

QUARTERLY NEWSLETTER: DECEMBER 2024

Always advancing: a year of continuous evolution

Reflecting on 2024 and looking ahead

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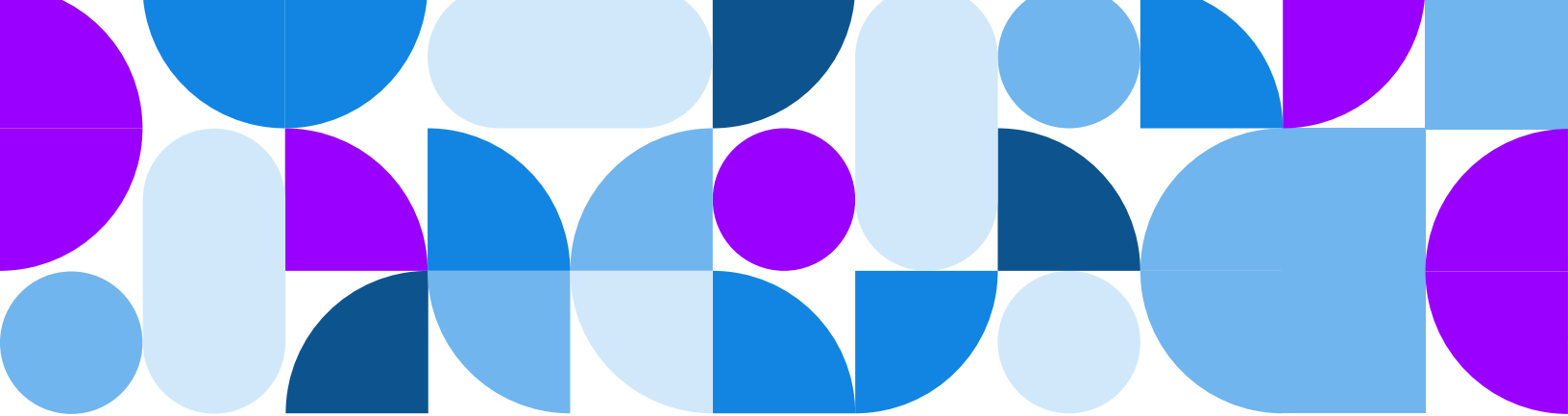
Medication safety and patient harm:

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2024 evolution for Micromedex and what's next

[A transformative year driven by customer feedback and a look into what's next](#)



The evolution of Micromedex in 2024 and what comes next

As we approach the end of 2024 and my first 6 months as EVP and General Manager, I'm proud of the progress we've made together this year, and the exciting future ahead. Leading a customer-focused organization is a privilege. The recognition we've received in 2024, such as the [Black Book award](#), is a testament not only to excellence in clinical decision support but to our commitment to our customers.

2024: A year of customer-driven evolution

What does it mean to be a customer-focused organization? At Micromedex, it means putting the needs of those we serve at the center of everything we do. This approach helps to surface and drive meaningful innovations, empowering healthcare professionals to make critical decisions with confidence and deliver exceptional patient care.

This year, our leadership team has connected with hundreds of customers to gain a deeper understanding of their needs. Beyond these engagements, we've also solicited feedback on our products and services from multiple sources including our advisory board, in-product feedback, and takeaways from both in-person and virtual training sessions.

These touchpoints go beyond listening—they actively shape our strategy.

2024 marked [50 years of innovation](#) for Micromedex. We have been a leading partner to healthcare professionals over each of those five decades, revolutionizing access to evidence-based information through microfiche and CD-ROMs to today's cloud-based software and virtual assistant technology.

Looking ahead to 2025

Looking ahead, integrating artificial intelligence (AI) will become increasingly important as we continue to modernize. Guided by our [AI principles](#), we are committed to ensuring that these advancements enhance the value and reliability of Micromedex for our users. We welcome those that would like to participate in the AI journey of Micromedex to [get in touch](#).

Alongside these AI advancements, we're also focused on broader improvements, including an enhanced user interface, streamlined navigation, optimized search functionality, and workflow efficiency.

