



# DeliverHealth

## Inquiry Printing Agent Release Notes

## What's new?

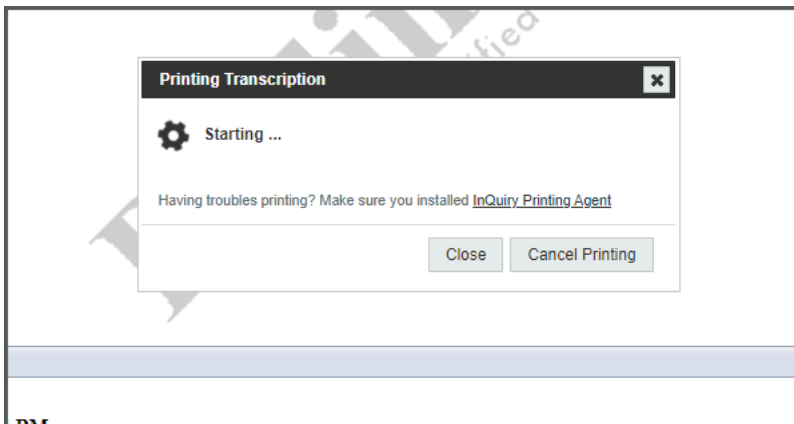
DeliverHealth is pleased to announce a new Printing Agent application for custom printing that eliminates the dependency on Internet Explorer and IE9 document mode. Users can preview and print transcriptions, cover letters, envelopes, and faxes from Chrome, Edge, and Firefox.

The Printing Agent has been enabled for all Australian users as of **10/18/2022** (10/17 US time).

### Installing the New Printing Agent

Users will now be prompted to install the agent the first time they attempt to preview and/or print a job from the Transcription Viewer or Print All/Print Selected from a workflow folder.

The 'Printing Transcription' window will open:

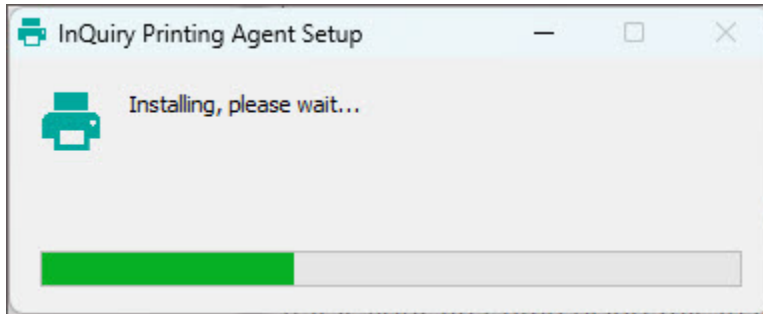


To download and install the agent, click the [InQuery Printing Agent](#) link. Admin rights are not required.

For customers preferring an MSI file for IT Administrators, one is available on the DeliverHealth Software site. A link is provided in the guide below, as well as additional information about installing and using the agent:

[InQuery Printing Agent User Guide](#)

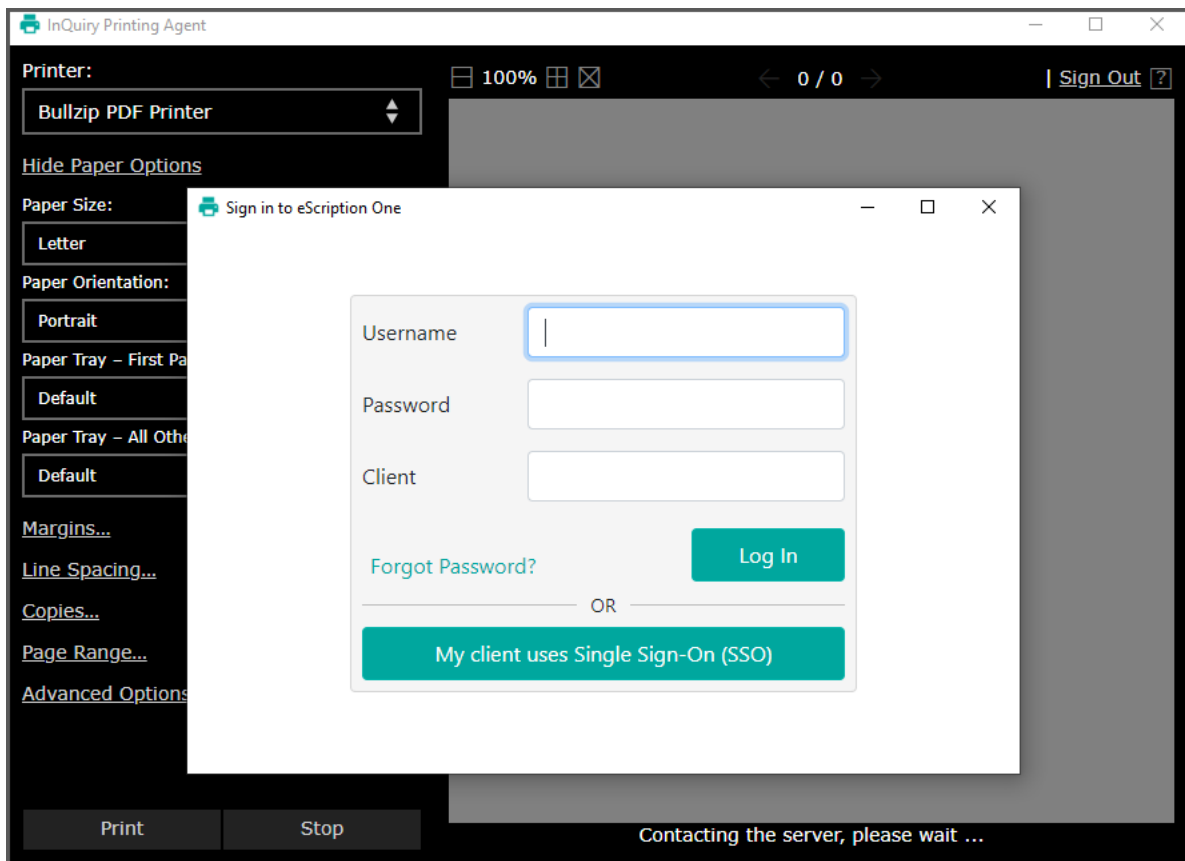
Click on the downloaded file to install the Printing Agent.



