

Release Notes

These release notes are for customers upgrading from Cornerstone* Software version 8.3 NEXT.

Before you upgrade

Computer requirements

Please check your computer specifications to get the most out of this release. For workstations and peer-to-peer servers, we recommend a computer that:

- Is less than 5 years old
- Has at least 4 GB of memory
- Is running Windows* 7 Professional or newer operating system.

For more information, including details on dedicated servers and thin-client workstations, please see the [Hardware and Operating System Guidelines](#).

Learn more about the new features and enhancements

1. After you upgrade, click the **Help**  button on the toolbar, or press F1 to open the Help window.
2. If the Welcome topic is not displayed automatically, click **Getting Started** on the **Contents** tab.

The Welcome topic describes all the new features, with links to more details.

What's new highlights

VetConnect* PLUS

- A new VetConnect PLUS tab has been added to the Patient Clipboard* for clinics using IDEXX In-House Diagnostics and IDEXX Reference Laboratories.
- Your VetConnect PLUS laboratory results now load more quickly, without the need to locate a specific result. The most recent results are displayed automatically.

Digital imaging

- Everything related to diagnostic imaging (x-ray or DICOM* images, for example) is now managed in the IDEXX-PACS* Imaging Software (the IDEXX picture archiving and communication system). All other images (scanned-in documents or pet pictures, for example) are managed in the Cornerstone software.
 - In earlier versions of the Cornerstone software (through Cornerstone 8.3 NEXT), the IDEXX-PACS software was part of the Cornerstone application.
 - After your practice upgrades to Cornerstone 8.5 NEXT and IDEXX-PACS version 4.2.1, IDEXX-PACS runs as a separate application. It will be integrated with Cornerstone, so you can start image capture requests from Cornerstone, as always, and images will be stored in the Cornerstone patient record.
 - **All future software upgrades will be separate.** When there is a new release of the Cornerstone software you will upgrade only Cornerstone, and when there is a new release of the IDEXX-PACS software, you will upgrade only IDEXX-PACS. This allows you to benefit from new features in the IDEXX-PACS software without waiting for a Cornerstone release, and vice versa.
- Features of the new IDEXX-PACS 4.2.1 software:
 - **Updated user interface**, based on user feedback. Previously, the diagnostic image selection, capture, and viewing windows within Cornerstone had a white background, but IDEXX-PACS 4.2.1 has a black background. This makes the software easier to view in a dark room.
 - Improved image capture with a **visual shot tree**, making it easier to select the shot you need. Or choose from the most commonly used shots in a customizable favorites list.

- **Patient records are organized in patient cards** on the IDEXX-PACS Home window, so you can access all studies for a patient in one place, including telemedicine reports. You can easily start image captures and review images from a patient card.
- The IDEXX-PACS Image Viewer lets you **access all historical images** for the patient by date.

Additional imaging enhancements

- Telemedicine and DICOM features
 - Cases containing large image studies (over 150 images) or multiple image studies can now be sent successfully to the telemedicine provider.
 - A defect was corrected that caused DICOM files to always identify the sex of the associated patient as *altered*. Now the patient sex in the DICOM file matches the value specified in the imaging software.
 - Temporary telemedicine and DICOM files are now deleted after 24 hours to free disk space.
- Practice management system integration
 - A defect was corrected that sometimes prevented images from the IDEXX-CR* 1417 Digital Imaging System from being saved in the Cornerstone database.
 - For systems using modality work list integration, changes to the MPPS port number are now correctly applied.
 - The Imaging Requests and Results window opens properly.
- General imaging
 - IDEXX Web PACS offers secure, affordable, cloud-based image viewing and storage for your digital images. View images wherever you have Internet access—at work, at home, or in the field. Restore images easily in the event of natural disaster or system failure. To learn more, contact your IDEXX representative.
 - You can now scroll through imported bitmap images before saving them to the patient record.
 - IDEXX I-Vision Mobile* application: The flip and rotate gestures now work correctly on an iPad* mobile device with the iOS* 7 and iOS* 8 operating systems. Images can be successfully emailed from the mobile application.
 - Images in the dicomdrop folder that have an invalid or missing date of birth can be imported successfully into Cornerstone software.
 - Images are now identified by a globally unique instance ID. The unique ID eliminates the possibility that an image sent to another system could be interpreted as a duplicate of an image on that system.

