

Dragon Medical Practice Edition End of Life Frequently Asked Questions

Q:

When is the end of life for Dragon Medical Practice Edition (DMPE)?

How long will it still be supported?

Will there be updates and bugfixes to DMPE?

What if my customer finds a bug after DMPE 4.3.1 is released?

Will DMPE stop working after March 31, 2022?

What are my customer's options once DMPE is retired?

A:

Dragon Medical Practice Edition will no longer be available for sale after March 31, 2021.

Nuance support is available for VARs until March 31, 2022. Support is available for customers with M&S contracts until their contract expires or March 31, 2022, whichever comes first.

We expect to release DMPE version 4.3.1 in the first half of 2021. The release contains security fixes primarily. There are no planned updates or hotfixes after 4.3.1.

We will review security issues as needed, but there will be no new features or edit controls added to DMPE.

No. If you have DMPE installed and running, it will continue to work. Activation servers will not be immediately shut down on March 31, 2022 but we are not able to guarantee long-term access to activation servers, as we do not have a specific shutdown timeline. Installing DMPE on new hardware or after re-imaging the operating system will not be possible without access to the activation servers. We strongly advise customers transition to DMO before March 31, 2022.

Customers can transition to Dragon Medical One, Nuance's cloud-based speech solution that provides a consistent and personalized clinical documentation experience across solutions, platforms, and devices regardless of physical location.

Is there anything to help my customers upgrade to Dragon Medical One (DMO)?

Yes, we have aggressive special pricing for customers to upgrade to Dragon Medical One.

Nuance offers a Dragon Medical One promotion for existing Dragon Medical customers. This offer, effective 1/6/21, runs through the end of March 2021.

Promotion highlights:

- Save up to 20% on a 1-year contract
- Eligible for 1-year monthly and prepaid contracts
- The offer is available in the U.S. and Canada
- The offer ends 3/31/21
- Valid Dragon Medical serial number is required
- This promotion cannot be advertised or displayed on websites (per the advertising guidelines in the MAP Policy)
- Promotional details may only be disclosed in 1:1 email communications or conversations with customers

Pricing details:

- U.S. customers: \$79 per-user-per-month (1-year contract)
- Canadian customers: \$89 per-user-per-month (1-year contract)
- Training and implementation fee: \$525 U.S. and \$578 Canada (required)
- All renewals are based on standard contract pricing

Please contact nuance@edist.com for more information about upgrading your customers to Dragon Medical One.

What versions of Dragon Medical are eligible for promo?

The promo offer is valid for any version of Dragon Medical (not just Practice Edition).

How do we process orders for the DMPE to DMO promotion?

To process orders, please log into www.dictation.cloud with your reseller account, select the customer account, click shopping cart, then scroll to the end of the product list to select the monthly or prepaid DMO upgrade promotion subscription.

You will also need to supply the customer's Dragon Medical serial number to validate an existing customer.

What is the process for entering the Dragon Medical serial number?

eDist will send VARs a spreadsheet with the promo orders. VARs must enter the Dragon Medical serial numbers and send to eDist within five business days. Failure to submit valid serial numbers may result in (1) suspension of VAR from the DMO certified reseller program, (2) forfeiture of commissions on non-eligible orders and/or (3) cancellation of customer order and rebilling at the normal contract rate.

Are there additional marketing support to help us frame better how Dragon Medical One is a preferred solution over Dragon Medical Practice Edition?

Yes. You may download the relevant marketing materials [here](#) that include:

- Dragon Medical One and PowerMic Mobile Case Study – Colorado Center for Reproductive Medicine in New York
 - Dragon Medical One and PowerMic Mobile Case Study – Coeur d’Alene Pediatrics
 - Dragon Medical One to the Cloud
 - Dragon Medical One datasheet
 - PowerMic Mobile Data Sheet
 - Dragon Medical One Promotion for your existing DMPE customers
 - Speech Competition Notes for VARs
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What about gaps in features that exist in DMPE that are not available in DMO?

Nuance Product Management is interested in ensuring we invest development resources in the best way to facilitate more sales, improved customer experience and satisfaction, and operational efficiency for ourselves and our partners. We are confident in Dragon Medical One’s accuracy, existing feature set, and product roadmap. We will continue to look to innovate and expand our ability to capture more customers with your and our customer’s feedback.

LEARN MORE

Please contact nuance@edist.com for more information about upgrading your customers to Dragon Medical One.



About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others.