e-prescribing with First Databank (FDB) FAQ

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Drug Database Migration - Coming Soon to DrChrono!

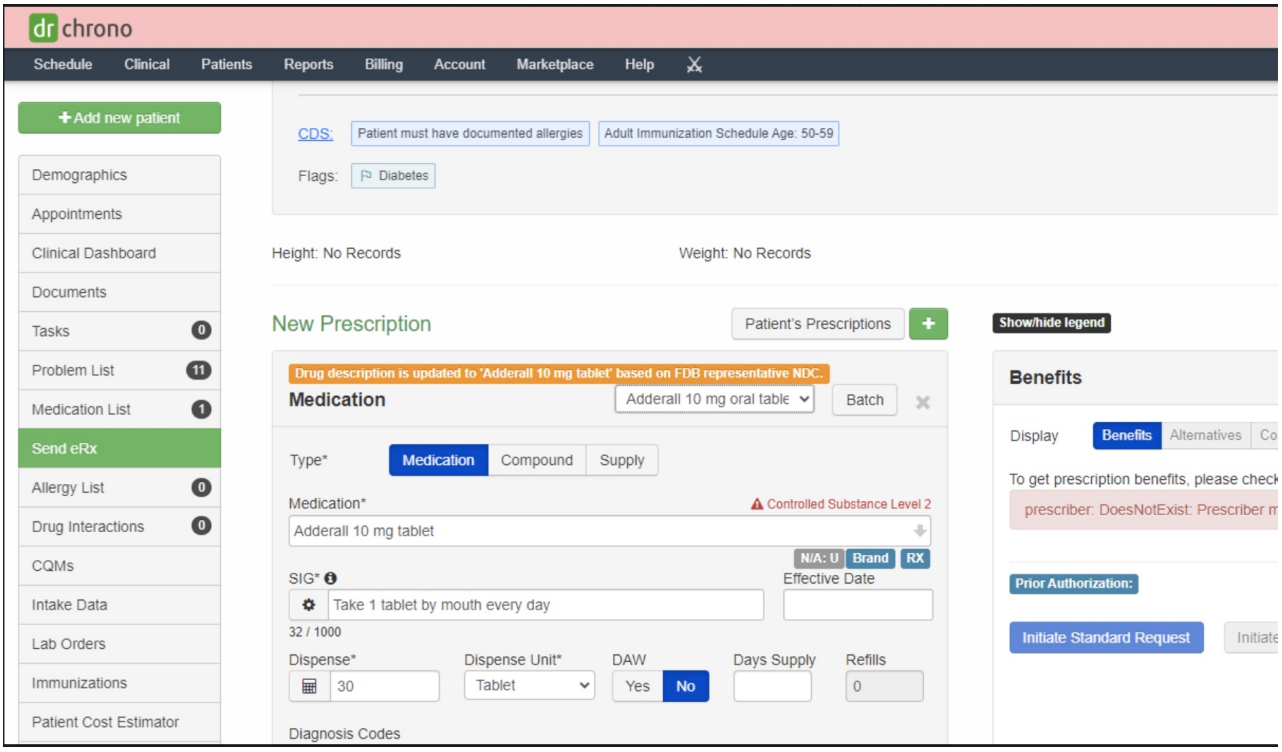
What should my practice to do prepare for the migration?

Click the resource help article to learn more.

My favorite prescriptions screen is showing an error *"NDC code disassociated or sunset, reselect to fix"* warning.

Prescription Favorites can be updated via Account > Account Settings > eRx Settings.

When prescribing from my favorite list, the following message appeared *"Drug description is update to [drug name] based on FDB representative NDC...".*



This is normal. The next time that a user prescribes from their favorite list, the drug is converted and they will not receive the message again for the medication favorite.

I received the error message "this is not supported" when prescribing from my DrChrono Mobile app.

When encountering an error while attempting to send a prescription on the mobile app users should update to the latest version of the app to resolve the issue. Previous app versions do not support the new FDB content.

How can I electronically prescribe a compound medication with a controlled substance?

How to electronically prescribe a compound medication with a controlled substance