SmartLink* Technology billing

- Enhanced integration with in-house IDEXX laboratory equipment allows your clinic to minimize lost (billable) and incorrect charges without manually resolving *Not Requested* results.
- Where multiple items exist for a profile, we have selected a default invoice item to bill, allowing you to use the Census List on the IDEXX VetLab Station. You can view and change this default invoice item on the Profile Information window.
- There are fewer *Not Requested* results requiring manual resolution.
- You can use the new Billing Log to view all charges that were automatically billed (**Activities > Lab Work > VetLab Station SmartLink Billing Log**).

IDEXX Reference Laboratories ordering

New functionality includes:

- Advanced search and automatic update of the IDEXX Directory of Services.
- Availability in the United States, Canada, and Australia
- Updated specimen detail entry
- Updated employee identification for IDEXX discounts
- Improvements to results importing for accurate patient record matching

SediVue Dx* Urine Sediment Analyzer and manual urinalysis entry

Cornerstone 8.5 NEXT software integrates with:

- The SediVue Dx analyzer, the newest member of the IDEXX VetLab* Suite. The SediVue Dx analyzer automatically detects and quantifies microscopic sediments in urine samples.
- The manual urinalysis data entry feature now on the IDEXX VetLab Station. Enter specific gravity, collection method, color, and clarity at the IDEXX VetLab Station to automatically include the data in your IDEXX diagnostic results.

SmartOrder* inventory solution

- Additional online vendors—Patterson Veterinary* eShelf* and IDEXX are now available. After you set up the connection in the Cornerstone software under **Lists > Practice > Account Information**, you can place orders electronically. See the “Electronic Inventory Ordering” section of the Help for more information.
- The following changes were made to orphan (unmatched) orders:
 - In the Purchase Order List window, the Unmatched Orders area is now named the Orphan Orders area, and orders are grouped by vendor. The Unmatched Orders window is named Orphan Purchase Orders.
 - In the Orphan Purchase Order window, deleting a duplicate purchase order no longer generates an error. Purchase orders created from the window have the status **Created from orphan**. Negative transactions from online vendors are not displayed in the window.
 - You can reconcile duplicate items on an orphan/unmatched order so the order can be reconciled.
 - Multi-Location/Single Database only: Orphan/unmatched orders are visible to all practices, regardless of online vendor account.
 - The default sort date order is descending (most recent first).
 - An invoice item prelinked with an invalid vendor item ID can be linked with another vendor item ID from the suggested list. You no longer have to manually remove the old vendor item ID from the invoice item before adding the new one.
- The Cornerstone software removes spaces from vendor item IDs for online vendors.
- In the Purchase Order List window, you no longer receive a message for each unlinked item. The unlinked items are still highlighted in yellow.
- When you place an online order, the Cornerstone purchase order number appears on the vendor’s invoice; the purchase order number has a prefix of **C**.
- Links for viewing tracking/shipping information are on the right side of the View Purchase Order window.
- You can no longer edit items on a purchase order with a status of **Sent-Online**.
- In the Purchase Order List window, when you receive items and post a receipt, the items show the correct date in the Last Purchase Date column on the Inventory Cost Report.
- When you add an item to a purchase order, you can view the item’s information on the Item history, Item information, and Stock location (when applicable) tabs.
- MWI* Veterinary Supply only:
 - You are notified when a Cornerstone invoice item ID has been marked as nonpurchasable by MWI. You can then link the Cornerstone invoice item ID to a different vendor item ID so that you can place the order successfully.
 - Nonpurchasable items no longer appear in the list of suggested items when matching invoice item IDs to vendor IDs.
 - You can change your customer number without disabling and enabling the service.
 - When you add MWI items to an order from the Purchasing Work List window, price breaks are correctly applied.
 - If you place an order and receive a message saying the order cannot be placed online, and then send the order offline, the offline order does not appear on the MWI website.

