActivityThread.performLaunchActivity
GALE-7536	CRASH: NullPointerException: Attempt to invoke virtual method 'com.nineteenlabs.gale.patientprofile.PreferredFilter com.nineteenlabs.gale.patientprofile.PatientProfile.getPreferredFilter
GALE-7533	Encounter: Not uploaded if you press "save" from the user menu
GALE-7532	APP/DMS: Exam Camera events are missing if you select "close camera"
GALE-7526	XMR: Unable to save clinical notes
GALE-7524	XMR: documents and image appearing in every encounter
GALE-7521	CRASH: java.lang.ArrayIndexOutOfBoundsException: length=0; index=1 at com.nineteenlabs.gale.sensors.bloodpressure.TechnaxxBloodPressure.calculateCheckBit
GALE-7510	APP: new Jumper weight scales don't work with GALE - upgraded BT protocol
GALE-7472	CRASH: android.view.WindowManager\$BadTokenException: Unable to add window -- token android.view.ViewRootImpl
GALE-7444	CRASH: NullPointerException: Attempt to invoke virtual method 'java.lang.String com.nineteenlabs.gale.patientprofile.PatientProfile.getFullName

- GALE-7431 CRASH - Timeout: getCurrentUser(...) must not be null at
com.nineteenlabs.gale.MainDataDelegate\$completeUIProcessing\$1.invokeSuspend
- GALE-7346 DMS: double load profile events
- GALE-7210 GALE: Cannot see screen share from provider end
- GALE-7094 APP XMR: sometimes local changes are not synchronized with explicit save button