

**February 13, 2024**

With every new release, we include a variety of new features and enhancements that make your experience in Care Flow more efficient, intuitive, and enjoyable as you manage patient care.

## New Features and Enhancements

### Initial Twistle simplification improvements

#### *New default*

For the first few months of 2024, we will focus ample resources on a project called Twistle Simplification. The idea? Pay down years-old technical debt so Twistle breaks less and becomes easier to use. Besides simplifying the user experience by removing unused features, we'll be making back-end changes so our code is more readable and safer to change, reducing bugs.

This release marks the first of several that will include simplification work. In this release:

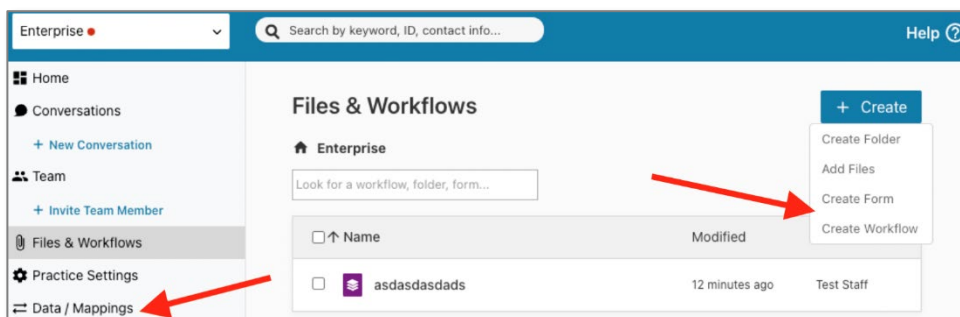
- We added a new tool to measure how complex code is – engineers will use it to determine whether something is programmed in a needlessly complex way (and thus makes us susceptible to bugs).
- We upgraded to a linter (tool that checks code for formatting mistakes) that runs much faster than our previous one.
- We removed the (iOS app-only) video calling feature that was not in use.

### New permissions for enterprise-wide workflow builders

#### *New default*

More and more Twistle clients are using enterprise-linked workflows (ELWs). An ELW automatically updates when a change is made to a linked workflow in its “parent” enterprise. If something goes wrong with an ELW, Certified Users need to see the enterprise-level integration log viewer to troubleshoot it — something they previously didn't have access to.

This change strengthens the powers of enterprise-wide workflow builders. They will be given access to the enterprise-level integration log viewer; additionally, they will be allowed to create workflows and forms in an enterprise by default:



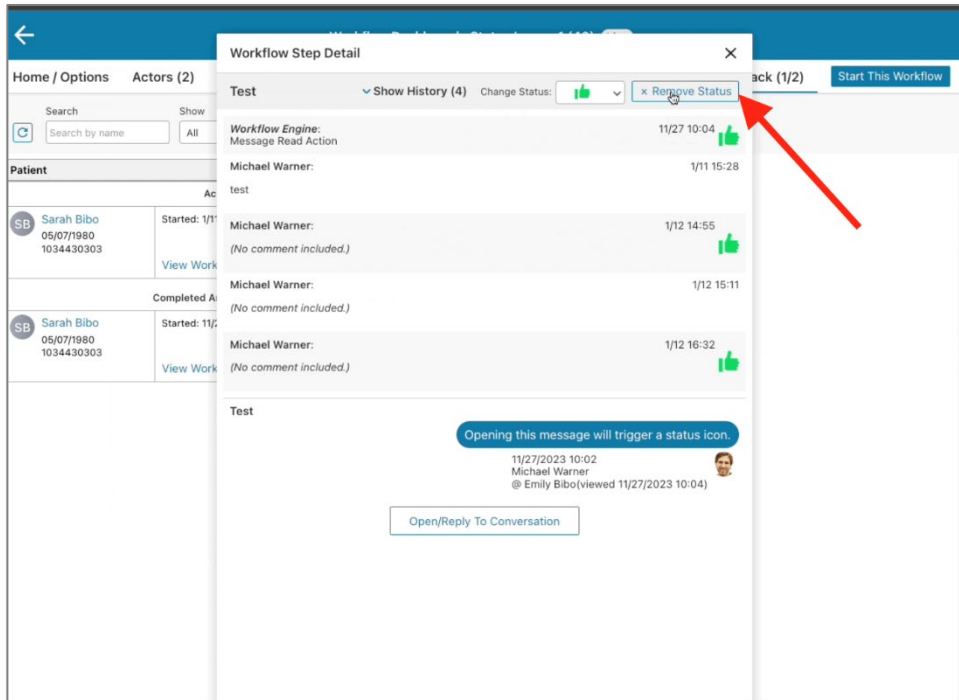
Note: The “Data / Mappings” tab is how you access the integration log viewer.

