GE Healthcare

Knowledgebase Update – Release Notes

EMR 5.6, Centricity® Physician Office – EMR 2005, and Centricity EMR v9.x
June 2011

Contents

GE Healthcare
540 W. Northwest Highway
Barrington, IL 60010 USA

What are monthly updates?

Monthly updates provide up-to-date Medication and Formulary data. A full or incremental update is available each month:

Full update
A *full update always* contains Medication and Formulary data. It may also contain Patient Handouts, Banners, and ICD9 and CPT Codes, as they become available. A full update can be applied over a new database, a full Knowledgebase update, or an incremental update. A full update may be applied to Logician 5.6, Centricity Physician Office – EMR 2005, and Centricity Electronic Medical Record 9.x.

Incremental update
An *incremental update* contains changes in Medication and Formulary data from the last update. An incremental update can only be installed over the most recent full or incremental Knowledgebase update. An incremental update may only be applied to Centricity Physician Office – EMR 2005 and Centricity Electronic Medical Record v9.x. It is not supported by Logician 5.6.

What's in this update?

The June 2011 update is a full update that includes all previous updates. You do not have to install prior updates before installing this one.

This full update contains the following updated clinical information for Logician 5.6, Centricity Physician Office – EMR 2005, and Centricity Electronic Medical Record 9.x.

- Full Medi-Span medications and medication handouts for June 2011.
- InfoScan formularies for June 2011
- ICD-9 enhanced description updates from GEHC terminology
- Allergies custom list (for Centricity Physician Office – EMR 2005 or Centricity Electronic Medical Record v9.x only)
- Formulary Editor medication updates

DOC0979685

Where to download the update?

To download the June 2011 update, follow the directions in this release note and go to support.centricityservices.com.

Who should read this release note?

If you are the system administrator...

You must be an experienced network administrator with

- Ability to download the update and InfoScan .zip files from the Internet
- Ability to execute SQL queries
- Familiarity with Oracle files, programs, data structures, and transaction architecture
- Supervisor/administrator privileges on network file server

If you are the clinic manager...

- To update your clinic's custom lists, formularies, protocols, clinical kits, and encounter forms with updated information, you must have the ability to use the Formulary Editor and the Encounter Form Editor.
- You must also have the following privileges:
  - **Chart > Add to problem/orders/med custom lists**
  - **Privileges > Change privileges**
  - **Setup > Change formulary settings**
  - **Setup > Change orders settings**
  - **Setup > Import/export clinical content (clinical kits)**

EMR 5.6: Before applying this Knowledgebase update make sure that you are using Oracle 9i version 9.2.0.4 or higher.

What you should know about this update

Updated Observation terms are available on the support site

Observation terms updates are not part of the Knowledgebase update. The latest terms can be downloaded at http://support.centricityservices.com/logician/obs_term_kit/index.html.

Allergies Custom List

!!! EMR 5.6 users should not install the new Allergies Custom List. Attempting to import the clinical kit on a EMR 5.6 system will result in the error message “Cannot import version 1 allergy custom list.”

This Knowledgebase update contains an Allergies Custom List, released in March 2011. If you have not previously imported this file, you may do so with this update. This custom list includes DDID codes which ensures that items added from it do not appear as uncoded when a patient's allergies list is expressed on a CCD. It will overwrite previous allergies custom lists so you should save any customizations and add them back into the new list manually.

Install the Allergies Custom List

1. Unzip the PKG_CustList_20110324.zip file.
2. Log into the application with a User ID that has Setup privileges.
3. Go to **Setup | Settings**.
4. Select **System > Import Clinical Kits**.
5. Click **Import Clinical Kit**.
6. Navigate to the directory where you unzipped the file. Open **\Import Content\CustomAlACL**. Select the import kit in this directory and click **OK**.

Customizations made to this custom list should be saved for future reference. As Medispan produces updates that affect the data in this list, GE will provide updates via future KB Updates. You will need to reapply customizations to these future updates.

