

Cornerstone 9.2 Software

Computer hardware and software requirements

- For workstations and peer-to-peer servers, we recommend a computer that:
 - Is less than 5 years old.
 - For optimal performance has at least:
 - 8 GB of memory (for workstations)
 - 16 GB of memory (for peer-to-peer servers)
 - Is running at least Windows* 10 Professional or later operating system.
- **IMPORTANT:**
 - Cornerstone* Software **does not support** Windows* operating systems that are no longer supported by Microsoft, including Windows Server* 2003, Windows* XP, Windows* Vista, and, **as of January 14, 2020, Windows* 7, Windows* Server 2008, and Windows Server* 2008 R2.**
 - For **digital imaging customers with IDEXXCare Plus** no action is required. IDEXX Diagnostic Imaging is ensuring continued security support of Windows 7 image-capture PCs. If you do not have IDEXXCare Plus and are currently using Windows 7 on your image-capture PC, options are available. For more information, contact IDEXX Diagnostic Imaging Support at **1-877-433-9948**.
- We recommend a monitor screen resolution setting of 1280 x 1024 or higher; settings less than 1024 x 768 are not recommended. For additional recommended Windows 10 settings, please see [Windows 10 IDEXX Required and Recommended Settings](#).
- For more detailed hardware and operating system information, including details on dedicated servers and thin-client workstations, see the [Hardware and Operating System Guidelines](#).
- To use internet-based services in the Cornerstone Software (such as IDEXX Reference Laboratories request forms, VetConnect* PLUS, etc.) the server and the workstations used to access the services must be connected to the internet.
- IDEXX Diagnostic Imaging users: The Cornerstone Software requires Microsoft* .NET Framework 4.0 or later on the server and on all workstations to support the Image Request and Results feature. You will be notified at the end of the Cornerstone installation if .NET 4.0 or later is not found.
- If you have skipped any previous upgrades, be sure to review the [release notes for those upgrades](#), so you know about all the previous features and enhancements that have been incorporated into Cornerstone 9.2.

What's new

To learn more about the new features and enhancements in Cornerstone 9.2:

1. After you upgrade, press **F1** or click the **Help ?** button on the toolbar.
2. If any windows are open in Cornerstone, click **Getting Started** on the Contents tab. The Welcome topic describes all the new features, with links to more details.

Security and default settings

There are four new default settings:

- IDEXX-PACS* (**Lists > Practice**)
- SmartFlow integration (**Controls > Defaults > Practice and Workstation > API integrations**)
- Checked in by required (**Controls > Defaults > Practice and Workstation > Check-in**)
- Default "checked in by" to logged in user (**Controls > Defaults > Practice and Workstation > Check-in**)

There is one new security setting:

Patient Diagnosis—Void

User interface updates

Continuing the user interface updates from Cornerstone 9.1, the toolbar icons have been updated and reapplied to the Patient Clipboard* (and other windows such as the Cornerstone Editor, Estimate, and Patient Visit List) for a fresher, more streamlined look.



Remember, you can adjust which toolbar buttons are visible by default for the practice (**Controls > Defaults > Practice and Workstation > Toolbar**) or customize the toolbar further by logged-in user (**Controls > Defaults > Staff > Toolbar**).

Upgraded check-in/out window

Based on your feedback, we increased the functionality and efficiency of the check-in process. Regardless of how you access the check-in window, you can now see **and edit** client and patient information, including client email address and all phone numbers. Additionally, you can access the client account information window to review balance details or take a payment. We also added several requested enhancements, including spell check!

Refresh button

Check-in

Check-out

Travel Sheet

Make Appt.