Note: Close the Printing Transcription dialog window in InQuery and initiate the preview or print command again to be prompted to login to the Printing Agent.

## Logging in to the Printing Agent

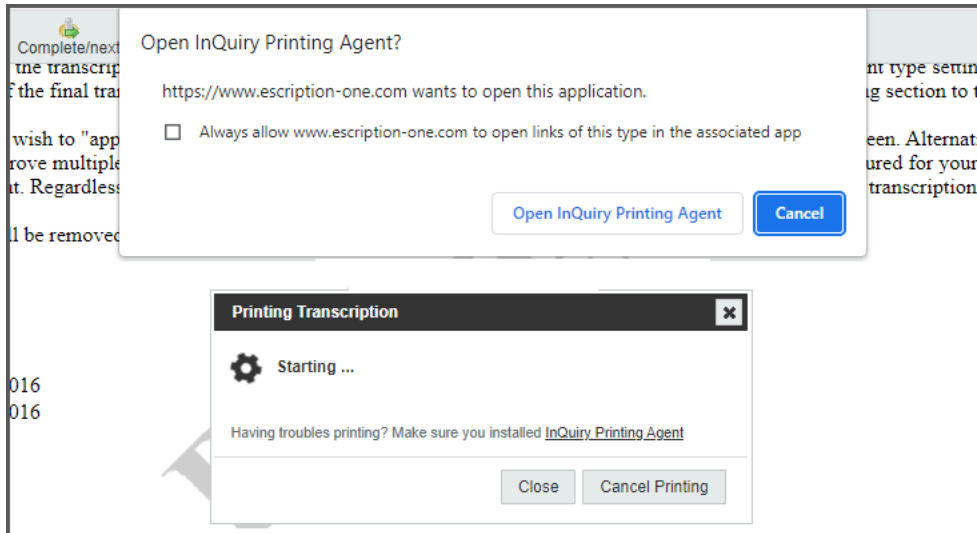
To preview and print from the Printing Agent, users must log into the app using their InQuery credentials. They will remain logged in until they log out of InQuery.



## Previewing and Printing Documents

In InQuery, users can preview and/or print typed transcriptions from the Transcription Viewer, as well as print typed transcriptions, envelopes, and cover letters from the 'Print All/Print Selected' buttons.

When previewing or printing a document after the installation and initial login, the web browser may display the following message window (or one similar, depending on the browser):



Click [Open InQuery Printing Agent](#) or [Allow](#) button to allow the Printing Agent application to open and present the login dialog. To prevent this dialog from appearing each time you open the Printing Agent, select the 'Always allow...' checkbox.

After successfully logging in, the Printing Agent will open and render the document. The print settings appear on the left and can be adjusted accordingly. If you change any of the print settings, the document will be re-rendered. Click the **Stop** button to cancel the document rendering.

Click **Print** at the bottom of the Printing Agent application to print.

The screenshot shows the InQuery Printing Agent application window. The title bar reads "InQuery Printing Agent". The interface is split into a left sidebar and a main content area.

**Left Sidebar (Printer Settings):**

- Printer: Canon MP620 series Printer
- Hide Paper Options
- Paper Size: A4
- Paper Orientation: Portrait
- Paper Tray – First Page: Automatically Select
- Paper Tray – All Other Pages: Automatically Select
- Margins...
- Line Spacing...
- Copies...
- Hide Page Range
- Page Ranges: All
- Advanced Options...

**Main Content Area:**

100% 1 / 1 Admin/ESODemo | Sign Out ?

**Consultation**

<b>Patient Name:</b>	JARROD POSLON	<b>Date of Service:</b>	July 8, 2022
<b>Patient ID:</b>	5271108	<b>Date of Birth:</b>	May 16, 1932
<b>Clinician:</b>	Demonstration User	<b>UF1:</b>	AR2
<b>User Field 2:</b>	Appointment Reason2		
<b>User Field 4:</b>	W14		

**Welcome to the eScripton-One InQuery System.** This is a sample transcription created to introduce you to the InQuery System. InQuery is a web-based application used to manage the workflow of new transcriptions delivered from your transcriptionists or transcription company.