Additional updates and enhancements

Appointment Scheduler

- New default options under **Controls > Defaults > Practice and Workstation > Appointment Scheduler**:
 - Requiring that a prefix be entered to save an appointment.
 - Darkening the Appointment window grid lines every 3rd or 4th line.
 - Displaying the time when you move the mouse pointer over an empty appointment slot.
 - Automatically adding deleted appointments to the tickler file.
- New option to add a room to all suites when creating a new room (**Lists > Room**).
- Error 6 is no longer displayed in the Appointment window.
- “Confirmed by” is no longer Null on the Appointment window.

Client accounts and information

- The last digit is no longer cut off on the Client Account screen.
- Payments are now displayed on the Client Account History Report after invoicing.
- You can choose not to print comments on the Client Account History report.
- Error 193 is no longer displayed when you merge two clients with balances.
- On the Prompts/Notes tab, adding a note to the client information area and pressing the TAB key no longer generates an error.
- When you are logged in as an administrator and you add a new client, you no longer receive an error when you add a client discount on the A/R tab.
- The province code for Newfoundland has been updated.

Controlled substances

- Controlled Substance Export: Dosage units are now added to UOM. The report now includes client birthday and gender and you can now use user-defined prompts for client birthday and client gender fields.

Credit card processing setup

- PCI safe credit card processing settings can be exported for safekeeping.
- Multiple merchant IDs are now supported.
- Credit/Debit buttons have been removed from the payment window for work-flow consistency.
- You can quickly set up a touch-screen computer or device as a signature-capture device (**Tools > Signature Capture Device**).

Cubex*

- When a problem with Cubex prevents Census List records from being transmitted, they are correctly transmitted when the problem is resolved.
- You are no longer required to fill in client information on the cabinet to match in Cornerstone.

Daily Planner

- Improved performance:
 - There is no longer a slowdown when you select OK on a Reminder callback with the Daily Planner open.
 - The Diagnostics tab properly filters posted results by the date range specified in the default settings.
 - Printing issues related to the Callback Reminder tab have been corrected.
- Open callbacks from the previous 7 days are displayed by default. You can adjust this setting under **Controls > Defaults > Practice and Workstation > Daily Planner**.
- You can now use the Call Back button when viewing results on the VetConnect PLUS and Lab Report tabs.

Inventory

- Improved tabbing and default field focus.
- Purchasing Work List (PWL) improvements:
 - Shows want items for multiple stock locations.
 - Want items show the buy Unit of Measure (UOM) on the PWL.
 - Want items that are placed on an order from the PWL window are correctly removed.
 - You can no longer place an order with a duplicate PO from the PWL window.