## Remove status icons on the dashboard

### New default

Previously, if you manually assigned a status icon to a step on the dashboard, there was no way to remove it. This was confusing because you could try changing the status icon to blank, but the icon didn't budge.

Now, we've added a "Remove Status" button that appears once you've assigned a step a status icon. Clicking this button will clear the step's status.



## Notes

Please reach out to Twistle's Field Success team at [fieldsuccess@twistle.com](mailto:fieldsuccess@twistle.com) if you have any questions about these improvements.

To learn more about Twistle, visit our Health Catalyst Community page where you can ask questions and view previous releases notes. If you're a Twistle Certified User, visit the Twistle Certified User Resource Center page to view the user guide, training videos, and workflows.

**March 26, 2024**

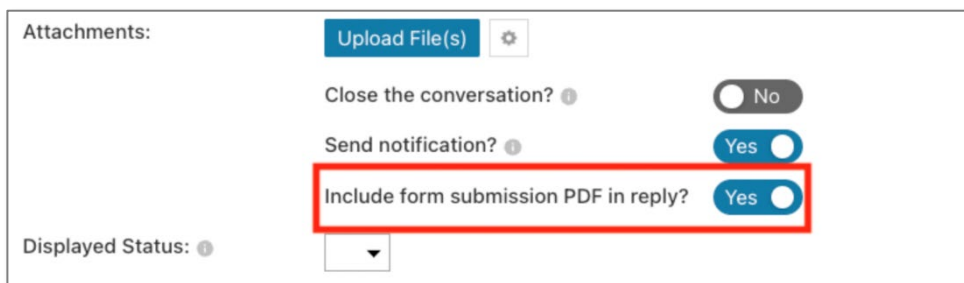
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## New Features and Enhancements

### Automatically give patients PDF copies of form submissions

*New workflow builder setting*

In some cases, you may want to provide patients copies of their form submissions. This way, they can save it on their phone and refer to it later. Starting this release, whenever you're building logic that says, "do this when a form is submitted," you'll have the option to automatically send a patient their copy of the form:



The screenshot shows the 'Attachments' section of a workflow builder. It includes an 'Upload File(s)' button with a gear icon. Below it are three toggle switches: 'Close the conversation?' (set to No), 'Send notification?' (set to Yes), and 'Include form submission PDF in reply?' (set to Yes). The 'Include form submission PDF in reply?' option is highlighted with a red rectangular box. At the bottom, there is a 'Displayed Status:' label and a dropdown menu.