Joint PM-EMR customers: install latest PM codes first

If you use both Centricity Physician Office – PM 2004 and Centricity Physician Office – EMR 2005 or EMR 5.6, download and install the most recent CPT and ICD-9 code updates for the PM application before installing this update. This prevents billing code errors between the applications.

Medication codes

For some medications, you may be unable to find a corresponding Lexi-Comp Online™ medication monograph, because the EMR application and Lexi-Comp databases may be out-of-sync.

Updated InfoScan formularies

Due to customer feedback, the vendor for InfoScan formularies (MediMedia) has restored the Brand/Generic Processing Rule beginning with the December 2008 update. This is a temporary change to address usability issues reported by customers. In the longer term, the formulary model in Centricity EMR and

Centricity Practice Solution will be updated so that Brand/Generic processing is unnecessary.

The Brand/Generic Rule does the following:

- When a health plan includes a brand-name drug, the brand will generally have a "Tier 2" or higher status. If a generic is available for this brand but is not included in the formulary, and if the plan's "generic policy" states that all generics are required, then the generic is added to the formulary by this rule and both the brand and the generic are assigned a "Tier 1" or "Preferred" status.
- If a health plan includes a generic drug with a "Tier 1" or "Preferred" status, and an equivalent brand exists but is not included in the formulary, then the brand equivalent is added to the formulary by this rule and is assigned a "Tier 1" or "Preferred" status.

For updated InfoScan formularies, go to support.centricityservices.com to download only those InfoScan formulary kits that you use. To subscribe to InfoScan formularies, contact your sales representative or send email to Sales at inside.sales@med.ge.com.

DO NOT download all the kits. Use the **Formularies.txt** file available with this update to look up each formulary you use and determine the corresponding clinical kit number. (This file is displayed from support.centricityservices.com by clicking **InfoScan Listing by Kit Name**.)

Some medication comments may be truncated

Medications in InfoScan formularies may include comments describing pre-authorization requirements, recommended dosages, step therapy protocols, or other information useful to the prescribing clinician. As formularies have evolved to provide more information to the clinician, some medication comments have grown to exceed 255 characters, which is the limit that the EMR application can display. Until this limitation can be removed in a future Service Pack, comments exceeding the limit will be truncated, as denoted by "...Truncated"at the end of the comment. The full text of a truncated comment may be obtained through your formulary contact.

Medications with and without strengths

Beginning with the EMR 5.6 release, all updates contain two versions of the MediSpan Medications Reference list. One version contains all medications with their strengths. The other version contains certain medications with and without strengths. Entering medications without strengths enables you to record historical medications in a patient's chart when the strength is unknown. You can then check interactions of medications without strength.

!!! Providers should never prescribe medications without strength or add them to a custom list. If chosen, these medications are not associated with patient handouts.

Before you install the update

This release is an accumulation of all previous updates since the last release of the EMR application. You do not have to install prior updates before installing this one. Unless otherwise stated, information in this document applies to all supported computing environments and network operating systems.

To install this update, you must have EMR 5.6 or later.

- If you use Windows 2000 or Windows 2003 database server, run the setup from the server console.
- If you use UNIX, run the setup from a Windows 2000 or higher workstation.

Formulary updates

Formulary providers may change their formulary names periodically. If you have created your own formulary using the same name used by a formulary provider, your formulary may be renamed with this update.

To continue using your formulary and to maintain its insurance plan associations, you'll need to change the formulary name to a new name prior to installing this update. Otherwise, your formulary will be overwritten. Review the **formularies.txt** list included in the update to verify that your name is unique.

Confirm that you have sufficient server disk space

Oracle® Archive Logs remain turned on during the installation of the update, so you will need more space on the server.

Before installing this release, confirm that you have at least 300 MB of space available on the server.

If you run out of disk space while installing this release, stop the installation program, back up and then delete the Archive Logs, and then reinstall the update. For instructions on backing up and deleting Oracle Archive Logs, see your Oracle documentation or contact Centricity Practice Services.

