



## HIPS Mobile Release Note

11 February 2022 v2.0  
Approved for external information  
Document ID: DH-3606:2022

Related end product identifier: EP-3605:2022

### Release rationale

HIPS Mobile allows clinicians in the hospital setting to have mobile device access to patient My Health Record information while engaging with patients in ward and bed-side settings, or remotely off-site.

Clinicians in public and private hospitals already widely rely on mobile devices (smart phones and tablets) for accessing their patients' clinical information, so HIPS Mobile will add My Health Record patient data access to their repertoire.

HIPS Mobile v2.0 is the next major release, featuring the following major improvements and defect fixes.

The new key features of the application are:

- Introduction of an emergency contact details view for displaying these details from a patient's My Health Record.
- Introduction of 'gain emergency access' functionality to enable access to a patient's My Health Record when the selected patient needs emergency care and is not capable of giving or communicating consent.
- Rebranded the application from HPA to HIPS Mobile.
- General improvements to user experience and usability of the application.
- Improved hardening of security posture.

Note that HIPS Mobile was previously named HIPS Provider App; same great product; more appropriate name!

### Package inclusions

#### Updated

Identifier	Name and version
DH-3606:2022	<i>HIPS Mobile – Release Note v2.0 (this document)</i>
DH-3609:2022	<i>HIPS Mobile – Binary Software Package v2.0</i>
DH-3607:2022	<i>HIPS Mobile – Product Data Sheet v2.0</i>

---

<b>Identifier</b>	<b>Name and version</b>
DH-3608:2022	<i>HIPS Mobile – Functional Change Log v2.0</i>

---

## **Audience**

- Healthcare provider organisations
- System integrators
- Software vendors

## Change details

The following items are addressed by this release.

ADO ID	Summary	Change description
Enhancement 17610	Update User Claims from Active Directory on Token Refresh	Each time the user's access token is refreshed, the HIPS Mobile Authentication API will now refresh the user's information from the Active Directory, including the user's full name and which security groups they are a member of. This enables HIPS Mobile to update the user's name and accessible facilities after a new access token is obtained.
Enhancement 17940	Encourage users to add shortcut to the device home screen	A new screen has been added to the login flow to prompt users to create a shortcut on their device home screen. HIPS Mobile is optimised to run as a progressive web application (PWA) and it is strongly encouraged that users run it from the shortcut on their device rather than from the browser.
Enhancement 18782	Add clear buttons to clear search criteria	Clear buttons have been added to each field on the search form to make it easier for users to remove values from each field and an additional button has been added to the bottom of the search form to clear all fields on the form.
Enhancement 19116	Provide an easy way to switch between showing My Patients at the current facility and My Patients across all facilities	HIPS Mobile has been modified to extend the filtering options in the My Patients list to include facility, allowing users to switch quickly between the all facilities view of their My Patients list and their currently selected facility view of their My Patients list.
Enhancement 19232	Support document subtype metadata	HIPS Mobile will display document subtype data and filters when connected to a version of HIPS that supports displaying document subtypes in the list of documents in a My Health Record, which is available in HIPS 7.3 or above.
Enhancement 19234	Add component for displaying Emergency Contact Details from the patient's My Health Record	The HIPS Mobile My Health Record Overview page has a new button for displaying a patient's 'Emergency Contact Details' from their My Health Record. This button will show emergency contact details for the patient which can include the Type, Name, Relationship, Phone Number and Email Address. Note: this functionality is only available for HIPS version 8.3.0 or above.
Enhancement 19235	Implement Gain Emergency Access functionality	Users are now able to gain Emergency Access to a patient's My Health Record when access to the My Health Record is necessary to lessen or prevent: <ul style="list-style-type: none"> <li>a serious threat to an individual's life, health or safety and it is unreasonable or impracticable to obtain the patient's consent; or</li> <li>a serious threat to public health or safety.</li> </ul>
Enhancement 19261	Enhance the appearance of the keyboard shortcut screen	The performance and appearance of the Keyboard Shortcuts modal has been generally improved.