Cancel

View

Access Client Account window

Make new appointment button

Future appointments

Checked-in by field

Spell check for notes

Editable client and patient information

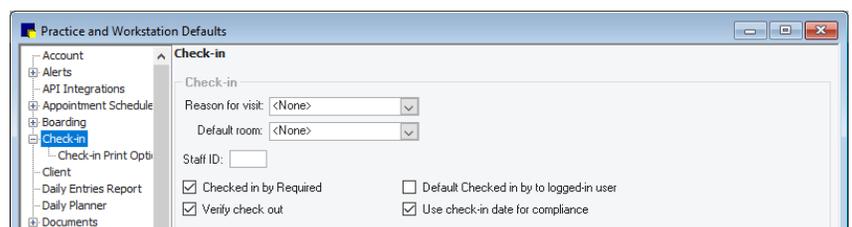
To make the improvements, we rearranged the check-in window. When tabbing from field to field, you'll notice a slight change in the tab order.

Improved information display:

- Client email
- All phone numbers

New features and functionality:

- Edit client and patient information, including client-account window access
- **Make appt** button enables next appointment scheduling upon manual check out, except when checking in/out from the Appointment Scheduler window.
- Spell check for appointment notes
- View upcoming scheduled appointments
- New **Checked in by** field and the ability to set this field as required (**Controls > Defaults > Practice and Workstation > Check-in**). The information is available for both patient Census reports when saved to file.



Credit card processing

Cornerstone Payments now offers a new and improved card payment integration called EdgeExpress:

- It's simpler to use because a single card payment type (Integrated Card Payment) is used for both debit and credit cards.
- The Daily and Monthly Deposit reports will display debit and credit subtotals.
- A user login is no longer required.
- Payment and return workflows are streamlined.
- You can reprint receipts right from the payment window (printer assignment required).

Visit [Cornerstone Payments](#) for more information.

IDEXX Web PACS ordering

Placing and managing image requests just became easier through IDEXX Web PACS* ordering, especially for multi-location/single database (MLSD) practices. Requests can now be managed in IDEXX Web PACS and filtered on the capture station by location. Setup takes just a few minutes and requires both an active VetConnect PLUS and IDEXX Web PACS account. Refer to F1 Help for details.

Note: If your current image-request process works well for you, there is no need to change.

Setup basics:

- Set up local IDEXX-PACS systems at all locations and register them with the main IDEXX Web PACS account.
- Add locations and modalities for all locations to the main IDEXX Web PACS account.
- Activate the feature in Cornerstone at **Lists > Practice > Account Information for > IDEXX-PACS** (using the main practice information from IDEXX Web PACS).
- Review the existing imaging item setup.

Note: Shot trees are no longer available for use within Cornerstone and will now be selected at time of capture. You can use the Image Request Special Action Item Report to set up exam descriptions for items that had previously selected shots.

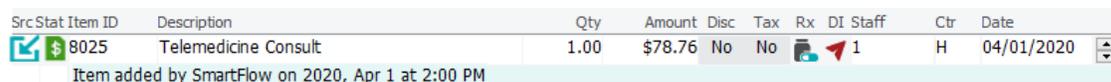
Workflow basics:

- Place requests as you do today and use the exam description field to indicate study/capture details.
- Track all requests from the Image Requests and Results window. The Patient Clipboard can now be accessed from this right-click menu as well!
- View and complete practice-specific requests from your capture station.

SmartFlow integration

For next-level patient care management, Cornerstone and SmartFlow work together with your existing check-in process. Integrated features include:

- Checking a patient into Cornerstone Software checks the patient into the SmartFlow simultaneously (use of inpatient status is not required).
- Real-time Vital Sign writeback brings vital signs into Cornerstone Software from treatment sheet entries. The most recent weight from Cornerstone is sent to the SmartFlow at time of patient check-in.
- Real-time billing is supported from SmartFlow treatment and anesthetic sheets to the Patient Visit List.



Src	Stat	Item ID	Description	Qty	Amount	Disc	Tax	Rx	DI	Staff	Ctr	Date
		8025	Telemedicine Consult	1.00	\$78.76	No	No			1	H	04/01/2020

Item added by SmartFlow on 2020, Apr 1 at 2:00 PM

- All SmartFlow documents (consent forms, treatment and anesthetic sheets) are imported into patient history as a single medical note with all attachments upon patient check-out (invoicing) from Cornerstone.



