

REAL WORLD TESTING RESULTS REPORT – December 28, 2022

GENERAL INFORMATION

Plan Report ID Number:	DAWRWT112021
Developer Name:	DAW SYSTEMS, INC.
Product Name(s):	SCRIPTSURE CLOUD ERX
Version Number(s):	V.2.1
Certified Health IT Product List (CHPL) Product Number(s):	15.04.04.2919.Scri.02.01.0.220413
Developer Real World Testing Plan Page URL:	https://www.dawsystems.com/realworldtestingplans.html
Developer Real World Testing Results Report Page URL [if different from above]:	https://www.dawsystems.com/realworldtestingresults.html

CHANGES TO ORIGINAL PLAN

The original plan was against Version.2.0 of the ScriptSure Cloud ERX product. In 2022, DAW SYSTEMS, INC. completed the upgrade to CURES and the Version updated to V.2.1 (this is noted above). There were no changes to the processes that end users utilized to prescribe and execute the tasks measured herein. There were no changes as a result of the updated version usage for the methodology or reporting properties for this report.

WITHDRAWN PRODUCTS

The following product version is set for removal from CHPL on 12/31/2022. Users that were subject to the RWT plan for 2022 started using the V2.0 at the start of the year and then were upgraded to the V.2.1 of the ScriptSure Cloud ERX. While this was an upgrade, none of the changes to the versions affected the plan or the results.

Withdrawn product info:

Edition:	2015
Developer Name:	DAW SYSTEMS, INC.
Product Name(s):	SCRIPTSURE CLOUD ERX
Version Number(s):	V.2.0
CHPL Product Number:	15.04.04.2919.Scri.02.00.0.190611
Withdrawal Date:	12/31/2022
Inclusion of Data in Results Report:	There is data included in this report that was captured in the V.2.0., however the latest CURES V.2.1 did not have any updates that affected the usage or results or reporting. All users started on V.2.0 and were transitioned to V.2.1.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

No, none of my products include these voluntary standards.

Standard (and version)	n/a
Updated certification criteria and associated product	n/a
CHPL Product Number	n/a
Conformance measure	n/a

Care Setting(s)

The following are the care settings that were selected for the Real World Testing plan. These were selected as each specialty makes up a large percentage of the overall users of the ScriptSure Cloud ERX product.

- A. **Solo-practice dentist** (ambulatory setting).
- B. **Solo-Practice Psychiatrist** (ambulatory setting).
- C. **Hospice facility with at least 3 providers** (ambulatory setting)*

**NOTE: The hospice we selected canceled their subscription in September of 2022, so they sent 0 prescriptions October through December of 2022.*

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Throughout 2022, starting in January 2022, data was generated to compile the results found within this document. The Real World Testing Plan 2022 justification and measures were followed. Data was generated by extracting patient de-identified prescription history from 5 total providers in 3 care settings. The data was captured by extracting the following data fields to be able to analyze the results:

- Provider ID
- Prescribed medication
- Prescribed date
- Medication status
- Medication Form
- Medication designation (controlled vs non-controlled indicator)

By focusing on electronic prescribing in the plan we are able to demonstrate real-world interoperability. This interoperability is evident by virtue of providers creating prescriptions that conform to the NCPDP standard 2017071 and sending the prescription to the Surescripts network for validation and then on to pharmacy systems for final validation. The pharmacies then communicate back successful receipt of the prescription or reported errors. In addition, standardized refills and change prescription requests originating from pharmacies were measured as a part of this plan and results.

The results in this report confirm creation of prescriptions and successful acceptance by the pharmacy systems which in itself demonstrated interoperability.

NOTE: No non-conformities were discovered, however, one of the care settings terminated usage of the ScriptSure Cloud ERX application in September 2022. While this was not expected, we did have data captured for the effectively the first 3 quarters of the year sufficient we believe to satisfy the goals of Real-World Testing, albeit short of the 12 months contemplated by the plan for this care setting.