ADO ID	Summary	Change description
Enhancement 19455	Make the appearance of My Health Record Overview cards consistent	My Health Record cards, which are used to represent My Health Record information throughout HIPS Mobile, now share a consistent style which makes it easier to identify relevant information across different pages. The changes include consistently applying the same order and positioning of key information and displaying the same number of columns on cards.
Enhancement 19466	Change login flow to require a user to log in before setting a pin	The login process has changed in HIPS Mobile 2.0, users must now login successfully prior to creating their PIN. This is in line with most user's expectations and should improve user experience with the login process.
Enhancement 19467	Follow Agency brand guidelines for 3rd party logos by adding chevron	The My Health Record logo has been modified to include a chevron and the text "My Health Record" so that it follows the Agency guidelines for third party logos.
Enhancement 19471	Add size limit support for memory caching to Cache Manager	Support for the SizeLimit property of Microsoft's MemoryCache has been added to enable setting a limit on the amount of memory used by caches in the application. Microsoft's MemoryCache is the default cache configured for application data.
Enhancement 19707	Reduce patient card padding at the bottom (where applicable) to save screen real estate on tablet	The padding on HIPS Mobile patient cards has been adjusted to reduce the amount of empty space, allowing more cards to be displayed on the screen.
Enhancement 20098	Improve the appearance of date pickers used throughout the pages.	A new date picker component has been introduced, with a common and improved appearance across all browsers and systems and using the d-mmm-yyyy display date format. This new component should ensure users all share the same experience with date pickers, regardless of their device.
Enhancement 20457	Further enhancements to the look of supported devices page	The Supported Devices information shown in HIPS Mobile UI has been renamed Supported Devices and Browsers. The supported devices are now available to view in two places: <ol style="list-style-type: none"> <li>1. They are shown in the login sequence, however rather than showing the full list a basic description with the option to tap a link to open the full Supported Devices and Browsers dialog is shown.</li> <li>2. The Supported Devices and Browsers information is also available for viewing from the Help menu at any time once logged in.</li> </ol>
Enhancement 20728	Display better message on login screen if users account has been locked	The error message shown to users when their account was locked was "Invalid username or password." which was not helpful. This message has been improved and will now show a more meaningful message to users: "There have been too many failed attempts to login with this account in a short period of time. Please try again later, or contact your administrator to unlock your account."

ADO ID	Summary	Change description
Enhancement 20894	Add a checklist page in Collaborate at the beginning of the Perform the installation for users to confirm they have completed the prerequisites	Installation documentation in Collaborate has been improved and now includes a checklist to help installers verify if they have completed the prerequisites prior to installing HIPS Mobile.
Enhancement 20989	Add a retry button on My Health Record Overview and simplified message when national infrastructure is unavailable	The My Health Record Overview page in HIPS Mobile now displays a simplified error message in most cases where an error is caused by the HI Service or My Health Record system being unavailable. A retry button is also shown to allow the user to retry the action when an error message is displayed.
Enhancement 21013	Update HIPS Mobile UI third party reference packages	To ensure we maintain supportability of the application we have updated dependent packages to the latest stable versions, which includes using Angular 12.
Enhancement 21112	Disable automatic spelling correction in text entry fields for searching	The automatic spelling correction was not disabled in the search fields, causing names to be autocorrected to different words after being entered. This was inconvenient and autocorrect is not required in the search forms, therefore automatic spelling correction has been disabled in the search fields.
Enhancement 21113	Enhancements to pop-up messages used in the application	<p>The pop-up message minimum display time has been reduced to 4 seconds by default and is now configurable. The length of time a message is displayed is proportional to the length of the message, which results in longer messages being displayed for longer than the minimum display time. The longer message display time is calculated by using reading speed in words per minute. The reading speed value is configurable; by default, it is set to 180 words per minute.</p> <p>In addition to this change, if a user taps on the pop-up message, it will now remain on screen until the user closes the message (by clicking the x button) or the device is locked. This ensures users can keep a message on screen until it has been read.</p>
Enhancement 21211	Rename HPA as "HIPS Mobile" as the new product and branding name	HIPS Provider App aka HPA will now only be referred to as HIPS Mobile. References to the former names have been updated in most code and documentation to reflect this.
Enhancement 21685	Improve logic for setting secure ciphers during deployment	<p>HIPS Mobile deployments by default will now configure the application server to use preferred TLS ciphers, and disable all ciphers where their strength is less than 128 bits to mitigate against Sweet32 attacks, a SSL/TLS vulnerability that allows attackers to compromise HTTPS connections using 64-bit block ciphers. If there are no 128 bit or higher ciphers enabled on the application server, the deployment will not disable the weaker ciphers.</p> <p>Sites who wish to prevent this from running during deployment can do so by including the -Insecure argument when executing the deployment.</p>

