

Frequently Asked Questions

What Is Happening?

Veradigm is discontinuing AccelRx which means we will no longer actively develop or maintain the product and clients will not be able to access AccelRx as of January 15, 2024.

Why Is Veradigm Discontinuing AccelRx?

Veradigm is constantly evaluating our product portfolio to ensure that we can focus our resources and efforts on providing the best possible solutions to our customers. As part of this evaluation, we have determined that it is in the best interest of our customers and company to retire AccelRx.

What Does This Mean For Me As A User Of AccelRx?

1. **End of Feature Development & Product Access:** Veradigm will no longer release new features, enhancements, or updates for AccelRx. You can no longer access the platform as of January 15, 2024.
2. **Technical Support:** While Veradigm no longer offers dedicated support for AccelRx, existing customer support channels will remain available for any assistance you may require during the transition.
3. **Data and Content:** You will have access to the product, your data and content within AccelRx up until the platform shuts down on January 15, 2024. You may request an export of your data as of December 11, 2023.

How Can I Request A Data Export?

As of Dec 11, 2023, customers can request a data export by following these instructions:

- Customers can request data exports by emailing a request to accelrx@veradigm.com
- Requests must be sent/received between December 11, 2023 - January 14, 2024
- *Recipient of data export must be listed as an active user within the AccelRx platform*
- Request should include the following:
 - Practice Name
 - Requestor Name
 - Email Address To Receive Data Export (Recipient of data export must be listed as an active user within the AccelRx platform)
- Data exports will be sent to the provided email address via a secure email within 10 business days of receiving the request



What Will Be Included In A Data Export?

- The data export default date range will date back to January 1, 2023 and will include patient demographics, patient insurance information, prescription, and prior authorization details. Additional data beyond January 1, 2023 may be available upon request.
- Data entered after your requested extract data may not be included

What Are The Important Dates Regarding The Discontinuation Of AccelRx?

- January 15, 2024: AccelRx will no longer be available
- December 11, 2023 - January 14, 2024: Data export available upon client request

Who Can I Contact To Answer My Questions?

- Questions can be sent to accelrx@veradigm.com

