

John B. Williams

From: Farhan Ali Akbar <Fakbar@nextgen.com>
Sent: Saturday, March 17, 2018 5:46 AM
To: John B. Williams
Cc: Dub Krauth; Ray Illuminati; Ellen Connolly; Caitanya Mahajan; George Malcolm; Chaitanya Patil; Ajay Sheelvant; Mark D'Amore; Katharine Lodise; Michael Hafner; Jennifer Tuttle; Tom McQuiston; Gary Bozarth; Allison Ridenhour
Subject: Lpc Properties, LLC - NextGen Core 5.9/8.4 GR Production Upgrade Completed - Case # 04595035

Hello John,

The Production environment for Lpc Properties, LLC has been upgraded to 5.9 Patch 12/8.4 Patch 5. Please go through your usual workflows with a test patient, making sure there are no errors, including Advanced Audit errors. Generate any PM letters or EHR documents that you usually generate.

Please remember to re-enable/restart scheduled jobs and restart services.

) I have opened case number 04771364 to address the non-zero items on the PM Advisor screen. A support representative will be contacting you.

For any issues that may occur, please call Client Support at (215) 657-4373 and follow the prompts.

NOTE: Assistance after hours may be billable at Support's discretion.

If you do not receive a response from Support within two hours, please email **ALL** members of our on-call team and we will assist with escalation:

- Tom McQuiston, Technical Deployment Specialist II: tmcquiston@nextgen.com
- Ellen Connolly, Manager: econnolly@nextgen.com
- Gary Bozarth, Technical Deployment Specialist II: gbozarth@nextgen.com

Thank you,

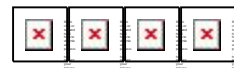
Farhan Ali

Farhan Ali Akbar

SPECIALIST II, TECHNICAL DEPLOY

NextGen Healthcare

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