The data was captured each quarter for the care settings. Each care setting (Dentistry, Psychiatry and Hospice) prescriptions were combined to produce a total amount per setting and across all settings. The prescriptions were then categorized by type (or category) of prescription:

- Success
- Error
- CancelRxApproved
- CancelRxDenied
- Dispensed
- Not Dispensed
- Partially dispensed
- Declined Success
- RxRenewal Request Pending
- RxChange Request Pending

Key Findings 1: Error rate of Prescriptions

Per the RWT 2022 plan, we had expected that less than 1% of all prescriptions sent by a provider would not be successful, regardless of care setting. The results confirm that across the 3 care settings in 2022, the overall error rate was 0.126% of the time a prescription encountered an error. In the dentistry and psychiatry setting there were zero errors (0%). In the hospice settings across all the hospice prescriptions there were .47% of the time a prescription encountered an error. There was only 1 error prescription that was encountered over the entire year. That error was at a hospice and it was a controlled medication that was created using a free form directions line (instead of structured SIG (directions) information). The cause of the error was determined to be that this was actually a DUPLICATE prescription that was rejected by the pharmacy. This finding leads us to believe we should have had a category for the type of error as well to determine if the error was user error, pharmacist error, pharmacy system error, network error, product error or general compliance error. We have classified this one error as user error as a result of the finding. One error across the 692 total prescriptions was a better than expected finding.

Key Findings 2: Controlled prescribing

Initially it was believed that the hospice setting would have been the highest prescriber of controlled medications and dentistry the lowest. This was true for dentistry that showed a total of 54 controlled prescriptions sent for the year. The highest prescriber of controlled was the psychiatry setting with 78 controlled prescriptions vs 58 for the Hospice setting, however, the data for the Hospice was limited for Q4 as the Hospice adopted a new EMR with another ERX product and discontinued using ScriptSure Cloud ERX product during the year. The trend of prescriptions shows that the hospice setting would

have been the highest prescriber of controlled which is logical given the type of medications that Hospice administers to their patient base.

Key Finding 3: Interoperability and Standards Compliance.

ScriptSure Cloud ERX is successfully exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use. In measuring the results, we found that the interoperability between pharmacist and provider via the pharmacy system and the ScriptSure Cloud ERX was comprehensive for prescriptions. The data showed that all of the following prescription categories were covered. Some of these initiated with provider and some with the pharmacy. In all regards the interoperability communication was successful for all categories. This is clear evidence of EHI was received by and used in the ScriptSure Cloud ERX product. ScriptSure is compliant with the certification criteria, including the required technical standards and vocabulary codes sets. Full compliance with 170.315(b)(3) and NCPDP SCRIPT Standard Version 2017071 was expected. The solitary error received was due to user error (duplicate prescription rejected by the pharmacy). The prescriptions generated by providers in the care settings (controlled and non-controlled, cancel requests) and the pharmacy requests generated (refill and change requests) all demonstrate compliance and interoperability.

Key Finding 4: Structured and Codified SIG vs FREE FORM SIG

The ScriptSure product allows for Structured SIG. Psychiatry and Hospice preferred by and large with most prescriptions to prescribe medications using the free form orientation of the directions. Dentistry preferred the structured SIG. This may be simply due to the complexity of prescriptions and the type of prescriptions that each setting prescribes. The ability to send both demonstrates the interoperability with the receiving systems.

Conclusion:

The plan as executed and the results captured using the ScriptSure Cloud ERX product demonstrate compliance and interoperability in real world care settings. Multiple categories and type of prescription messages were successfully communicated to the pharmacies and from pharmacy to provider. There was successful use by all providers and care settings during the term of the plan (2022).

Area for Improvement:

An identified area for improvement across the user base may be training on usage of Structured and Codified SIG so that this is more consistently used.

Metrics, Outcomes and Results

The following details provide evidence that the ScriptSure Cloud ERX product:

1. is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;
2. is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and
3. EHI is received by and used in the certified health IT.