- Receipt item details now display the correct user-defined location.
- The UOM is now displayed correctly in the Print receipt window.
- Quantity on hand is now correctly updated after items are received in inventory.
- When you create or edit a purchase order, you can update the description for an invoice item ID with a setting of **Miscellaneous**. The updated description does not change the invoice item ID but will be visible when you view or receive that order.
- You can scan or type barcodes on purchase orders and receipts.
- In the **Purchase Order List** window:
 - Orders from the first date in the date range are listed.
 - If you view an order and close it without saving, the date is not changed.
 - You can sort by vendor name.
- In the **Purchase Order** window:
 - You can use the TAB key to move from field to field in the grid; you no longer have to click in each field.
 - You can save a purchase order as a .txt file when you export it.
- The **Receive Order** window accessed from Receipt List has been updated to match the Receive Purchase Order window accessed from the Purchase Order List. In the Receive Order window, rounded-up invoice item prices are now rounded correctly.
- In the **Receive Purchase Order** window:
 - When you receive an order and create a new receipt number, you can edit the Shipping and Tax fields.
 - You can choose an open purchase order when editing or viewing a saved but not posted receipt.
 - When you are receiving a second order for a vendor, the page refreshes.
 - Australia only: When you receive the order, the goods and services tax is correctly calculated and added. You can edit the tax amount if necessary. The Tax, Total Tax, and Total fields display the correct amount when the quantity received exceeds the original quantity on the order.
 - Australia only: When you receive an order for which you changed the unit of measure when placing the order, the new unit of measure is on the receipt.
- In the **Receipt Item Details** window, you can no longer inadvertently post an order without completing the information; previously, the order would post if you pressed the SPACEBAR while in the **Lot Number** field.
- In the **Inventory Add** window, if your Cornerstone software is set to automatically increment invoice item IDs, when you add a new item, the next available ID appears in the invoice item field.
- In the **Add a New Vendor** window, if you select the **Inactive** check box, the vendor is added correctly as an inactive vendor.
- In the **Internal Stock Use** window, you can press the TAB key to advance to the **Qty** field.
- When you open the **Sales History** window from the Purchasing Work List window, each month is displayed only once instead of twice.
- In the **Print Receipt** window, items with special prices are displayed with an asterisk (*) in the Special column.
- When you refill a prescription on an invoice, the correct quantity is saved and verified.
- When you track quantity on hand for a prescription item and you add it to an invoice or the Patient Visit List, you are warned when you enter a quantity that doesn't match. You must manually correct the amount to verify and post the invoice.
- **Multi-Location/Single Database** only:
 - If you have multiple locations and location groups, and the **Delete want items on completed** check box is selected in your inventory default settings, ordering a want list item for a specific location group no longer deletes it from other location groups.
 - You can successfully enroll a secondary practice; the appropriate fields are shown in the Practice Information window.
 - If you have a location group linked to a practice, when you print a purchase order, the practice name and address for the practice linked to the location group are printed at the top of the order. You can print the purchase order from the Purchase Order List window or the Edit Purchase Order window.
 - If you change which practice is the primary practice, the original practice information is retained.
 - In the View Quantity on Hand window, the total cost is displayed correctly when an item is received for the second time to the default location.
 - When you confirm a transfer in the Stock Transfer List window, the window no longer freezes.
- There is a new default option for dispensing items to apply sales taxes by cabinet.
- Entering a department on Cubex will default as Revenue Center.

Invoice item

- Invoice item special actions: Click the new **Delete** button on the Special Actions tab in the Invoice Item Information window to easily delete a special action.
- Bar coding: You can now enter a buy bar code when there is a 1:1 ratio.
- Error 2 is no longer displayed when you create a new invoice item.

Invoice Payment window

- The ability to delete a payment from the Invoice Payment window (by pressing Ctrl-D) has been removed to prevent unbalanced client accounts.

Laboratory

- Error 2 (null object) is no longer displayed when you quickly click Close after selecting Print for requests.
- Laboratory result comments for the Detailed Lab Results window are now displayed in the appropriate area.
- When you use SmartLink Billing and the Patient Visit List (PVL), the correct date is displayed.
- You can now use the Call Back button when viewing results on the VetConnect PLUS and Lab Report tabs.
- In-house laboratory SmartLink Billing: The SmartLink Billing option is now automatically set to **On**.
- The IDEXX SDMA* Test (3638) is now included on all routine IDEXX Reference Laboratories profiles.
- IDEXX Reference Laboratories supports new specimen collection comments and additional fecal antigen testing when available.
- The client's primary phone number is included on laboratory result printouts.
- In the Detailed Lab Result Set window, the default browser is used to display the VetConnect PLUS Lab Results tab.
- If the Lab Report PDF containing preliminary results is in use when the final results come in, the PDF is overwritten with the new results.
- The HESKA Element POC* Blood Gas & Electrolyte Analyzer and the HESKA Element HT5 Hematology Analyzer are supported in the Cornerstone software.
- IDEXX VetLab Station:
 - A new SNAP* test for leptospirosis is available. It appears as SNAP Lepto on the IDEXX VetLab Station. You can run it with the SNAP Pro* Mobile Device or as a manual SNAP test.
 - The following species, available in the IDEXX VetLab Station, have been added to the Cornerstone software: alpaca, camel, dolphin, gerbil, goat, guinea pig, hamster, and mini pig.
 - When viewing results for a fructosamine (FRU) test, the comments are displayed correctly.
 - You can create a callback from the Detailed Lab Result Set window.
 - Test codes 3104, 2245, and 3198 individual results are displayed in their own templates instead of under other templates.
- IDEXX Reference Laboratories (U.S.):
 - Results are now matched to the top level of the profile, preventing Not Requested results and unresolved pending requests when subprofiles change.
 - The following new allergy tests are available:
 - 3478 Canine:**
 - 34781, MOLD/MITES, Immunology
 - 34782, GRASSES, Immunology
 - 34783, WEEDS, Immunology
 - 34784, TREES, Immunology
 - 3479 Equine:**
 - 34791, GRASSES, Immunology
 - 34792, WEEDS, Immunology
 - 34793, TREES, Immunology
 - 34794, MITES, Immunology
 - 34795, INSECTS, Immunology
 - 34796, MOLDS, Immunology
 - Test 3131 replaces test 313 for the following profiles:
 - 3053, Marine Mammal Profile with Iron and Reticulocytes
 - 30539999, Custom Profile 103 with Iron and Reticulocytes – Standard CBC
 - 51, HealthChek* Profile with LDH and PT