Plan time to install

The estimated time required to install this update is 10 to 40 minutes, depending on the speed of your server and network connection.

All users must exit the application

Before you install this update, all users must exit the EMR application and the LinkLogic Data Transfer Station (DTS). Plan the installation for a time that won't interfere with normal clinic activity.

Have a current backup

Before you install this update, verify that you have a current verified cold backup of the EMR application database, the LinkLogic network folder, and the Oracle database files.

Install the latest service pack

Between releases, GE periodically releases service packs. Before installing this update, download and install the latest service pack from support.centricityservices.com. Send a message to centricityemrservices@ge.com if you need a user name and password

Who completes this section? System administrator

1. Go to support.centricityservices.com. From the **Products** drop-down, select your current version EMR. You'll find links to the service pack .zip files and release notes.
2. To download the .zip files, click the link for the latest service pack.
3. To read installation instructions, click on the release notes link.
4. On **Login**, enter your user name and password.
5. Save the .zip file onto your system and follow the installation instructions in the service pack release notes.

Install the update

Locate your clinic's Customer Installation Report used to install your latest release. You'll use it to find your server configuration information required during the installation process.

Who completes this section? System administrator

1. Make sure you have a current backup of the Oracle database files and the LinkLogic network folder. This should include a backup of \Orant, \Llogic, \Logician, \Program Files\Oracle, and the HKEY\Software\Oracle registry keys.
2. Complete the following step for your operating system:
   - For Windows systems, log into the Oracle database server using a Windows account with Administrative access.
   - For Unix systems, log into a workstation that has the EMR Oracle client and read/write access to the staging area.
3. Make sure all users have exited the EMR application.
4. Exit all DTS applications, but do not shut down the Oracle database.
5. Disable any backup scripts that automatically execute at specific times. These scripts may interfere with the update.
6. Disable any anti-virus software on the workstation or server from which you are updating the EMR application.
7. Create a Knowledgebase Update directory on your system, in which you can save the updated .zip files.
8. Go to support.centricityservices.com.
9. In **Current Downloads**, click **June 2011 Full Knowledgebase Update** for your version of EMR.

10 To download the update's .zip files, click **June 2011 Full Knowledgebase Update**. Save and unzip the .zip files into the Knowledgebase Update directory on your workstation.

11 To view this note, click **June 2011 Full Knowledgebase Update Release Notes**.

> For Windows servers, you must install this update from the server. On UNIX servers, you must install this update from a workstation on which the Admin version of the EMR application is installed. This update can only be installed on EMR 5.6 or later.

12 In your Knowledgebase Update directory, find and run the setup file (Setup.exe).

13 When Setup requests the location of the staging area, browse to it. This server directory holds the contents of the EMR application installation, including **setstage.exe.** The program copies the files to this location.

14 The setup routine prompts which MediSpan Medications Reference file to install. Choose one of the following:

- To use medications with strengths only, choose **Medinfo Standard**. All medications in this file contain strengths.
- To use medications with or without strengths, choose **Medinfo Plus.**

15 In the SetStage screen, click **Maintain a Current Server**.

16 In **Select Server**, select the database to update from the Servers list, and click **Next**.

17 **Optional:** Click **Test Server Connection**.

> When you click **Test Server Connection**, you will receive the following message:
>
> ```
> Column count error on USR:
> expected 23, found 27
> ```
>
> This message does not prevent you from installing the update, nor does it invalidate the update. When you receive this message, click **Continue** to proceed with the update.

18 In **Maintain Server**, click **Update Knowledgebase**. If you see **Update Knowledgebase**, enter the Oracle *internal* password.

> You see this screen only if Oracle is currently running and the *internal* password has changed. For security reasons, change the internal password.

19 Complete the following step for your operating system:

- For Windows systems, wait while the Knowledgebase is being updated or the scripts are being transferred.