ADO ID	Summary	Change description
Enhancement 21699	Make the "Change Access Level" page more accessible from the My Health Record Overview page	HIPS Mobile has been modified to include a Change Access Level button on the My Health Record Overview page. This will make the Change Access Level page more easily accessible as it was previously hidden in the drop-down menu.
Enhancement 22119	Enhance the appearance of menu items on the Patient Lists page	Style changes have been made in the patient buttons of Hospital Overview page to become more consistent with the app and to generally improve the appearance.
Defect 18767	Episode type option should not be highlighted when the page is first opened	Episode type options occasionally and incorrectly remained highlighted after being tapped. This issue has now been resolved.
Defect 19748	Search Panel comes up if device is rotated landscape	On some devices while viewing a patient from a list of search results, switching the device from portrait to landscape would cause the search form to open to the left of the patient information when it should not appear. This issue has been addressed by ensuring the search form gets closed once a patient has been selected from the search results.
Defect 19786	Unexpected behaviour with patient name banner in combination with user icon or search bar	When viewing the My Health Record Overview page of a patient and after opening the user menu or search bar, if a user scrolled down the page while the menu or search were open, the 'patient name' banner would replace the menu and search icons at the top of the screen, however the menus would remain open. This has now been fixed and menus are now hidden when their icons are no longer visible.
Defect 20100	Log out has some issues if the user presses a button while log out is being processed	The log out process would experience some minor issues when a user pressed a button while the log out is processing. For example, if a user tapped "Log in with my PIN" too quickly, it will navigate to the enter pin page, then back to the logged-out page once the original logout process is complete. This issue has been resolved.
Defect 20155	Extra blank page on rendered PDF for some documents	Some PDF documents would show an extra blank page when rendered. This issue has now been resolved; PDF documents will now show the correct number of pages.
Defect 20201	Difficult to access first item in the recently viewed patient list or perform search when using a phone in landscape	When HIPS Mobile is used with smaller phones in landscape mode it was difficult to perform searches and use the recently viewed patient list. The experience has been improved in landscape mode, users can now scroll and select a patient from the recently viewed patient list or search results on smaller phones.
Defect 20423	Issue occurs when going back to "My Patients" from My Health Record through breadcrumb when text filter is applied	Text filters were incorrectly being reset when going back to My Patients. The issue has been resolved, and general filter behaviour has been improved such that filters are now retained until the device is locked or the user switches facility.

