

End of Support Effective July 2020!

Here's what you need to know...

As a reminder, Virence/athenahealth and Virtual OfficeWare provide support services for the most current Centricity software solution plus one prior version. Connected to the General Availability release of Centricity Practice Solution (CPS) 12.3 Service Pack 3 and Centricity EMR (CEMR) 9.12 Service Pack 3, we're announcing End of Support effective July 1, 2020, for the following products:

- CPS 12.0, including all CPS 12.0 Service Packs and related products
- CEMR 9.8, including all CEMR 9.8 Service Packs and related products
- CPS 12.2, CPS 12.2 SP1, and related products
- CEMR 9.10, CEMR 9.10 SP1, and related products
- Dental 2.7 (VisDental powered by Visualutions)

Note: CPS 12.2.2 and CEMR 9.10.2 and up remain fully supported.

The support items ending on July 1, 2020, for the products listed above are:

- >> Monthly KB releases
- >> Software updates (security, enhancements, bug fixes)
- >> Online or phone support (will be limited to access to Communities and Knowledge base)
- >> Medication files and interaction checking
- >> Terminology updates
- >> Value set updates for quality reporting
- >> Annual Problem code and Charge code updates
- >> Access to Advanced Problem Search
- >> CCC Basic and Specialty forms update

Make the upgrade, realize the benefits

To keep your system up-to-date with the latest security patches, technology improvements, and regulatory requirements, please upgrade to the most recent releases, which are CPS 12.3 Service Pack 3 and CEMR 9.12 Service Pack 3. Below is a summary of the benefits provided by the latest versions of CPS, CEMR, and related products.

We continue to invest in improving both CPS and CEMR with new features and functionality. Please visit Virence/athenahealth [Customer Portal](#) for information related to

CPS 12.3 SP3 and CEMR 9.12 SP3 and its availability. To discuss your upgrade path, contact your Centricity vendor at help@vowhs.com.

Sincerely,

Chad Dodd
General Manager, Ambulatory Practice Solutions

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