- For UNIX systems, in **Build EMR Database**, enter the ftp user name and password, and click **OK**.

Time estimate: 10–30 minutes, depending on the speed of the file server's processor and the amount of memory on the server.

As the updates or the scripts transfer, numerous progress bars display. The length of each script varies; so do not use the progress bars to judge how close this step is to finishing.

20 When the progress bar disappears:

- For Windows, click **Finish**.
- For UNIX, follow the on-screen instructions. Once the script completes, click **Continue** and then click **Finish**.

21 Click **Close** to exit the update program.

22 If you disabled anti-virus software or turned off backup scripts, re-enable the anti-virus software and turn the backup scripts on.

23 Restart the DTS application.

Review your implementation

Once the system administrator installs the update, verify that your clinic's custom lists, formularies, protocols, clinical kits, and encounter forms (including the Visit Manager forms) reflect the information from the update. You may need the assistance of your Formulary Editor and Encounter Form Editor experts to complete the sections below.

The update does **NOT** update your Network training database. To have the most current information, update the My Folder, custom lists, or patient data in your production database only. You can then export/import that updated information (using clinical kits) into your Network training database. See the EMR application online help for details on exporting/importing clinical kits.

Review medication custom lists and protocols

From time to time, medication codes become obsolete—for example, when a drug is removed from the market or the formulation changes. After you install this update, review your medication custom lists and protocols.

Review medication custom lists

Who completes this section: clinic manager or someone with a clinical understanding of equivalent medications

1. Review the **med_chngs_current.txt** and **med_chngs_prior.txt** files included in the update for medication codes that are now obsolete.
2. Go to **Reports > Reports**.
3. In the MedicaLogic folder, select and print the **Uncoded Medication Custom List Entries Report**.
4. Go to **Setup > Settings** and select **Chart > Medication Custom Lists**.

5 For each list that contains an obsolete medication, locate the medication and replace it with an active medication from the MediSpan list.

DO NOT add medications without strengths to a custom list. If chosen, these medications are not associated with patient handouts. (To use medications without strength, install this update.)

Review protocols

1. Review the **med_chngs_current.txt** and **med_chngs_prior.txt** files included in the update for medication codes that are now obsolete.
2. Go to **Setup > Settings** and select **Chart > Protocols**.
3. Find each protocol that refers to an obsolete medication and click **Change**.
4. Switch to the Population section and select **Medications**.
5. Select the obsolete medication, then click **Change**. Use **Change Protocol Medication** to select the new code.

Review the Visit Manager spreadsheets

If you use the Visit Manager, you must also review the following problem-specific content in the **master_probdata.xls** spreadsheet for each problem identifier used:

- **Meds –** Review the problem-specific medication information, such as the medication name, DDID (required), instructions, quantity, and refills.
- **Orders** – Review the problem-specific order CPT codes that you want to appear as quick pick list items on the A&P form.

Review Visit Manager spreadsheets

Who completes this section: clinic manager

1. Review the following files included in the update to identify obsolete information:
   - For medications, review the **med_chngs_current.txt** and **med_chngs_prior.txt** files.
   - For order CPT codes, review the **codechgs.txt** file.
2. Using Windows Explorer, open the **master_probdata.xls** spreadsheet in your staging area at **Clinkits\Visit Manager\Development\Spreadsheets.**
3. Click **Enable Macros** when prompted by Excel. The spreadsheets do not work if you disable the macros.
4. Do the following:
   - For medications, click the **Medications** tab and update the medication name, DDID code (required), instructions, quantity, and refill information.
   - For orders, click the **Orders** tab and update the order CPT code.

- For handouts, click the **Handouts** tab and update the handout ID exactly as they appear in the EMR application. English and Spanish handouts each have a unique handout ID. Verify the handout ID is for the language that you want to use.

