

Change Healthcare Canada Company
10711 Cambie Road
Richmond, BC
Canada V6X 3G5
604.279.5422 Tel
604.279.5468 Fax



Urgent Field Safety Notice

October 18, 2023

To: Change Healthcare customers with Change Healthcare Radiology Solutions 14.0, 14.1, 14.2

Re: Update messages from Change Healthcare Radiology Solutions (CHRS) may not update patient or study records in external applications

If study information from the CHRS database includes certain special characters (<, >, &, ", ') and is used for creating outgoing messages, sent using the CHRS PACS event notification service, the notification will fail when a special character has been included in at least one of the following outgoing fields which are not checked for special characters:

- Patient Gender
- Deleted Patient Last Name
- Deleted Patient First Name
- Deleted Patient Middle Name
- Original Target Patient Public ID
- Original Target Patient Context Code
- Modality
- Study Procedure Code
- Study Procedure Description
- Requesting Physician

The PACS Event Notification service is one of several methods used to sync data values on interfaced systems. This issue only impacts interfaced applications that receive PACS event notification communications from CHRS.

Products affected:

Change Healthcare Radiology Solutions 14.0: (01)17540262030020(10)140000

Change Healthcare Radiology Solutions 14.1: (01)17540262030037(10)140100

Change Healthcare Radiology Solutions 14.2: (01)17540262030044(10)140200

Circumstances under which the issue occurs:

Currently Change Healthcare systems leveraging the PACS event notification service for messaging include Change Healthcare Workflow Intelligence (CHWI) and Change Healthcare Image Repository (CHIR). Other applications, such as secondary PACS, RIS systems, other overlay products and third-party VNA's may be impacted if they are configured to use the PACS event notification service. These systems will only be impacted if study information from the CHRS database includes certain special characters (<, >, &, ", ') and is used for creating outgoing messages sent using the CHRS PACS event notification service.

This failure can cause data quality issues in any system that receives PACS Event Notifications from CHRS. This failure has the potential to result in data values, in interfaced applications, that are not in sync with actions performed on CHRS data. For example, a patient is merged in CHRS and the non-surviving patient record (deleted patient last name value) has a last name of O'Brian. The special character in the deleted patient name causes the merge message to fail to send to the interfaced system. Therefore, the intended non surviving patient record would be deleted in the PACS database but would persist in the interfaced database. This creates a situation where the interfaced database contains a patient record that is missing studies.

Risk to patient:

The most serious potential impact to a patient would result from accessing incorrect data (data that is out of sync with the CHRS database) from an interfaced system to inform patient management. If content viewed in an enterprise viewer is adversely affected by this issue, routine critical results communication workflows should prevent this issue from causing serious impact to patients; however, incorrect data interpreted in a secondary PACS could lead to misdiagnosis.

Although an incorrect radiology interpretation worklist is also a potential source of an impact, department quality processes and clinical awareness and heightened communication for care of critically ill patients are environmental controls that can mitigate against patient impact.

Immediate actions to take to reduce patient impact:

Users are advised to check the CHRS Exception Tracker on a regular basis, as failed updates will be listed with details on the failure.

Product updates that will address the issue:

Change Healthcare has developed a software update that will address this issue for all impacted versions.

Recommended actions to take on potentially affected data:

Impacted data can be identified by using the CHRS Exception Tracker. Customers are advised to review records of recent updates from CHRS to external systems and manually update any changes to study records that may have been missed.

This notice must be distributed to all personnel within your organization who need to be aware of this Urgent Field Safety Notice. Customers should alert other affiliated parties that may be affected by this Urgent Field Safety Notice.

To ensure effectiveness of any required corrective actions, please maintain awareness of this Urgent Field Safety Notice until the issue has been fully resolved.

To acknowledge your understanding of this urgent field safety notice please complete and return the acknowledgement letter. To request the installation of the product update on your system, please contact our Customer Support department. You can find the toll-free number for your region at <https://iwcrm.changehealthcare.com>.

If you have any questions or need further clarification about this notice, please do not hesitate to reach out to our Customer Support department using the toll-free number provided in the link above.

Once again, until the product update is installed at your site, Change Healthcare recommends that the immediate actions to avoid the issue by reviewing updates from CHRS to downstream systems be taken.

A copy of this field safety notice has been submitted to the appropriate regulatory agency.

Thank you.

Sincerely,

Ketan Paranjape
COO, Enterprise Imaging, Optum