ADO ID	Summary	Change description
Defect 20433	Dependency vulnerability in log4net 2.0.8 (Low)	The log4net library was included in the DB Upgrade as a reference, however it was not used. The reference of the log4net library has now been removed. In addition to cleaning up the reference, the DB Upgrade project has been migrated to the .NET Core 3.1 from .NET framework 4.7.2.
Defect 20440	Dependency vulnerability in marked 1.1.0 (Low)	The ngx-markdown package has been updated to a version that ensures the markdown package is set to version 2.0 or later to resolve the vulnerability in the package.
Defect 20659	Ability to fingerprint web server (Informational risk)	Unnecessary version and product information have been stripped from the HTTP headers to reduce information leakage. Important: this change is not compatible with Windows Server 2012 R2 or earlier Windows Server operating systems. Refer to the Known Issues section below for a workaround.
Defect 20726	Some modals components remained on screen after the UI auto locks due to a period of inactivity	Some modal components behaved incorrectly after the app automatically locked after several minutes of inactivity. This issue has now been resolved; modals are now forced to closed state during the auto-lock process.
Defect 20777	Pathology Report View and Diagnostic Imaging Report View the Up and Down arrows used to scroll between documents do not work correctly on organisation boundaries when group by Organisation is enabled	On the Pathology Report View and Diagnostic Imaging Report View the Up and Down arrows used to scroll between documents were not behaving correctly on organisation boundaries when group by Organisation is enabled. The issue is now resolved, the Up and Down arrows will now be correctly disabled on the organisation boundaries, that is when viewing the first and last document within an Organisation grouping.
Defect 20778	Label of dropdown to select document class should be "Type" not "Class"	The Document List Document Class dropdown label has been changed to "Type" where previously it was incorrectly labelled "Class".
Defect 20954	Sorting patient lists by family name should not be case sensitive	When sorting patient lists by patient family name, the sort did not work as expected, this was because the sorting was case sensitive. Sorting by family name is no longer case sensitive and patient family name now sorts as expected.
Defect 21119	Some font and icon colours changed when using iOS version 15 or above	HIPS Mobile UI has been modified to ensure the correct colour is used for fonts and icons throughout the application.

## Known issues

The following open issues exist in this release:

ADO ID	Summary	Issue description
18003	Screen is not blurring correctly on any iPhone with Safari when switching apps	<p>A feature was added for Android devices which blurs the content of the app when switching between apps on a device. This feature does not currently work on iPhones.</p> <p>The workaround for this is to encourage users to log out when finished using the app or when sharing a device with other people to ensure patient details are secured.</p>
18462	Inconsistent episodes can be returned in Search Result and My Patient sections when 2 episodes of the same type occur within the same hour of the day	<p>There is a defect in HIPS, when a patient is given two or more episodes of the same type with start dates within an hour, such as when a patient needs to see two different doctors or needs to be treated by two different units in a hospital, HIPS will not consistently return the same episode in patient search results. This results in the episode related details sometimes being different for the same patient on different screens or after performing different searches in HIPS Mobile and HIPS UI. This does not affect the My Health Record viewing functionality but can be confusing if a clinician is trying to verify episode details of their patient.</p> <p>The likelihood of this issue is rare.</p> <p>Sites should upgrade to HIPS 8.3 or higher, where this issue was resolved by HIPS Defect 19259 Inconsistent information between Search Result and My Patient sections in HIPS Mobile and HIPS UI.</p>
19296	Pathology Report View, Diagnostic Imaging Report View and Health Record Overview could return invalid date/time formats and prevent viewing of documents	<p>A defect in HIPS versions prior to HIPS 7.3 can prevent some patient's Pathology Report View, Diagnostic Imaging Report View or Health Record Overview documents with invalid date/time formats from being viewed in HIPS Mobile. This can result in the error "String was not recognized as a valid DateTime."</p> <p>Sites should upgrade to HIPS 7.3 or higher to avoid this error.</p>
19320	Accessibility issues with rendering documents	<p>Some colour contrast related accessibility issues have been reported within My Health Record documents which are caused by styles defined in the Agency's CDA stylesheet v1.6.</p> <p>These issues will be resolved once HIPS Mobile implements the next version of the Agency CDA Stylesheet.</p>
19839	Unable to tap on the links in PDF documents	<p>Documents in HIPS Mobile are rendered in a PDF viewer, however some of the links within these documents are shown as plain text and are not clickable.</p> <p>Instead, users should view any attachments by clicking on the attachment icon and selecting one from the list. In a future release there are plans to support inline links: Enhancement 19162 - Support inline links in PDFs.</p>



## Assurance

HIPS Mobile v2.0 has undergone the following conformance assessments including execution of all conformance test cases applicable to the functionality of HIPS Mobile:

- Conformance Test Specification for Clinical Document Rendering
  - CDA Rendering
  - CDA Rendering Detail Fields
  - Pathology Report
  - Diagnostic Imaging Report
- Conformance Test Specification for My Health Record Views
  - Medicare Overview
  - Pathology Report View
  - Diagnostic Imaging Report View
- Conformance Test Specification for Clinical Information Systems connecting to the My Health Record system
  - Check if an advertised My Health Record exists
  - Gain access without code
  - Gain access with code
  - Download a clinical document
  - Download a view

Implementers are required to perform their own testing of My Health Record conformance test cases that relate to functionality outside of HIPS and declare conformity of their clinical systems in conjunction with HIPS to the My Health Record System Operator.