5 If you modify the **master_probdata.xls** spreadsheet, generate an updated clinical kit for that spreadsheet and re-import it into the EMR application:

  a Start Excel and open the **master_probdata.xls** spreadsheet.

  b In the **master_probdata.xls** spreadsheet, click the **Setup** tab.

  c Verify that column A correctly identifies the default directory where you want to save the kit.

  d Choose **File > Save Clinical Kit**.

  e Select the folder in which you want the kit saved and click **OK**.

  f Import the updated kit into the EMR application.

  g Verify that the Visit Manager A&P forms now use the correct information.

Review handouts and illustrations

Review access to server-based illustrations

Who completes this section: clinic manager

1 Go to **Settings** > **Setup**.

2 Select **Handouts** > **Illustrations Location** and browse to your server. Your network server is the default setting.

> If your organization uses multiple Windows Terminal Servers (WTS), you must make sure that only one copy of the worksta/illustrations directory exists and that the illustration server path points to that location. Otherwise, your users will be unable to access the illustrations.

3 Go to **Settings** > **Preferences** and select **Handouts** > **Illustrations Location**.

4 Set up each user, group, or enterprise to access handout illustrations from the server or from their local client workstation. The only reason to use the local option is to access handouts on the single-user training database, which may contain out-of-date clinical content, including handouts and illustrations.

5 Assign the **Chart > Print** privilege to users who will need to print patient handouts.

> !!! The remaining procedures in this section do not apply to the June 2011 update. See the *ExitCare Release Notes* for more information about the separate update for ExitCare.

Review your handouts custom lists

Handout custom list clinical kits exported before installing the Knowledgebase update will be invalid once you install the update. You must, therefore, review your handout custom lists and re-export any clinical kits containing handouts to ensure that the kits are current.

After an update to handouts, verify the contents in your My Folder. Deleted handouts will no longer appear and handout names may change; you can add any of the new ones.

Review handouts custom lists

Who completes this section: clinic manager

1 Review the **handout_chgs_current.xls** file included in the Knowledgebase update and mark any added or deleted handout names used by your clinic.

> The **handout_chgs_current.xls** file is not included in the June 2011 update. See the *ExitCare Release Notes* for more information about the separate update for ExitCare.

2 Go to **Setup > Settings** and select **Handouts > Custom Lists**.

3 Highlight the name of an existing handout custom list.

4 Click **Change** to the right of the List Contents section.

5 To add a new handout, browse to it. Highlight it and click **OK**. You can select more than one by using **Shift+click** or **Ctrl+click**.

Re-export external custom list clinical kits

Once you have updated your custom lists, you must re-export any external clinical kits containing your custom list for handouts.

Who completes this section: clinic manager

1 Go to **Setup > Settings** and select **System > Export Clinical Kits**.

2 Select **Handout Custom Lists** from the list of Available Components.

3 Complete the following:

- To add all of the handout custom lists, click **Add All**.
- To add specific handouts, click **Add handout custom list**.

4 Browse the folders to find the handout custom list you updated in the section above.

5 Select the handout custom list and click **OK**.

6 Repeat for each handout custom list to include with the kit.

7 Click **Export Clinical Kit**, name the kit, and designate an export location.

Update encounter forms with handout IDs

Due to Knowledgebase handout additions and deletions, some handout IDs may have changed. If you print specific handouts from your encounter forms, you will need to update the handout ID and re-import your encounter forms into the EMR application.

Review your encounter forms

Who completes this section: clinic manager or Encounter Form Editor expert

1. Review the **handout_chgs_current.xls** file included in the update and mark any added or deleted handout names used by your clinic.

   The **handout_chgs_current.xls** file is not included in the June 2011 update. See the *ExitCare Release Notes* for more information about the separate update for ExitCare.