Summary	Text	Problems	Dx	Rx	Medical Notes	Lab	Vaccines	Vital Signs	VetConnect PLUS
Date	3/28/2019	Staff	1	History	SmartFlow Documents - FINAL Mar 28/2019				

Work with your SmartFlow account manager to set up integration. Here's a process overview:

- Enable the integration: **Controls > Defaults > Practice and Workstation > API Integrations**.
- Import Cornerstone staff and item lists and match them in [SmartFlow](#).
- Set up SmartFlow integrations, such as documents, reasons for visit, and vital signs.

General enhancements and improvements

Appointment Scheduler

- The number of viewable hours on the Schedule for Today window has been increased for smaller monitors. The number of additional viewable hours is based on screen size and resolution settings.
- Scrolling on the weekly view has been restored, and a problem was fixed for Windows 10 systems that caused only the Time column of the Schedule for Today window to scroll instead of the whole window.
- The “confirmed by” staff ID will now appear on the Appointments Report when you preview or print the report. The “confirmed by” staff ID is displayed on the Appointments Report Summary when the report is saved to file.

Inventory

- Items can be entered on the Receive Purchase Order window with a negative cost to track vendor credits and discounts. This applies only to items that are not tracking quantity on hand (QOH), so they do not impact QOH tracking and costs.
- Scanning a barcode will populate the item ID field on the Want List and the Receive Purchase Order windows as well as the last vendor cost on the Receive Purchase Order window.
- Hovering the pointer over items in the **Enter receipt item details** window from a saved inventory receipt no longer displays non-lot/expiration date tracking items in red.
- Fixed an error that could occur when viewing posted receipts.
- When creating or updating an invoice item and selecting the maintain QOH checkbox, changing the item type to a service will result in a message stating a service cannot be selected when Maintain QOH is checked.
- When changing staff ID on service items with multiple linked items in the Document Invoice Item panel, inventory is deducted properly.
- Expiration dates entered on posted inventory receipts will be saved as entered when the date is prior to an upcoming leap-year date.
- When receiving items through AUS/NZ SmartOrder*, a location is no longer required for items that not tracking QOH.
- Inventory is deducted correctly when you transfer items to an invoice from the PVL, cancel the invoice, and then post to an invoice.
- Multi-location per item inventory setup only: If you order and receive by location, both your location group orders and any other location-suggested quantities will remain on the PWL until ordered for their group. If location groups are not used, then the suggested order quantity will persist on the PWL when filtering by location, but will show appropriately when looking at all locations together.
- Link item consumption is now calculated correctly on the inventory audit report when multiple inventory detail verification lines have the same expiration date.
- When using travel sheets to enter certain medications with prescriptions, the correct quantity on hand will now transfer to the PVL.

Laboratory

- Improved the connection between Cornerstone Software and the IDEXX VetLab* Station.
- Updated the download tool for IDEXX Reference Laboratories to prevent the service from stopping unexpectedly.
- Imported IDEXX Reference Laboratories results now accept French characters as well as spaces within a patient ID.
- Coming later in 2020: Cornerstone will provide an option to use your IDEXX laboratory invoice price instead of the list price when marking up prices. You will receive a notification when this feature becomes available.
- Added a new IDEXX in-clinic profile for the Catalyst* Kidney Recheck Bundle (SDMA, BUN, CREA, PHOS).
- IDEXX Reference Laboratories results have been updated for all regions to properly display test codes such as SDMA, Feline Coronavirus, the new SARS-CoV-2 test, as well as others.
- Antech*: Improved the layout of the comments for results. The laboratory import process has been improved for results being imported from multiple laboratories at the same time.
- Abaxis*: Improved the reporting of all results when tests are run at the same time on separate machines.
- Heska*: Progesterone and mTCO2 results now import correctly.

