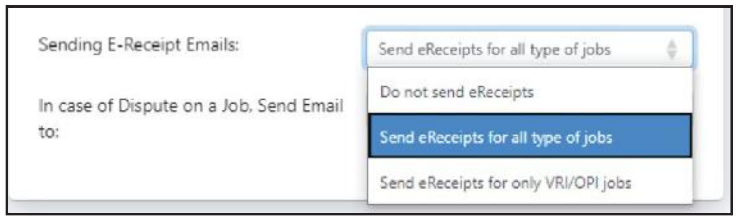
Atrium Updates 10.20

There are several new changes that we have for Atrium that will be deployed this weekend with version 10.20

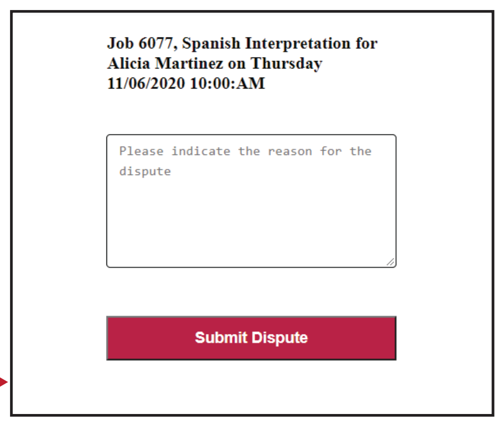
Many of our customers have requested a way to verify the **times of service**, especially in the current situation where your interpreters may be providing video or phone services while using your customer's platform. Beginning with this version, you are able to **automate the verification** via email.

First, ensure that the client is set up to **receive these E-Receipts**.
This is done in the **client's profile** under the Defaults tab.
All customers will be defaulted to not send E-Receipts.
You may also elect to send E-Receipts for **all types of jobs** or for **only VRI and OPI jobs**.
There is also the option to send an email alert to a specific email address if a dispute is recorded by the client.



Once an activity has been saved to a job, the email is sent to the email address in the **Service Requested By** section of the request.
This is the **Approve/Dispute Job Timesheet email template** that is in the Misc tab of **Maintain Email Templates**.
Within this email template, you may include a link for the client to view the eTimesheet report with the completed service times.
This is the '**eTimesheet report Link**' placeholder.

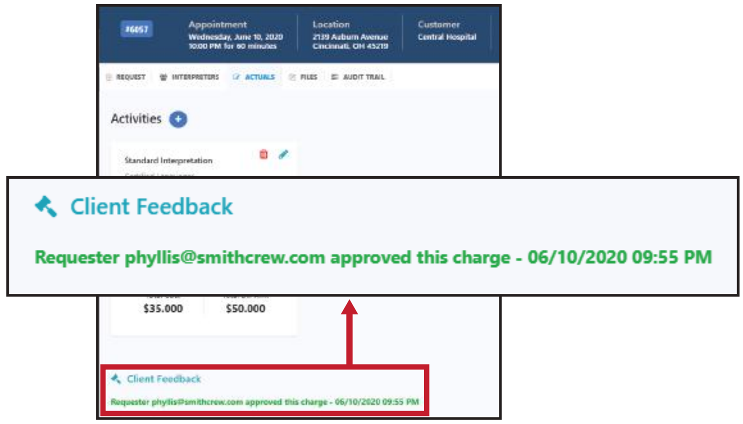
You also have the option to ask your client to respond only if there is a dispute or to respond to approve or dispute the service times.
If you are asking your client to respond only if there is a dispute, you will use the placeholder '**Dispute Job**' in the email.
When the placeholder is used in the email, it shows a link with the message '**Click here to dispute**'.
If your client clicks the link, they will see this screen



If you are asking your client to approve or dispute the service times, you will use the placeholder '**Approve/Dispute Job**' in the email.
If your client clicks the link, they will see this screen

Clicking on **Approve** gives them a message that the approval was recorded successfully.

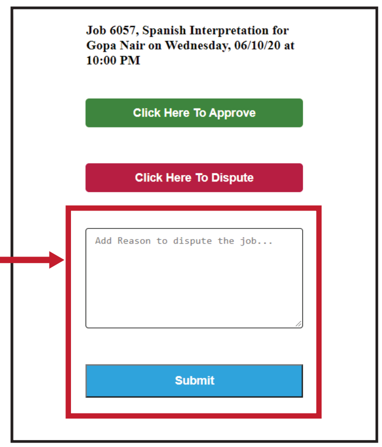
Looking at the **Actuals tab** of the request, you will see



If a dispute is recorded, the client is asked to provide **the reason** that the job is being disputed.

The client **enters the reason** and clicks '**Submit**'.

They receive a message that the dispute has been recorded.

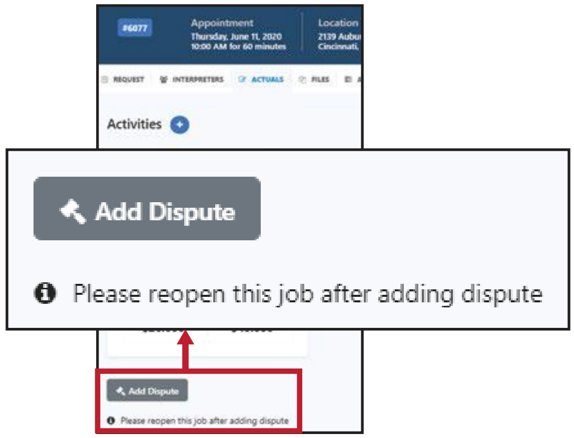


On the **Actuals tab** of the request, this is what you see

If an email address was entered to notify a member of your staff that a dispute has been recorded, your staff will receive an email.

Clicking on the **Resolve button** allows your staff to enter their **notes** about resolving the dispute.

Additionally, you can now record disputes that clients may call in to you.
Simply click the **Add Dispute button** in the Actuals tab of a request.



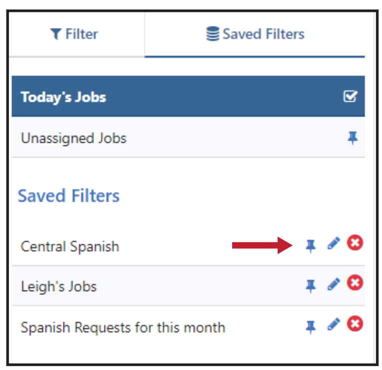
You are taken to a new window where the reason for the dispute is entered.

After entering the reason for the dispute and submitting it, you must **close out of the job and go back into it** in order to see and resolve the dispute.

A new report is being added that will show information about the disputed jobs as well as when the dispute is resolved.

Our other new feature is the **ability to pin a saved filter** as your default dashboard screen. Currently, Today's Jobs is the default filter that shows when you log in to Atrium or click the Dashboard screen.

To change this, simply **click the pin icon** next to the filter name.
This will be your new **default filter**.
This feature will allow you to customize your dashboard.



Other changes include:

- We have enhanced your ability to have **more details** about your **cancelled requests**.
- We have added '**Cancellation Reason**' and '**Unfilled Reason**' as types of Voided Reason tags. This will allow for better reporting for these requests.
- We have also added a **Cancellation status** on the Dashboard. A job is considered to be in a Cancellation status if it is voided with a tag that is coded as a 'Cancellation Reason' or if the activity on the request is a cancellation-type activity.
- The **consumer name** and **patient number** are shown in the invoicing grid just as they are in Atrium 8.
- The **default sort order** for the email audit trail is based on the date that the email was sent.