Documentation of conformance assessments performed for HIPS Mobile v2.0 is available from the Agency Help Centre at [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au) or by phoning 1300 901 001.

## Licence

The HIPS Mobile Binary Software is licensed under the *HIPS Binary Software Licence Terms and Conditions* (included in the HIPS Mobile Binary Software Package).

## Support

The HIPS Mobile product is provided in binary code form.

The Agency provides support to sites that use the Agency-provided binary version of HIPS, and this support extends to HIPS Mobile, and all features of HIPS.

Sites using HIPS binaries who have built them from source code are generally not supported by the Agency. Third-party technical support is available from commercial partner organisations. Implementers are

encouraged to take out support contracts with suitable support providers to ensure the successful implementation and operation of HIPS.

Implementers who do this must undertake comprehensive conformance testing with the Healthcare Identifiers (HI) Service and the My Health Record system.

Please contact the Agency for details of available support services.

For further support or to provide feedback, please email [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

## Future releases

HIPS Mobile will be released on an ad hoc basis, based on providing new functionality or other changes as required. Typically, this has a cadence of one annual major release and 2-3 minor releases per year, with patch releases as required.

**Publication date:** 11 February 2022

**Australian Digital Health Agency** ABN 84 425 496 912, Level 25, 175 Liverpool Street, Sydney, NSW 2000 [digitalhealth.gov.au](https://digitalhealth.gov.au)  
Telephone 1300 901 001 or email [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

**Disclaimer**

The Australian Digital Health Agency (“the Agency”) makes the information and other material (“Information”) in this document available in good faith but without any representation or warranty as to its accuracy or completeness. The Agency cannot accept any responsibility for the consequences of any use of the Information. As the Information is of a general nature only, it is up to any person using or relying on the Information to ensure that it is accurate, complete and suitable for the circumstances of its use.

**Document control**

This document is maintained in electronic form and is uncontrolled in printed form. It is the responsibility of the user to verify that this copy is the latest revision.

**Copyright © 2022 Australian Digital Health Agency**

This document contains information which is protected by copyright. All Rights Reserved. No part of this work may be reproduced or used in any form or by any means – graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems – without the permission of the Australian Digital Health Agency. All copies of this document must include the copyright and other information contained on this page.

OFFICIAL

**Acknowledgements**

The Australian Digital Health Agency is jointly funded by the Australian Government and all state and territory governments.

**Regenstrief Institute (LOINC)**

This material contains content from [LOINC™](#). The LOINC table, LOINC codes, LOINC panels and forms file, and LOINC linguistic variants file are copyright © 1995– [Choose an item.](#), Regenstrief Institute, Inc. and the Logical Observation Identifiers Names and Codes (LOINC) Committee and available at no cost under the license at the [LOINC Terms of Use](#). LOINC is a trademark of Regenstrief Institute, Inc., registered in the United States.

**IHTSDO (SNOMED CT)**

This material includes SNOMED Clinical Terms™ (SNOMED CT®) which is used by permission of the International Health Terminology Standards Development Organisation (IHTSDO). All rights reserved. SNOMED CT® was originally created by The College of American Pathologists. “SNOMED” and “SNOMED CT” are registered trademarks of the [IHTSDO](#).

**HL7 International**

This document includes excerpts of HL7™ International standards and other HL7 International material. HL7 International is the publisher and holder of copyright in the excerpts. The publication, reproduction and use of such excerpts is governed by the [HL7 IP Policy](#) and the HL7 International License Agreement. HL7 and CDA are trademarks of Health Level Seven International and are registered with the United States Patent and Trademark Office.