Medical Notes and Correspondence

- The document editor has been updated. Client and patient banners are still clickable, although they are visually different from previous versions. The patient information string has also been moved to the left under the patient name and will not truncate.

Tammy M. Krueger - 28288	(715) 792-6955 (Home)	\$0.00	Cash, Check, Cr Card	
Stoli - 28288-1	56.00 pounds 	Canine	Mixed	20 Yrs. 1 Mos. Male

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Ann Kruger - 1961	(207) 555-1212 (Cellular)	\$75.30	Accept All Payments	
BRIO - 34045	Feline Shorthair, Domestic 2 Yrs. 4 Mos. Neutered Male	9.20 pounds		

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- You can now open multiple Medical Note Quick Text documents at one time.
- Resolved an error on Quick Text Medical Notes that occurred when the Hx Description was too long to be displayed.
- Cancelling a document special action for an item on the Patient Visit List (PVL) no longer prevents the item from being added to the PVL.
- Corrected a problem in which the Staff Full Name field failed to populate in a medical note if there were multiple vaccine tags processed recently for a prior date.
- Adding a staff signature to a document also clears the computer clipboard.
- Microsoft* Word* documents (such as LifeLearn* documents) that are designated as practice or staff favorites will not be included in the favorites submenus.
- Improved performance when working with patient documents that contain images:
 - Updated a setting on the workstation so Cornerstone can better manage memory usage.
 - When an image is inserted into a document, the image is resized while maintaining image quality.
 - Documents now open faster on the workstation.

Patient Visit List (PVL)

- The PVL window has been updated to include the Cornerstone 9.2 icons and labels on all columns in the item grid.
- When you change the date on a PVL entry, the year is checked for validity. A message is displayed if the year is invalid (year > 3000). Acknowledging the message resets the value to the current year.

Patient Clipboard

- Dates on the history line for documents, diagnosis, problems, and prescription labels are now shown as a 3-letter month, 2-number day, and 4-number year to be regionally acceptable by all.

Date	Staff	History
4/1/2020	1	Healthy animal Final (102499006)
4/1/2020	1	Healthy animal Tentative Date Diagnosis made final: Apr 01/2020(102499006)
4/1/2020	1	Your pet was vaccinated today. You may note some tenderness and or swelling. If this persists for more than 24 hours, please contact us.
4/1/2020	1	Heartworm preventative is strongly recommended for pets in our area. Please use medication for the entire mosquito season as directed. A heartw
4/1/2020	1	1.00 package of Revolution Feline 5-15 (3) (7339) Rx #: 2130 Exp. Apr 01/2021 0 of 3 Refills Filled by: CJ
4/1/2020	1	Annual Wellness Exam - FINAL Apr 01/2020
4/1/2020	CJ	9.40 pounds
4/1/2020	1	Reason for Visit: Adult Feline Wellness,
4/1/2020	1	1.00 Examination - Adult Wellness (2335) for \$49.00 Reason for Visit: Adult Feline Wellness,
4/1/2020	1	1.00 FVRCP BOOSTER (1330) for \$24.50 by MC Date Patient Checked Out: Apr 01/2020

- To prevent errors when accessing PDFs from the preview screen on the Patient Clipboard, Cornerstone now attempts to access the document up to three times before displaying an error.

Reports

- Reports related to diagnostic codes will either have a filter to optionally exclude voided diagnostic codes or they will be excluded entirely from results. Patient History and Patient Diagnosis will have a filter and option to include/exclude voided diagnostic codes. The Compliance Assessment Tool and Patient Advisor Reminders by Diagnosis report will have voids excluded from results automatically.
- The confirmed-by staff ID now appears on the Appointments Report and Appointments Report Summary.

- Report data fields and descriptions are now correctly explained in the **Search for client sales by postal code** report (Performance Tracker), **Monthly Staff Commission Report- Totals (End of Month)**, **Referral Hospital Master** report, and **Inventory Cost** report.
- A saved laboratory profiles report (CSV, XLS) will now include all details that are displayed when running the report directly from Cornerstone.
- An error was resolved that occurred when printing the Whiteboard Patient Orders report while using report filters.
- Addressed an error that U.S. practices may have experienced when hovering the mouse pointer over the Practice Explorer report list to view report details.

