Epic 2012 Support* Statement:

This document will re-state and clarify Epic 2012 support for Dragon Medical 360 | Network Edition (DMNE).

Background:

DMNE software primarily supports new EMR versions of the software by supporting edit controls embedded within that EMR. In the case of Epic 2012, the edit control used is named EpicTer79Class. This edit control can be viewed in a DMNE configuration file called nsapps.ini when Nuance officially supports this software in any particular version.

There are Nuance approved exceptions where Nuance might approve adding this edit control manually to the configuration file from time to time, by a partner or a customer. These are approved after a careful and thorough review of impacts on a case-by-case basis.

Dragon Medical Enterprise Edition –

Epic 2012 Hyperspace is not officially supported in Dragon Medical Enterprise Edition.

Manual addition of the EpicTer79Class edit control into the configuration file in Dragon Medical Enterprise Edition is not officially supported. We realize that some customers might be successfully using the manual workaround. Nuance fully intends to receive calls and provide assistance/guidance but cannot make changes to any versions prior to DMNE V1 SP3.5 HF1.

Dragon Medical 360 | Network Edition V1 –

Epic 2012 Hyperspace is not officially supported until DMNE V1 SP3.5 HF1.

Manual addition of the EpicTer79Class edit control into the configuration file in any DMNE version before SP3.5 HF1 is not officially supported. We realize that some customers are successfully using the manual workaround. Nuance fully intends to receive calls and provide assistance/guidance but cannot make changes to any versions prior to DMNE V1 SP3.5 HF1.

*Please note that there are live customers on DMNE SP3.5 HF1 and SP4 currently in production without any issues and Nuance will do the best to further support in case of any issues but please note that Nuance might request the customer to upgrade to DMNE V2 depending on the nature of the issue/fix.

Dragon Medical 360 | Network Edition V2 –

Epic 2012 Hyperspace is fully supported in DMNE V2. Nuance is not aware of any open issues but if any problems get reported, Nuance will address them in DMNE V2 itself.