Thank you for trusting Micromedex as your partner in clinical decision support. Here's to another year of innovation and impact!

Read the blog for a deep dive into our 2024 highlights and future outlook.

[Read the blog](#) →



Sonika Mathur
Executive Vice President and General Manager
Micromedex



Enhancements to the Micromedex solutions you use every day

Coming soon

What's next for mobile

The new Micromedex mobile app is bringing you even more value in early 2025!

The NeoFax and Pediatric Reference apps will be included in the new mobile app, further consolidating your access into one mobile experience.

Additionally, enhanced search and monograph navigation and Drug Class information will be included.

New look preview going live

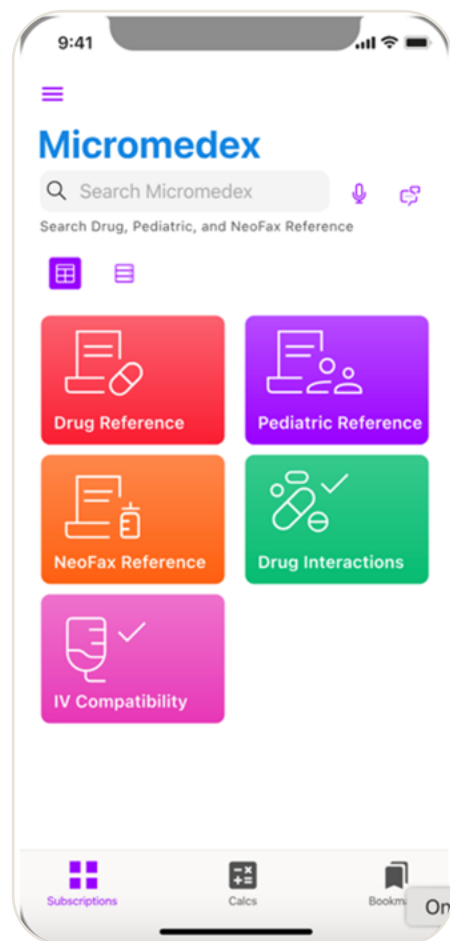
Have you taken the opportunity to try out the 'New Look Preview' button that allows you to preview the updated drug monograph interface? Activating the button will allow you to preview the changes that will be going live in mid-December.

Just like the Quick-Answer Dosing content previously, the In-Depth drug monograph content will now be in a collapsed header view as a default setting across specific sections of the monograph, with the 'expand all' capability available if you want to view all of the information at once.

This cleaner layout will allow for improved access and help you identify the content of interest more quickly.

Updated In-Depth sections include Dose Adjustments, FDA/ Non-FDA Uses, Comparative Efficacy, and Adverse Effects.

Other enhancements coming in mid-December include improved left navigation functionality and improved table content styling for both drug monographs and Drug Consults.



Now available – thanks to your feedback:

Have you see the new mobile app?

Our brand-new, consolidated mobile application is now available for customers – make sure to download it today! Get ready to enjoy a smoother user experience, available in both the iOS and Google Play app stores.

Based on feedback from our users, the new app is designed with your needs in mind, offering:

- **Unified access:** Access to all your Micromedex subscriptions and all essential drug information from a single, comprehensive app
- **Efficient navigation:** Enjoy a more intuitive interface for easy access to information
- **Ease of maintenance:** Experience automated updates so you can stay focused on your workflow