- 519999, HealthChek with LDH and PT- Standard CBC
 - 320, Custom Comprehensive CBC 2
 - 3209999, Custom Standard CBC 2
- Imported patient names that include double quotation marks are processed correctly.
- IDEXX Canada Reference Laboratories:
 - Chemistry and uric acid (UA) codes have been merged for Canada East and West. The merged codes are properly imported for IDEXX Canada West users.
 - Hematology test names have been updated.
- IDEXX Australia Reference Laboratories: The *IDEXX Reference Laboratories Directory of Tests and Services* was updated.

Medical Notes and correspondence:

- You can now change the staff ID until the document is finalized.
- Laboratory results are displayed in the desired sequence on Medical Notes.
- A staff ID is required to save an addendum to finalized correspondence and medical notes for all work flows.
- When you use Merge from file, the columns are now displayed in the order of the selected file.
- Deleting blank lines in a correspondence document no longer causes the Cornerstone software to crash.
- When saving a medical note, a message that a folder could not be created no longer occurs.
- You can now set the Print document information check box to be selected or cleared by default when you print. You can also change this setting when you print a document (**Controls > Defaults > Practice and Workstation > Documents**).

Mobile computing

- When you add a problem to a medical note, synchronizing occurs correctly. It no longer creates either an exception report or a duplicate ID that you can't delete.
- In the Imaging default settings (at a workstation or on the server), if you change the maximum number of image files to a value less than the number of files in the Cstone\Images folder, the Cornerstone software no longer creates a new images folder.
- If an image is missing when you synchronize or create a mobile computer, you can click **Skip** and continue.
- When you enter a client email address on a mobile computer, it is retained when the computer is synchronized.
- When using the change given field on an invoice:
 - Synchronizing is successful when a client has a non-zero balance.
 - The client balance is correct when a client has a zero balance.
 - For credit card transactions that are posted by capturing the signature, the signature icon displays correctly on the Account information tab in the Patient Clipboard. For signed estimates, the signature icon is displayed on the Estimates tab after undoing the mobile computer.
- If you take a payment on a closed invoice on a mobile computer, the payment transfers to the live database when you synchronize.
- Reports search works correctly on mobile computers.
- When you enter a prescription label for an item with link items both on a mobile computer and on the server, you no longer receive a *Record has already been created by another user* error message and the synchronization is successful.
- When you add a problem to a medical note, syncing occurs correctly. It no longer creates either an exception report or a duplicate ID that you can't delete.
- In the Imaging default settings (at a workstation or on the server), if you change the maximum number of image files to a value less than the number of files in the Cstone\Images folder, the Cornerstone software no longer creates a new images folder.
- If an image is missing when you synchronize or create a mobile computer, you can click Skip to continue.
- When you enter a client email address on a mobile computer, it is retained when the computer is synchronized.
- When using the change given field on an invoice:
 - Synchronizing is successful when a client has a non-zero balance.
 - The client balance is correct when a client has a zero balance.

- For credit card transactions that are posted by capturing the signature, the signature icon displays correctly on the Account information tab in the Patient Clipboard. For signed estimates, the signature icon is displayed on the Estimates tab after undoing the mobile computer.
- If you take a payment on a closed invoice on a mobile computer, the payment transfers to the live database when you synchronize.
- The reports search works correctly on mobile computers.
- When you enter a prescription label for an item with link items both on a mobile computer and on the server, you no longer receive the *Record has already been created by another user* error message, and the synchronization is successful.