Once the patient submits the form, an automatic reply will appear below their form submission:



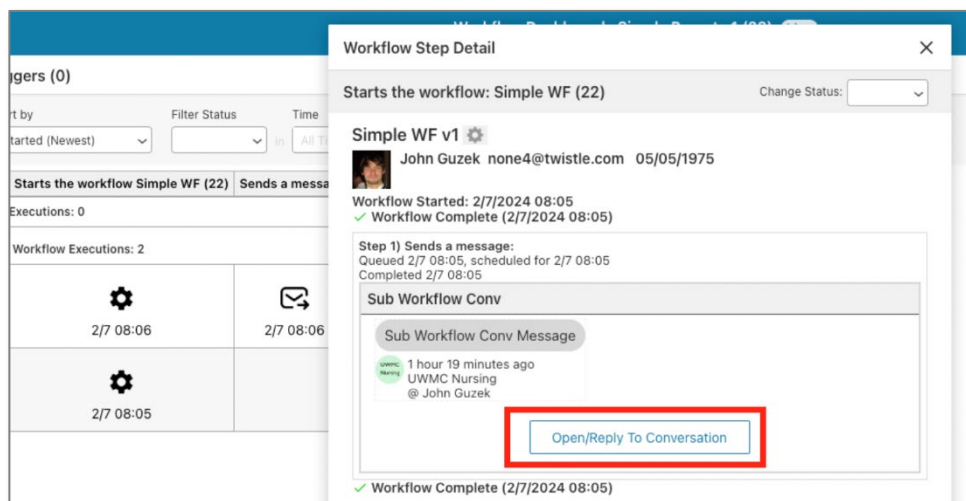
The screenshot shows a chat interface. At the top, there are buttons for 'SEND PATIENT FORM' and 'FILL OUT FORM'. A message from Michael Warner, sent 'a few minutes ago', contains a form submission. Below the form, a message from Emily Bibo, also sent 'a few minutes ago', says 'EMILY BIBO:SEND PATIENT FORM completed'. A system message follows: 'Thanks for filling the form out, your copy is below.' Below this message is a PDF attachment titled 'form\_submissi...pdf'. At the bottom, a message from Michael Warner, sent 'just now', is visible.

## Allow staff to add to a subworkflow conversation from the parent workflow's dashboard

### *New default*

If a staff member has an open conversation with a patient, or if they belong to a care team in such a conversation, that staff member can access the conversation via the dashboard — if they click any of that patient's workflow steps, an "Open/Reply to Conversation" button will appear.

However, we previously hid this button if the workflow step in question was a sub-workflow step. This release changes that:



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**May 7, 2024**

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## New Features and Enhancements

### Auto-convert patient-uploaded photos to .jpeg

*New default*

Starting with this release, we will automatically convert any image not in the .jpeg format to .jpeg. Many Twistle customers monitor patient responses in systems that prefer .jpeg; additionally, that format is universally compatible and compresses better than alternatives like .png.

### Improve autocomplete performance for large lists

*New default*

Many Twistle forms (particularly intake forms, which are used to personalize workflows) use autocomplete fields with large lists of options. Before this release, it was often cumbersome to fill these out since you needed to wait for the autocomplete engine to update with each couple of letters you typed. Now, we've updated our back-end logic to optimize performance in these scenarios — any autocomplete field should function smoothly.

## Bug Fixes

*New default*

- The Bulk Jobs page was not permitting horizontal scrolling
- PDF exports were cutting off very long conditional logic text
- You'd expect a form to be save-able after changing anything, but the save button wasn't activating after turning values on/off
- Subworkflow status icons were not appearing on their parent workflows' dashboards
- Long conversation banners were obscuring message bodies in the workflow builder's Preview section

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**July 9, 2024**

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## New Features and Enhancements

### Support for new accounts with existing phone/email from different customers

*New default*

*Customers can now create a new patient account for an account that may already exist at another customer with an existing phone number or email address.*

*This will help to reduce the error rate customers encounter when provisioning new patients in their Twistle environment.*

### Faster web app loading and performance

*New default*

*Our engineering team has been working to improve performance and has decreased the amount of JavaScript code we send when a user logs into Twistle web app by 20%, resulting in faster load times.*

## Bug Fixes

*New default*

- Fixed some cases of “move phone number” functionality not working correctly
- Fixed an issue where certain content in subject lines and extended message body created errors

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