



v20.1 Service Layer Hotfix 4 medication duplication issue now resolved in Service Layer Hotfix 5

We recently discovered an issue in athenaPractice™ v20.1 Service Layer Hotfix 4 where duplicate medications are being created in the Patient Chart. This occurs when synchronizing medications after closing the Med Portal window with pending prescriptions. The duplicate medication only appears after signing the prescription and subsequently changing the medication, such as entering a stop date or changing the dose. If you do not change the medication after signing, a duplicate is not created in the Patient Chart.

The duplicate medication entries only appear in the chart; they do not appear in the Med Management module and duplicate prescriptions are not sent to the pharmacy.

We've resolved the issue as part of v20.1 Service Layer Hotfix 5, which is now available. Additionally, Service Layer Hotfix 5 includes scripts to detect and remove any duplicate medications created in the Patient Chart and related to this issue.

We strongly advise you to install the Service Layer Hotfix 5 as soon as possible. Download instructions and the Release Note can be found on the [Success Community](#).

If you have any questions, reach out to your Customer Success Manager or VAR (if applicable).

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