TELUS Health



Kroll Version 10 Service Pack 35

Hotfix Release Notes

10.35.4 HF4

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Kroll Version 10.35.4 HF4 Hotfix Release Notes (10/11/2026)

This document is a compilation of changes and enhancements in Kroll version 10.35.4 (10/11/2026) release. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Performance

[KRL-26745] AR Invoice Report generation time for high-volume accounts

Improvement

Previously, the AR Invoice Report (**Utilities** > **AR** > **Print Invoices**) took a very long time to generate for accounts with a large number of invoices and invoice detail lines, even when restricted to a short date range. Kroll was loading the full invoice detail of each account while generating the report, although the report does not use it.

Kroll has been updated to read only the account information the report needs, reducing the time taken to generate the report for high-volume accounts. The content of the report is unchanged.

[KRL-26910] Faster opening of Get Work on large queues

Improvement

Previously, opening **Get Work** on a pharmacy with a large workflow queue could take several seconds, because Kroll spent much of that time counting the prescriptions in the list even though the count was not needed to display it.

Kroll has been updated to skip this unnecessary counting, so **Get Work** opens noticeably faster on large queues. The improvement grows with queue size.

The **Get Work** button and the **Fill**, **Cancel Rx**, **View Workflow**, **Delete**, **Edit**, and **Edit from Drop-off** menu items on the workflow screens remain enabled only when the list currently displayed has prescriptions. This includes when a search or the active queue selection filters out every prescription. No setup is required and there are no changes to the Kroll user interface.

[KRL-27088] Patient profile loads slowly for patients with large DIS histories

Improvement

When a patient had a large DIS history and a user pulled their network profile (for example when retrieving data or doing a Clinical Verification) the return was very slow.

With this release, DIS profile retrieval for large-history patients completes without long waits. Kroll's processing does not grow sharply with profile size, and follow-up profile queries can be sent in parallel. The time taken by the DIS to respond is outside Kroll's control and is not affected.

[KRL-27300] Delay when modifying a prescription in stores with many sub-plans

Bug

In stores with a large number of sub-plans, modifying an Rx (clicking on **M-Modify** via F3-Patient Profile or modifying from the Alt+X Start Screen) to call up a prescription could take several seconds to load, and Kroll could show "Not Responding" while the prescription's plans loaded.

Resolution

This issue has been partially resolved. When a prescription is modified again during the same Kroll session, it now opens in about half the time or less.