2. Check whether your forms use the following MEL data symbols:
   - **PRINTHANDOUT** - Allows a specific handout, based on handout ID, to be printed directly from a button on a form. This data symbol uses handout IDs that may have changed due to this update.
   - **NEWHANDOUT** - Adds a button to a form to open the print handout dialog with a specified custom list. This data symbol will continue to work unless you changed the name of the handout custom list.
3. Update the form's **PRINTHANDOUT** data symbol with the new handout ID or the **NEWHANDOUT** data symbol with the new handout custom list name.
4. Import the revised encounter form into the EMR application.

Import updated encounter forms

Who completes this section: clinic manager

1. Before importing clinical kits, back up all your existing clinical materials. If you make a mistake when importing, reliable backups make it easier for you to fix the mistake.
2. Go to **Setup > Settings** and select **System > Import Clinical Kits**.

   Test the import of your clinical kit in your network training database before importing it into your production system.

3. To examine the contents of a clinical kit before importing, click **Preview Clinical Kit**.
4. To import a kit, click **Import Clinical Kit**.
5. Browse to the location of the kit and select the kit file (with an extension of *.ckt). Click **OK**.

When creating an encounter form, your Encounter Form Editor expert designates where to store it in the EMR application during a clinical kit import. Contact your Encounter Form Editor expert for location information.

Update formularies

Formulary providers may change their formulary names periodically. If you have created your own formulary using the same name used by a formulary provider, your formulary may be renamed in the EMR application with this update.

To continue using your formulary and to maintain its insurance plan associations, you'll need to change the formulary name to a new name prior to installing this update. Otherwise, your formulary will be overwritten. Review the **formularies.txt** list included in the June 2011 update to verify that your name is unique.

New drugs and new formulations of existing drugs become available frequently. Other drugs are taken off the market. You must keep your formularies up to date so that providers have access to correct drug information. The Formulary Editor uses a MediSpan database, which GE reformats so you can import the update into the Formulary Editor. As a registered user of the Formulary Editor, you will receive all updates to the database.

Update the Formulary Editor database

Updating the MediSpan database also updates any formularies in the Formulary Editor's database. This is the easiest way to update your formularies. To update the database and formularies at the same time, import existing formularies prior to updating. For instructions on importing formularies, see the guide *Using Formulary Editor.*

Update the MediSpan database

Complete the following steps on the same workstation on which the Formulary Editor is installed.

Who completes this section: Clinic manager or someone with a clinical understanding of formularies and the Formulary Editor

1. Review the **formulary_name_chgs.txt** file included in the update for a list of new formulary names and the names they replace.
2. Review the **med_chngs_current.txt** and **med_chngs_prior.txt** files included in the update for a list of prescription drugs and OTC drugs added to and deleted from the database.
3. Start the Formulary Editor.
4. From the **Database** menu, select **Update MediSpan Data**.
5. When prompted, do one of the following:

- If you have the 2005 version of the Formulary Editor (6.0.1), browse to and select **feupdate2000.mdb**.
- For all prior versions of the Formulary Editor, browse to and select **feupdate.mdb**.

If you see a message that your Formulary Editor is currently using the same version as the feupdate.mdb file, click **OK**. This is a known issue. You should see an "Update Successful" message with the correct versions after clicking OK.

6 When the Formulary Editor updates the database, it updates the formularies resident in the database. During the update, the Formulary Editor creates a list of drugs that are no longer in the MediSpan data but are referenced by one or more formularies in the Formulary Editor's database. The list is written to the FEUPDATE.LOG file in your Formulary Editor directory. After updating, view this file in NotePad. Following is a partial sample report:

```
Date: 12/9/06 6:11:29 PM
MediSpan version 2006.1 updated to version 2006.2.
The following drugs in CHC Gold are no longer supported
and were removed:

Ampicillin Trihydrate   POWD
Aquamist 600 MG TBCR
Aquasol A 25000 IU CAPS
Aquasol A 50000 IU CAPS
Auragen 5.6-1.4% SOLN
Bentyl 20 MG CAPS
Bio-Cot 10-3.5-10000 SOLN
```

Update formularies in the Formulary Editor

You must add information to each formulary about any new drugs or formulations. New drugs are often expensive, and you might want to specify alternatives for these drugs. Always export a copy of each formulary after you're done working on it. Save the formulary files in a convenient location so they're easy to update.