Patient Clipboard

- Performance has been improved.
- Estimates with an ID greater than 32767 can now be previewed on the Patient Clipboard.
- There is no longer a slowdown on the Patient Clipboard when the patient history contains many correspondence documents.
- To improve Cornerstone performance, the number of Patient Clipboard windows that can be open per workstation is now restricted to four when using the Patient Clipboard icon.

Referral management

- When you add or update phone information for referral doctors and hospitals, you can right-click to create a new number, update a number, or delete a number.
- Includes a view-only rDVM and Hospital security option.
- Fixed issue where the referring phone number did not appear on the Patient Referral window after changes were made to the referral information.
- Successfully resending a failed email no longer shows as failed in the Patient History Report.
- The referring doctor information on the Patient Information tab in the Patient Clipboard no longer shows the referring doctor's phone number.
- In the Patient Clipboard, on the RDVMs tab:
 - Duplicate and extra phone numbers are no longer displayed.
 - The correct referral doctor is listed as the primary.
 - An incorrect doctor is no longer entered for hospitals that don't have associated doctors.
- On the Referral tab in the Patient window, only the doctors associated with the selected hospital are listed under RDVM.
- You can now successfully delete a newly created patient record that includes a referral doctor.

Reports

- Additional report tags are available to improve searches. For report searches, the Sales Tax Summary screenshot and the wording on the Productivity Report Net Sales report have been corrected.
- **Custom Client and Patient:** Performance has been improved.
- **Daily Payment Register by Cashier ID:** An error was corrected that occurred when filtering by cashier ID.
- **Daily Payment Register by Practice:** An error is no longer displayed when you run this report. The report can now be filtered by practice.
- **Lab Request Status:** Several errors have been corrected.
- **Statistics by Staff:** When you void an invoice, the number of patients is updated accordingly on the report.
- **Staff Commission Detail:** When you create the report, pressing F2 in the Item Classification Desc and Item ID fields works correctly.
- **Patient Census:**
 - When you check out a patient from an invoice or from the Census List window, the secondary reason for visit is saved to census history and appears on the Patient Census Report.
 - You can include a range for checked-in practices.
- **Inventory Cost:** When generated during end-of-year processing the report shows the correct average cost and total cost.
- **Referral Revenue by Revenue Center – Hospital by Doctor** and **Referral Summary by Revenue Center – Hospital by Doctor:** The revenue amount is no longer doubled; previously, a single check-in was being counted as two visits.

- **Appointments:** (Multi-Location/Single Database only) The report is created regardless of which practice is set as the primary practice.

System defaults and security

- New default settings to automatically hide Whiteboard Notes on the Patient Clipboard and to specify a date range for the Callback tab of the Daily Planner.
- New options to require client email addresses and to restrict item deletion from the PVL.

Whiteboard

- If you create a nonbillable patient order and complete it, you can undo the completed action.
- If you are using a second monitor and filter by a specific area, the filter is retained when the window automatically refreshes.
- The Whiteboard now displays a zero preceding the decimal on the Order and Treatments window when the quantity is less than zero.

General

- The backup verification assistant has been updated to Backup4All 5.
- Web Links menu: Now provides quick access to staff training tools, IDEXX Online Orders, IDEXX VetConnect PLUS, IDEXX Pet Health Network* Pro, Pet Health Network* 3D, and live chat.
- In the Practice Information window, you can add or update multiple logins without saving each one. In addition, for online vendors, the Test button is now named Validate Account.
- The drug, veterinary, and medical lists in the spelling checker have been updated.
- An error message stating *This record has already been created by another user* no longer occurs when you transfer items from the PVL to an invoice and then save the invoice.
- For practices using the Windows Internet Explorer* 11 web browser, a problem where certain windows could close unexpectedly no longer occurs.
- When you change the date format for a server or workstation in Windows, the format is retained across all windows in the software.
- You can run QuickBooks* 2016 on the same workstation as Cornerstone 8.5 NEXT.
- Support for the transport layer security (TLS) protocol addresses a compatibility issue that was affecting Gmail* users.