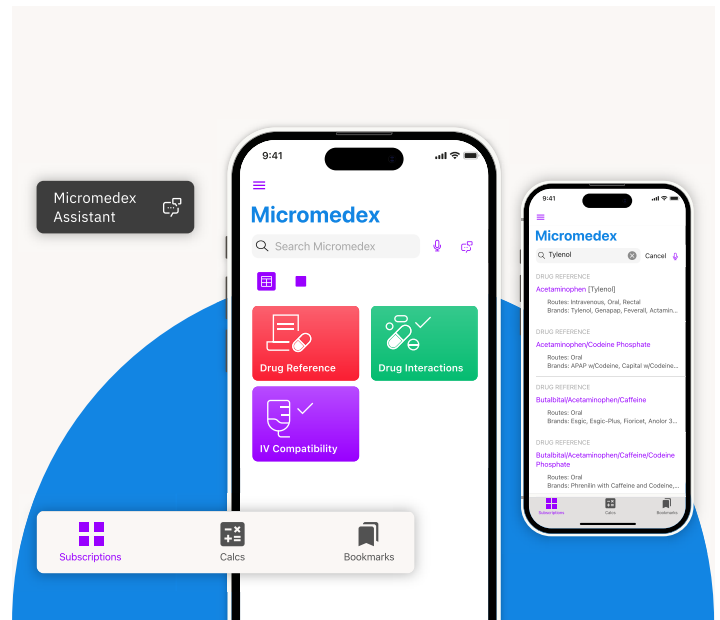
The following existing Micromedex mobile apps are now available within the one new app:

- Drug Reference
- Drug Interaction
- IV Compatibility

We've also added more features for your convenience:

- Calculators
- Micromedex Assistant
- New accessibility features
- Advanced search experience
- Enhanced navigation

This is just our first step to enhancing our mobile experience. Additional releases will follow, including NeoFax® and Pediatrics reference information and additional navigation enhancements.



NOTE: The app is available at no charge for customers with respective online subscriptions of Micromedex. The original Micromedex mobile app will no longer be available for download as of February 20, 2025.

Learn more about the new mobile app [here](#).

Download the app:



Key enhancements from 2024

We've been busy this year. We focused on expanding our clinical content where it matters most to support patient safety and clinical outcomes. We also enhanced navigation and access, for an even more intuitive experience to give our users more time to spend with patients. Below we have outlined key highlights from 2024.

Enhanced clinical content

We have continually refreshed and expanded the depth of our content to provide comprehensive evidence, ensuring our customers receive accurate answers to support patient safety, even for the most complex cases, and to protect the most vulnerable patients.

Reminder: We are continually highlighting recent Micromedex content updates on the homepage of Micromedex online, in the "Latest News" section – take a look at "Content Update Highlights" to see new off-label indications and dosing, non-FDA uses, updates to Comparative Efficacy, Drug Consults, and more.

Off-label uses:

330+

New off-label indications added and

1,150+

off-label recommendations refreshed

Off-label dosing:

600+

Off-label dosing recommendations augmented

Perioperative management and renal dosage adjustments:

Enhanced recommendations for

200+

drugs to address complex medication use scenarios

Pediatric and neonatal care:

Augmented population-specific content for

300+

drugs

Toxicology updates:

7,000+

Drug and commercial products added to strengthen poison control resources

Clinical calculators:

Expanded to

700+

including new custom calculators

Clinical calculators

This year we expanded the clinical calculators in Micromedex to over 700. Some of the new calculators include the Opioid Equianalgesic Estimate, Morphine Milligram Equivalent (MME) Dosing Estimate, and four Adult Vancomycin AUC dosing calculators. We also updated the Acetaminophen (Paracetamol) Toxicity Assessment calculator, based on recent updates to the nomogram. If there are additional calculators you would like to see added to Micromedex, please let us know by submitting Feedback on the right-hand side of the screen on Micromedex online.

Further content updates

In addition to focused efforts to augment the most critical content components, the Micromedex Editorial Team is committed to keeping our broad offering of **patient education** materials aligned with key practice guidelines and patient resource materials while also maintaining a comprehensive listing of available **drug and device products** with the most current availability and **pricing data** to meet the needs of our broad user base.

Improved user experience

We have been continually enhancing Micromedex navigation and access, for an even more intuitive user experience, to save more time to spend with patients.