Update formularies in Formulary Editor

Who completes this section: clinic manager or someone with a clinical understanding of formularies and the Formulary Editor

1 If necessary, in Formulary Editor, re-import a formulary created with a previous version of the MediSpan data.

Re-importing automatically removes obsolete product formulations from the formulary. Deletions are recorded alphabetically by medication name in the **feerrors.log** file in your Formulary Editor directory.

2 Make changes to the formulary based on new medications that have been introduced with the MediSpan update.

Use the **med_chngs_current.txt** file included on your Knowledgebase update to determine which new medications to add to your formulary.

3 Re-export the formulary and distribute it to EMR sites.

Import the InfoScan formularies

If you use formularies and you have subscribed to the InfoScan formulary database, import formularies for health plans your patients are covered under. If you have subscribed to this service, you can download and import the formulary clinical kits from support.centricityservices.com into the EMR application.

Before importing formularies from the InfoScan database, you must first install the current Knowledgebase update.

Import formularies

Who completes this section: Someone with a clinical understanding of formularies

1 Make a list of the insurance plans that cover your patient population and identify which of these plans specify formularies you want to use.

2 To assist you in this process, use the Crystal Report called **Insurance Company Report**, available on the KnowledgeBank at knowledge.medicalogic.com. After downloading and installing this report, you can use it to list the insurers and plans currently in your EMR application's database.

Check with the insurers to determine if their plans have formularies.

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3 Once you have a list of formularies you want to import into the EMR application, refer to the **Formularies.txt** file to get the name of the associated clinical kits.

Formularies.txt lists the formularies by plan name in alphabetical order. For instance, if one of your health plans were Rocky Mountain Medicare, you would find in the report that its clinical kit file is I2783.ckt.

FormularyChanges.txt lists formularies that have been added, dropped, or changed by the plan since the last update.

4 Go to support.centricityservices.com.

5 In **Current Downloads**, click **InfoScan Download**.

6 To list the kits available, click either **InfoScan listing by kit name** or **InfoScan listing by kit number**. To list the contents of the **Formularies.txt**

file, click **Formulary List**. To list the contents of the **FormularyChanges.txt** file, click **Formulary Changes**.

If you cannot find the formularies that you use on support.centricityservices.com, e-mail the following information to centricityemrservices@ge.com: plan name exactly as it appears on the patient's insurance card, any plan ID numbers, the state where the plan originates, and your contact information.

7 To download the kits you want, click on the kit's link in the listing.
8 Save and unzip the .zip file onto your workstation.
9 On your workstation, import each kit into the EMR application.

Associate an insurance plan with a formulary

Once you have imported the formularies into the EMR application, associate each formulary with its corresponding plan(s). Or, choose to preserve the association when re-importing a newer version of a formulary.

1. Go to **Setup > Settings** and select **Chart > Formulary Management**.
2. Select the formulary and click **Associate**.
3. In the **Insurance Company** list, select the insurance company.
4. In the **Plan** list, select the insurance plan that you want to associate with this formulary and click **OK**.
5. To set up the default formulary for your enterprise, select the formulary and click **Set Formulary as Default**.
6. To view details about a formulary, select the formulary and click **Details**.

Contacting Centricity Services

If you require further help or have any questions regarding this update, contact Centricity Services at 888.436.8491.

When you subscribe to the Centricity Services mailing list, you receive e-mail announcements of Service Pack releases, weekly product alerts, maintenance reminders, tips and tricks, and other information on supporting the EMR application. All Centricity Practice customers can receive this free mailing list. To sign up, send an e-mail to centricityemrservices@ge.com and place **listserve-subscribe** in the subject line. Include your name, your company name, address, and phone number in the body of the message. Requests will be processed within three working days, and you will receive a welcome message confirming your subscription.