Method: The prescriptions were measured each quarter to determine the total results.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Success and Error Rates by Type of Prescription	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 1 below	None
Success and Error Rates by Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See tables 2 and 2A below	None
Total # of Controlled/Non-controlled Prescriptions by Quarter & Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 3 below	None
Total # of Structured SIG/Free Form Prescriptions by Quarter & Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 4 below	None

Table 1: Success and Error Rates by Type of Prescription (Category)

Success/Error Rate by Category		
	Success Rate	Error Rate
Overall	99.88%	0.12%
Controlled	99.48%	0.52%
Non-controlled	100.00%	0.00%
Structured SIG	100.00%	0.00%
Free Form SIG	99.79%	0.21%

Metrics for Success/Error Rates by Category		
Category	Success Rate	Error Rate
Overall	Divided total # of successful prescriptions by total # of prescriptions	Divided total # of failed prescriptions by total # of prescriptions

Controlled	Divided the total # of successful controlled prescriptions by total # of controlled prescriptions	Divided the total # of failed controlled prescriptions by total # of controlled prescriptions
Non-controlled	Divided total # of successful non-controlled prescriptions by total # of non-controlled prescriptions	Divided total # of failed non-controlled prescriptions by total # of non-controlled prescriptions
Structured SIG	Divided total # of successful prescriptions with structured SIG by total # of prescriptions with structured SIG	Divided total # of failed prescriptions with structured SIG by total # of prescriptions with structured SIG
Free Form SIG	Divided total # of successful prescriptions with free form SIG by total # of prescriptions with free form SIG	Divided total # of failed prescriptions with free form SIG by total # of prescriptions with free form SIG

Table 2: Success and Error Rates by Care Setting

Success/Error Rate by Care Setting		
	Success Rate	Error Rate
Dentistry	100.00%	0.00%
Hospice	99.53%	0.47%
Psychiatrist	100.00%	0.00%

Metrics for Success/Error Rates by Care Setting		
Category	Success Rate	Error Rate
Dentistry	Divided total # of successful prescriptions by total # of prescriptions for 1 dentist	Divided total # of failed prescriptions by total # of prescriptions for 1 dentist
Hospice	Divided total # of successful prescriptions by total # of prescriptions for 3 hospice providers	Divided total # of failed prescriptions by total # of prescriptions for 3 hospice providers
Psychiatrist	Divided total # of successful prescriptions by total # of prescriptions for 1 psychiatrist	Divided total # of failed prescriptions by total # of prescriptions for 1 psychiatrist

Table 2A: Prescription Status by Care Setting

The graph below shows the total of each type of Prescription Status by Care Setting.

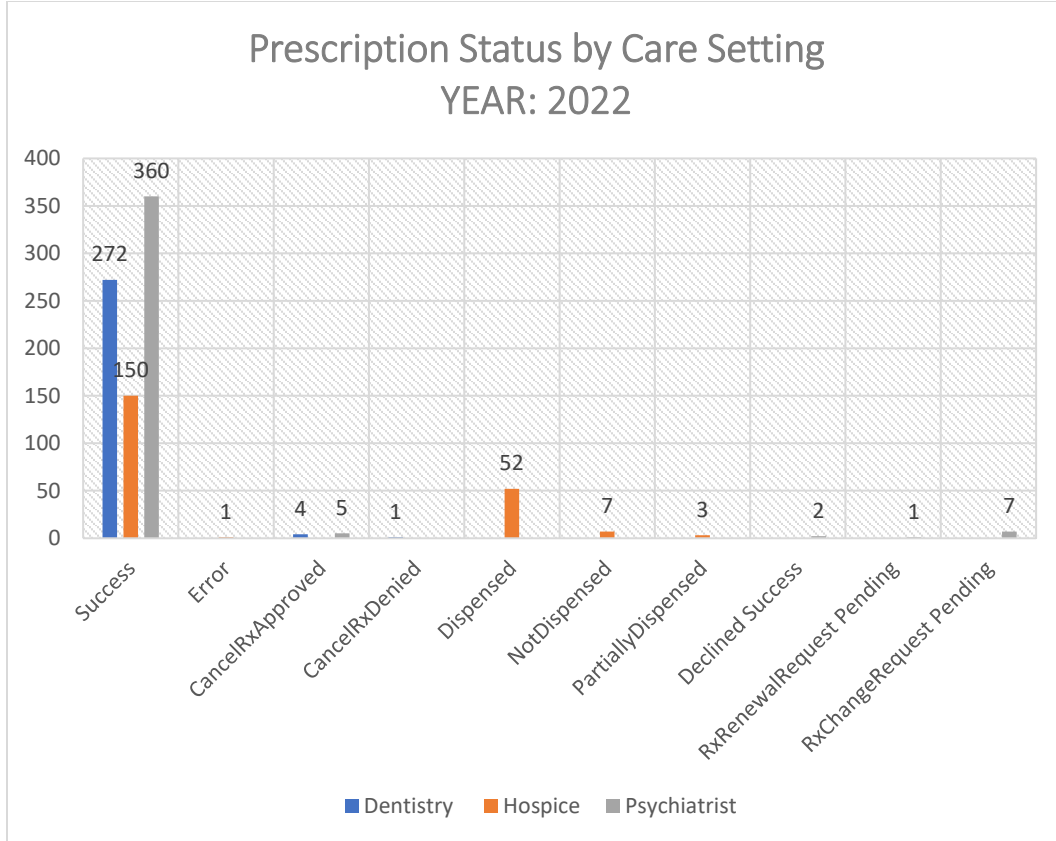
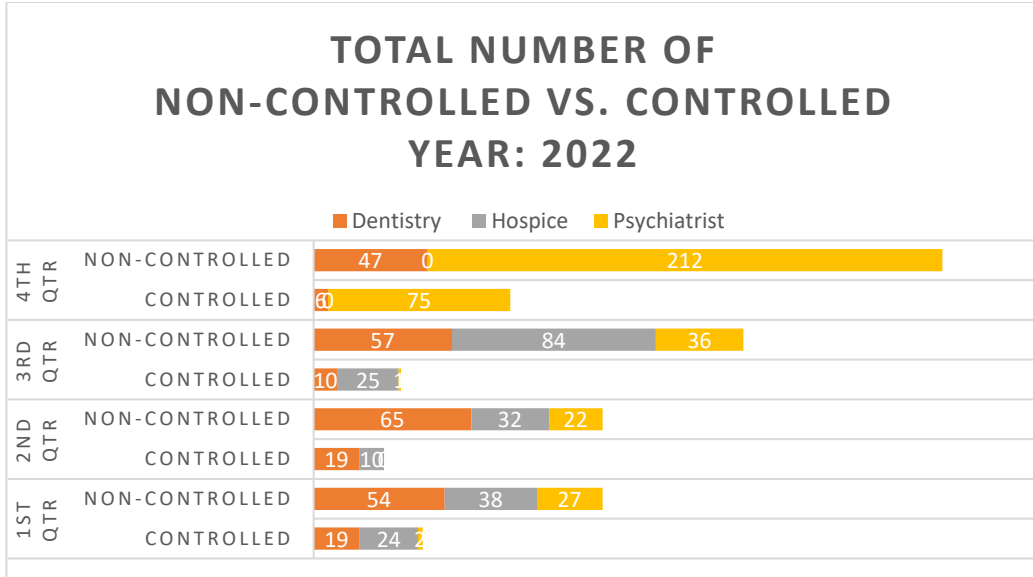


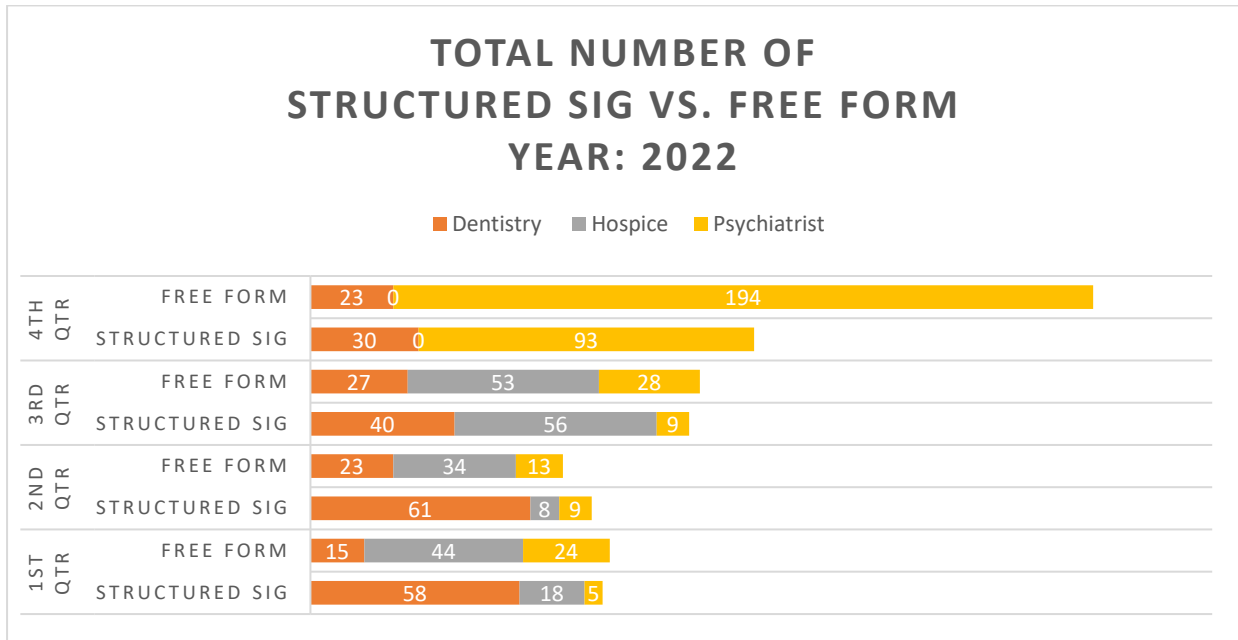
Table 4: Total # of Controlled/Non-controlled Prescriptions by Quarter & Care Setting

The graph below shows the total number of controlled and non-controlled prescriptions transmitted for the specified care settings, broken down by each quarter of 2022.



Total # of Structured SIG/Free Form Prescriptions by Quarter & Care Setting

The graph below shows the total number of structured SIG and Free Form prescriptions transmitted for the specified care settings, broken down by each quarter of 2022.



KEY MILESTONES

The Each Quarter the data was captured for the accounts and examined for the metrics we detailed in the RWT 2022 plan. The plan called for DAW SYSTEMS INC to examine the success rates of prescriptions and compare successful prescriptions against unsuccessful prescriptions to see if there are patterns that can help us determine improvements to the application or improvements in terms of end user training that will ensure more efficient execution and reduce error rates for prescriptions.

Key Milestone	Care Setting	Date/Timeframe
Captured and Analyzed Data, Create final reports and results	All Care Settings defined – Hospice care setting limited as account stopped using the product	End of Q4 2022
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q3 2022
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q2 2022
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q1 2022
Defined specific end users to be tracked throughout the RWT Captured	All Care Settings defined	Start of Q1 2022

Attestation:

The Real World Testing Results 2022 herein includes all required elements, including measures that address all certification criteria and care settings. All information is up to date and addresses the health IT developer’s Real World Testing Results requirements.

Authorized Representative Name: Adam Forman, COO

Authorized Representative Email: aforman@dawsystems.com

Authorized Representative Phone: 866-755-1500

Authorized Representative Signature: 

Date: December 28, 2022