You are currently viewing an unsigned transcription. This transcription is accessible by you or other users that have "Proxy" rights to your transcriptions. Transcriptions in this folder can be Edited, and the original dictation can be Played. (This sample transcription does not have a dictation associated with it). Dictations are retained and can be played through the system for one year.

Editing a document allows you to alter the text of the transcription, as well as modify "header" information (including patient demographics, document type settings, report location, etc.). Note that altering this header information can change the entire layout of the final transcription. For example, changing a Chart note to a Letter inserts a greeting and a closing section to the report.

When you are finished with this transcription and wish to "approve" or "sign" this document, simply click the "Complete" button at the top of this screen. Alternatively, you can use the "Complete Selected" and "Complete All" buttons on the main screen to approve multiple transcriptions at once. When a report is completed, it will follow the workflow configured for your client. In some cases, this will go to a location for printing, such as a Medical Records department. Regardless of its destination, you can always search for any report from the complete database of transcriptions on the Search screen.

When this Welcome document is completed, it will be removed from the InQuery system.

Demonstration User

Date Dictated: 07/28/2022  
Date Transcribed: 08/26/2022  
DU/aaUser  
Job #: 260937506

**KITTANNING OFFICE**  
ONE NOLTE DRIVE, RICHARD LAUBE CANCER CENTER - KITTANNING, PA 16201  
Phone: 724-543-8657 — Fax: 724-543-8604

Print Stop Done.

If you are printing without previewing, the document is automatically printed to the default printer and the preview window in the Printing Agent app will be blank.

## Printing Faxes

The printing agent also supports printing faxes, transcriptions, cover letters, and envelopes directly from the Services > Manage Faxes screen.

Actions	Status	Patient ID	Patient Name	Author	Fax Recipient	Fax Number	Date Created	Date Faxed	Error Description
<input type="checkbox"/>	Cleared	12345	Test	Attending Jacoby ASR	Auto Fax	6082741744	9/8/2017 5:09 PM	5/18/2020 3:50 PM	On Server Do Not Call List
<input type="checkbox"/>	Cleared	5271012	Jean Selus	Attending Jacoby ASR	Auto Fax	6082741744	2/13/2018 9:38 AM	5/18/2020 3:50 PM	On Server Do Not Call List
<input type="checkbox"/>	Cleared	5271115	Anthony Davis	Resident Johnson Res	Auto Fax	6082741744	9/18/2018 10:45 AM	5/18/2020 3:50 PM	On Server Do Not Call List
<input type="checkbox"/>	Cleared			Resident Johnson Res	Auto Fax	6082741744	9/18/2018 11:58 AM	5/18/2020 3:50 PM	On Server Do Not Call List
<input type="checkbox"/>	Cleared	5271024	Alexis Smith	Attending Jacoby ASR	Auto Fax	6082741744	11/5/2019 6:13 PM	5/18/2020 3:50 PM	On Server Do Not Call List
<input type="checkbox"/>	Cleared	5271117	Eloy Vargas	Resident Johnson Res	Joanna B Carioba	6081111111	12/3/2019 5:45 PM	5/18/2020 3:50 PM	On Server Do Not Call List

## Print Settings

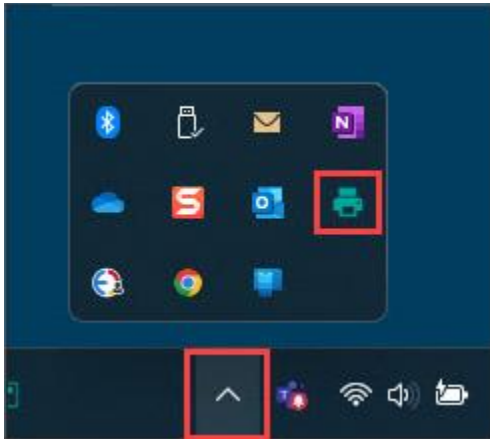
The Print Settings appear on the left side of the Printing Agent app and allow you to customize the printed document. Any modified settings will remain in effect for the current print job, unless the corresponding Ignore Document Supplied Options advanced option is enabled.

All system printers will be listed in the Printer selection box. The system default printer will be selected by default but can be changed by selecting a new printer from the list.

When chosen, the **Advanced Options** settings will ignore selected default InCommand print settings and use the Printing Agent settings for all subsequent print jobs on this machine. Click **Reset Everything to Defaults** to reset print settings back to system defaults, including Advanced Options.

## Taskbar

After printing, the app will minimize and appear in the system tray for easy access. To reopen the Printing Agent, click the up arrow icon in the task bar notification, then click on the Printing Agent icon. The Printing Agent app will also reopen if another preview is requested.



## Application Requirements

- Operating system: Windows 10
- Web Browser: Chrome, Edge, Firefox
- RAM: 1 GB or higher
- Hard Drive Free Space: 1 GB or higher