



## important update: service pack 2 & 3 hotfixes are generally available

We're pleased to announce that the hotfixes for Centricity™ Practice Solution 12.3 and Centricity EMR 9.12 Service Pack 2 and Service Pack 3 are now available to download and install. We recommend that any customer planning to report for Promoting Interoperability in 2019 should install the appropriate hotfix at the earliest time possible.

The Service Pack 2 and 3 hotfix includes:

- CCDA 2.1 improvements for usability, measure performance, and to fulfill 2015 CEHRT criteria

The Service Pack 3 hotfix also includes:

- Electronic ePrescribing workflow fixes

Please visit the [Customer Portal](#) to see the detailed Release Notes in the download links. You can directly access your solution's hotfix here:

- [CPS Core Downloads – Service Packs and Patches](#)
- [CEMR Core Downloads – Service Packs and Patches](#)

If you need help or have questions, contact Support Services at 1-888-436-8491 option 2, followed by option 1 for technical questions and option 3 for clinical and quality reporting questions.

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