- **Streamlined navigation:** Driven by user experience research and thoughtful interface design, we now deliver even faster access to critical drug information. [Clear headers and collapsible content](#) enhance visual clarity, while users retain the flexibility to fully expand content as needed. IV compatibility content has also undergone significant enhancements with new features and enhanced results.
- **Customizable views:** Users can now tailor their experience with IV compatibility data by choosing between [list view or chart view](#), to access the evidence in the format that best suits user preference and workflow.
- **Mobile enhancements:** The new, consolidated [mobile app](#) provides access to all essential drug information in one place, with intuitive navigation, accessibility features and automated updates.

Continued updates driven by your feedback

The Micromedex team is continuing to make enhancements to the solution, driven by feedback from our clients. We are actively hosting research sessions to hear your thoughts. Please keep an eye on the latest news on the homepage of Micromedex online for opportunities, or email UserWorkshop@merative.com directly if you're interested in participating.

Additionally, you can always give product feedback directly to your account representative or by submitting feedback directly within the product on the right-hand side of your screen.



News you can use

Customized training

Looking for customized training for you or your team? Reach out to your Customer Service Manager or [email us](#).

Training resources and news

Have you checked out our most valuable training videos on the [Micromedex training center](#)? View resources by role, tools, or application.

The latest materials in the training center include a new scenario-based tutorial video for the IV Compatibility tool, to guide you through how to use it, including the recently enhanced chart view.

For customized training, reach out to your Customer Service Manager or [email us](#).

Look out for the clinical tips and tricks!

In the Latest News section of Micromedex online you will find monthly **Clinical Challenges** (short multiple-choice quizzes) and monthly top tips for users in the **Did You Know** series.

Collaborating for additional enhancements

Micromedex proudly partners with EBSCO Information Services to offer [DynaMedex](#), the all-in-one resource for evidence-based decision support that brings together two award-winning solutions: medication insights from Micromedex plus disease and condition management from DynaMed. We continue to collaborate on further enhancements, including seamlessly integrating new technologies such as generative artificial intelligence through responsible use. Learn more about the latest developments at the [Innovation Center](#).

Further reading

Take a look at some of our recent topic-focused publications:



Health literacy and patient education: empowering patients with the right tools for better health outcomes. [Read now.](#)



Spotlight on patient safety: the global challenge of medication-related harm. [Read now.](#)

Bookmark the thought leadership site

Take a look at the Micromedex web page for thoughtful insights on focused topics of interest to support wider reading and exchange of knowledge. Check out the current topics on the new page: [View the page](#).



Follow Micromedex on LinkedIn

Make sure you see the latest topic-focused publications and product updates on the [LinkedIn page](#).

Upcoming activities and events

Stop by our booth and talk with the team at these upcoming events:

- [Central America & Caribbean Healthcare Innovation Summit 2024](#): December 3, San José, Costa Rica
- [ASHP Midyear](#): December 8-12, New Orleans

Highlights from 2024 events and activities

The Micromedex team was honored to join our customers, partners and industry bodies at many events throughout 2024. It's through this collaboration and sharing of knowledge and insights that allows us to evolve with customer needs and support healthcare systems and other organizations worldwide in enhancing clinical decision-making, advancing patient care, and protecting public health.

Below we share a selection of photos with our clients and partners from events around the world this year, as we reflect on milestones from these activities:

- Events across the **U.S.** showcased the evolution of drug information resources, highlighting the shift toward consolidated, comprehensive solutions to support the entire care team, with advancements in usability, and strategic integration of technology.
- Across **Latin America**, we worked closely with regional partners to embed Micromedex into hospital systems, supporting numerous prestigious institutions in achieving HIMSS EMRAM Stage 7 certification—a significant milestone in healthcare IT maturity.
- In **Saudi Arabia**, through our partnership with Al-Shehail & Co Ltd, Micromedex integration into the Ministry of Health's MOH Formulary app has enhanced quality-focused healthcare and patient-specific decision-making across the country's healthcare centers.
- 170 clients gathered in **Taiwan** this summer for the 12th annual Micromedex Taiwan User Group Meeting, co-hosted with our partner, SRIS (Shou Ray Information Services), to share insights on enhancing clinical decision support and to discuss the potential for artificial intelligence in this space.



If you have any questions, contact your local representative or [contact us](#) via the website.