



## Quantity units of measure retired early

We're writing to inform you that an update for NCPDP Quantity Units of Measure was deployed earlier than previously announced. **As of August 17, the retired units are no longer available when adding or editing a new prescription for a selected list of medications.** Additionally, the guidance to select from available packages when editing prescriptions was not deployed. For renewals, the existing units will be transmitted to the pharmacy coded with 'Undefined' units. Prescribers will not be prompted to change the units which may result in a call or message from the pharmacy to clarify the dispense amount.

On August 24 at 10 p.m. ET, we'll deploy an update for Medication Management to improve the user experience when selecting available package sizes. Please note that this is a cloud deployment; there isn't an update for you to install. To assist you in navigating this temporary situation, we created a [short document and recording](#) to illustrate what you're experiencing and demonstrate how to prescribe when using retired units.

To stay up to date on our progress and access the latest updates, please refer to the [Success Community](#). It is recommended that you join the [Customer Communications](#) and [eRX Network Status](#) groups with the 'every post' frequency to ensure you are notified promptly of important news.

We'll continue to hold daily office hours to help with the new workflows and to address your questions.

We apologize for the inconvenience this is causing. Patient safety and provider workflows are our top priorities. Please allow extra patience as we expeditiously work through this situation. If you have any questions, reach out to your Customer Success Manager or VAR (if applicable).

To view this email as a web page, click [here](#).

©2021 athenahealth, Inc.  
athenahealth, Inc. | 311 Arsenal St | Watertown, MA, 02472, US  
For athenahealth clients only, do not copy or distribute.