Other enhancements and improvements

- A diagnosis entered into a patient record in error can now be voided. Security access is required to perform a void.
- The default rabies certificate window now displays a message reminding you to verify that the Given date is correct.

Vaccine Tag

Client: **Scott A. Tan** - 30670

Patient: **Cry** - 30670-2 Feline Domestic Shorthair
27 Yrs. 0 Mos. Neutered Male

Item: 2080 Canine Rabies 1 Year

Tag number:

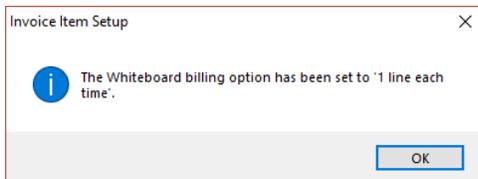
Vaccine information

Vaccine: (01077) Producer/Mfr: This is a rab
Brand: Type:

Given:

Verify Given date is correct (default used is current date)

- When setting up invoice items for Whiteboard preferences, you will now be notified if trying to set inventory items to 1 line each day or 1 line each visit. Inventory items must be set to 1 line each time or to No billing or inventory reduction to properly manage inventory quantity on hand.
- If a service item is changed to an inventory item and the Whiteboard billing preferences are other than 1 line each time or No billing or inventory reduction are set, then the billing option will be set to 1 line each visit automatically. The following message will be displayed:



- Required client/patient data fields will now perform correctly when auto-assign client/patient ID is turned off.
- Cornerstone now allows rVetLink* attachments without extensions.
- The client address has been added to the information sent through HL7 transmissions.
- A redundant special action pop-up on invoicing has been removed. This will reduce errors associated with special actions.
- Java exceptions no longer appear when temperature/pulse vital signs are edited.
- Signature capture devices now work correctly after a Cornerstone 9.1 upgrade on thin-client workstations with restricted permissions.
- The Cornerstone upgrade process now checks for inactive staff and automatically clears their signatures and signature passwords. Once you upgrade to Cornerstone 9.2, inactivating a staff ID will display a message that confirms clearing the signature and signature password.
- Outdated administrator and user manuals are no longer added when the Cornerstone Software is installed or upgraded. All administrator and user instructions and information are now available by pressing F1 in the Cornerstone Software. The F1 content is updated with each release to ensure it is current.
- When merging patients with the same referral hospital and doctor IDs the merge process now completes successfully.
- Regardless of how you update patient reminders, the valid-date check and warning message will be displayed consistently.

- Improved the communication window process (email/fax) to:
 - Prevent freezing and crashing.
 - Display the window and attached PDF when client/patient names contain accented characters or when patient names contain special characters.
 - Update the messages displayed when an email is not sent.
- When using Outlook* as your email option, Cornerstone will now properly display the failed message if it was not able to connect to the Outlook program.
- Successful backups are once again displayed in green in the BVA log.
- You will now be prompted to run a point-release process as an admin when services need to be restarted.
- Using Force Complete to close an image request now properly closes the selected request.
- Modality and Exam Description display properly on image requests regardless of multiple special actions.
- Changes to either hospital or client description are displayed correctly on prescription refills and renewals.
- Pet picture improvements and defect fixes:
 - When adding or updating a pet picture, the image will be automatically resized, so higher resolution pictures can be used without requiring manual manipulation.
 - Reduced Java* errors associated with missing patient pictures.
 - Documents set to print pet pictures (e.g., rabies certificates, invoices, check-in reports) print without errors.
- Fixed an issue related to the icon displayed for electronically signed credit card transactions
- Reapplied the grid lines to the Daily Planner Medical Notes tab to better display multiple entries.

Strengthen the bonds.™

