1 OSCAR Bug Classification

<table>
<thead>
<tr>
<th>#</th>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Critical</td>
<td>Data loss, data corruption or system unavailable for all known users. Patient safety issue - no reasonable workaround available. Security issue that may allow access to user or patient data for all known users. For more information see examples.</td>
</tr>
<tr>
<td>8-7</td>
<td>High</td>
<td>Data loss, data corruption or system unavailable for a few users. Patient safety issue - reasonable workaround available. Important functionality is unavailable with no workaround. Security issue that may allow access to user or patient data for a few users. For more information see examples.</td>
</tr>
<tr>
<td>6-5</td>
<td>Medium High</td>
<td>Important functionality (main clinic workflow) is unavailable but has a reasonable workaround. For more information see examples.</td>
</tr>
<tr>
<td>4-3</td>
<td>Medium Low</td>
<td>Secondary functionality (outside of main clinic workflow) is unavailable but has a reasonable workaround. For more information see examples.</td>
</tr>
<tr>
<td>2-1</td>
<td>Low</td>
<td>Cosmetic issues or some functionality unavailable but has a simple workaround. For more information see examples.</td>
</tr>
</tbody>
</table>

Note: Future plan to simplify to five levels of bug classifications. Due to the challenge in Sourceforge, we will adopt the new system when there is an opportunity to do so in a later date.

2 Examples of Classifications

2.1 Critical

1. Causes potential patient safety software bug impacting patient(s) in all known clinics with no workaround available.
2. Prevents software to launch or login by users impacting all known installations
3. Security issues that may expose patient data in all known installations
4. Create major data corruption and/or loss by using common functionality in all known installations
5. Prevents OSPs to install or apply a critical fix (priority 9) to all known installations

2.1.1 Remarks

- Main clinic workflow is defined as the patient flow from scheduling, intake, encounter, medication to billing. It also includes labs, ticklers, consults (GP and Specialist).
- Patient safety means the physician may not be aware of the software behavior that could result in dangerous outcomes.

2.2 High

1. A potential patient safety software bug impacting one or more clinics that has an effective workaround available.
2. Prevents software to launch or login by users in a single or few installation(s).
3. Major data corruption and/or loss in a single or few installation(s) outside of main clinic workflow.
4. Prevents OSPs to install or apply a critical fix (priority 8 or 9) to a single or few installations(s).
5. Widespread impact to main clinic workflow (patient flow, lab upload, fax, messaging, tickler etc.) and no available work around available.
6. Impact main administrative functions (backup, restore, user setup, billing etc.) and no available work around available.
7. Localized data corruption that impacts software functionalities.

2.3 Medium High
1. Widespread impact to main clinic workflow (patient flow, lab upload, fax, messaging, tickler etc.) with available work around.
2. Impact main administrative functions (backup, restore, user setup, billing etc.) with available work around.
3. Impact main clinic workflow for specific applications of the software (a few users) with no available work around.
4. Results in localized data corruptions that does not impact software functionalities.

2.4 Medium Low
1. Impact main clinic workflow for specific applications of software (a few users) with available work around.
2. Outside of main clinic workflow but has significant impact to usability (function not working, performance issues, admin issues, break downs of workflow, non-critical data lost need re-enter etc.)
3. Impact non-critical clinic workflow in a minor way with no available work around (scrolling or display problems, additional clicks, using alternate screens, popups browser incompatibility etc.).

2.4.1 Remarks:
- This classification of bug will likely not be fixed until next release.

2.5 Low
1. Small impact to software usage due to inconvenience in data viewing and input. It does not impact clinic main workflow. It could relate to browser incompatibility in in frequent use part of the user interface.
2. Minor performance issue in software (slow in refresh, data retrieval and file operations etc.) that does not impact clinic workflow.
3. Low priority bug and will likely not be fixed until next significant release.
4. Does not impact software operations at all, bug is related to labels, graphics and screen layout. It does not create user confusions or misunderstandings that impact data or clinic operations.
5. Bugs in information, links, help that does not cause user confusion or misunderstanding that impact clinic operations.

2.5.1 Remarks:
- This is the lowest priority bug and will be fixed until next significant release.
3 Bug Report Templates
The following are the information required for reporting a bug, please cut and paste the template in Sourceforge and fill out the details before submitting a bug. Failing to provide the details may cause delays in fixing the bug.

OSCAR build date:
OSCAR build tag:
Client browser:
Client OS:
Preconditions:
1. Please provide all information needed before this issue will present

Steps to reproduce:
1. Please give all steps to reproduce this issue (if there is data required to reproduce, please attach that to the issue)

Expected Result:

Observed:

Other details: