



## MEDEHR UPDATES DRUG DATABASE

MEDTRON is continually adding new features (enhancements) and/or updates to **MEDEHR**.

Below is a description of the upcoming enhancements/updates scheduled for **MEDEHR**.

### **DRUG DATABASE:**

**Early Thursday morning, October 8, 2020**, MEDTRON will be moving each practice to an updated drug database. New drug listings will be available and MEDTRON will map users favorite lists with the new database.

**NOTE: Once client is moved to new drug database, any drug on the providers favorites list that is selected to ePrescribe that has not been mapped to the new database will error out, i.e., provider will not be allowed to ePrescribe selected drug. Typically, this only applies to discontinued drugs.**

**Please ensure your entire staff is aware of the upcoming updates!**

Any enhancement requests, issues, questions, etc. should be reported (with examples if available) to MDS/MSI via: From **MEDPM** or **MEDEHR** Sign On screens, double click on '**helpdesk@medtronsoftware.com**' to compose an email which will automatically create a ticket in our ticketing system. The ticketing system will then send an automated reply with your ticket # for all future correspondence related to your question/concern.

### **REMINDER:**

**MEDEHR** has routine, scheduled maintenance **every Sunday between 8:00pm and 10:00pm**. Access to **MEDEHR** will be unavailable during this time.

