REAL WORLD TESTING RESULTS REPORT – January 24, 2024

GENERAL INFORMATION

Plan Report ID Number:	DAWRWT102022
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

There were no changes to the plan.

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.

[X] 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** (long-term care).
> D. **Telemedicine** (ambulatory setting).

Care Setting Breakdown		
Care Setting	# of Practices	# of Providers
Dentistry	1	1
Hospice	2	8
Psychiatry	2	7
Telemedicine	1	13
Totals	6	29

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Data from 1-1-2023 to 12-31-2023 was generated to compile the results found within this document. We followed the Real-World Testing Plan 2023 justification and measures to determine the results. Data was generated by extracting patient de-identified prescription history from 29 total providers in 4 care settings across 6 facilities(practices).

By focusing on electronic prescribing in the plan we can 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, we measured change prescription requests from pharmacists to providers and RxFill messages originating from pharmacies that indicate whether or not thee prescription was filled in full, partially and not at all. We also measured cancel messages requested by the care settings and prescriptions written with structured directions compared to free form directions.

The results in this report confirm creation of prescriptions, successful sending across the Surescripts electronic network and successful acceptance by the pharmacy systems which demonstrated interoperability. Furthermore, receipt of communication back from the pharmacies demonstrated the same interoperability.

The data was captured each quarter for the care settings. Each care setting (Dentistry, Psychiatry, Hospice, and Telemedicine) 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
- CancelRx
- RxFill
- RxChange

Key Findings 1: Error rate of Prescriptions
Per the Real-World 2023 plan, we expected greater than 99% of prescriptions to be successful with an error rate of less than 1%. This was the same expectation in 2022. This expectation was met for 2023; the success rate for the care settings selected for RWT was 99.7%, with an error rate of 0.3%. While the results fell within our expectation, the error rate was higher than our average historical error rate of

0.13%. We reviewed the error reasons by care setting to determine any patterns or reasons for the higher error rate. Out of the 4 care settings selected, 3 care settings (dentistry, hospice, and psychiatry) had an error rate of 0.15% or less. Those rates were more in line with our historical average for errors. We reviewed the types of errors for these care settings, and they were expected; we found no patterns to be concerned about.

The remaining care setting (telemedicine) accounted for most prescriptions across the care settings and had an error rate of 0.31%. This raised the combined average for all care settings. Researching the types of errors for the telemedicine practice showed that one controlled medication had far more errors than other medications. The telemedicine practice had a total of 2892 errors, and 935 were for one specific medication (32.33% of their errors). Further research showed that this one medication is considered a controlled substance in the state of Georgia, but not in other states. Each time the prescriber sent a prescription for this medication to a pharmacy in Georgia, they would receive an error because they were not registered to send controlled medications. As the medication is not considered a controlled medication in most states, this allowed the prescriptions to be sent. A solution is being developed to modify the class of the medication when sending to States that designate medications as controlled, when others do not.

We also found that there were 171 errors on 3-11-2023 when a pharmacy software system was down and not able to accept the prescriptions; in other words due to no fault of DAW Systems, Inc. system. This made up almost 6% of the total errors for the telemedicine practice. These types of errors are expected from time to time, and unfortunately ScriptSure cannot prevent them.

Key Findings 2: Controlled prescribing
The dentistry and telemedicine care settings prescribed 0 controlled medications. The percentage of controlled prescriptions for hospice was 47.75% and the percentage for psychiatry was 59.33%. One significant observation we made regarding controlled medications is detailed above in the explanation of error rates. The overall percentage of prescription errors for controlled substances was 0.19%, and the percentage of errors for non-controlled substances was 0.30%. However, the higher percentage for non-controlled medications is likely because the telemedicine practice accounted for the majority of errors, and they only prescribed non-controlled medications.

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 the provider and some with the pharmacy. In all regards the interoperability communication was successful for all categories. This is clear evidence 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 prescriptions generated by providers in the care settings (controlled and non-controlled, NewRx and

cancel requests) and the pharmacy requests generated (RxFill and change requests) all demonstrate compliance and interoperability.

Category Types:
- NewRx
- ChangeRx
- RxFill
- CancelRx

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

The ScriptSure product allows for Structured SIG and free form SIG. Telemedicine and Dentistry primarily used structured SIGs for their prescriptions. Psychiatry and Hospice used structured SIG almost as often as free form SIG. The ability to send both demonstrates the interoperability with the receiving systems. We expected that free form SIGs could lead to more errors, but we found no evidence of that in this data set. The error rate for structured SIG (0.32%) was actually higher than the error rate for free form (0.22%). However, this is likely because the telemedicine practice accounted for the majority of errors, and they primarily use structured SIG. The higher error rate was likely not due to the structured SIG. More information on the reason for the higher rate of errors for telemedicine can be found in the explanation of the error rate.

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 (2023).

Area for Improvement:

An identified area for improvement is to implement a process to update the DEA Schedule for certain prescriptions prior to being sent to the pharmacy in the rare situations where the medication database provider used in ScriptSure has classified a non-controlled medication generally, but the proper classification in some states is controlled medication.

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 Category	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 table 2 below	None
Prescription Transactions by Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 3 below	None
Percentage of Controlled/Non-controlled Prescriptions by Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 4 below	None
Percentage of Structured SIG/Free Form Prescriptions by Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 5 below	None
Percentage of Successful Prescriptions with RxFill Message	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 6 below	None
Number of RxChange Transactions	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 7 below	None

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

The table below shows the total number of prescriptions for each category and the success & error rates for each category.
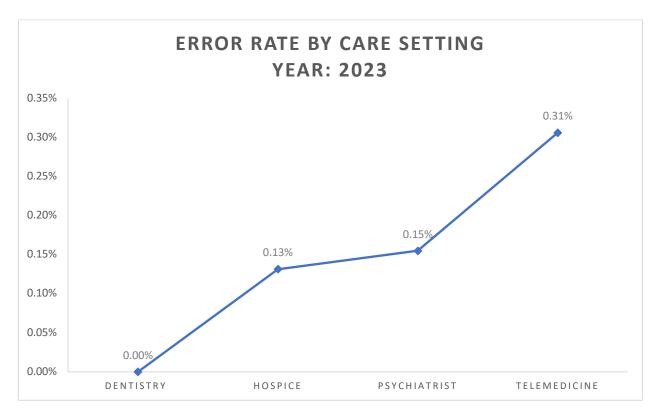
Success/Error Rate by Category			
	# of prescriptions	Success Rate	Error Rate
Overall	970134	99.70%	0.30%
Controlled	10802	99.81%	0.19%
Non-controlled	959332	99.70%	0.30%
Structured SIG	802824	99.68%	0.32%
Free Form SIG	167310	99.78%	0.22%

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					
	Dentistry	Hospice	Psychiatrist	Telemedicine	All
Success	100.00%	99.87%	99.85%	99.69%	99.70%
Error	0.00%	0.13%	0.15%	0.31%	0.30%

ERROR RATE BY CARE SETTING
YEAR: 2023

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 8 hospice providers	Divided total # of failed prescriptions by total # of prescriptions for 8 hospice providers
Psychiatrist	Divided total # of successful prescriptions by total # of prescriptions for 7 psychiatrists	Divided total # of failed prescriptions by total # of prescriptions for 7 psychiatrists
Telemedicine	Divided total # of successful prescriptions by total # of prescriptions for 13 telemedicine providers	Divided total # of failed prescriptions by total # of prescriptions for 13 telemedicine providers

Table 3: Prescription Transactions by Care Setting

The table and graph below show the total of each type of Prescription Transaction by Care Setting.

PRESCRIPTION TRANSACTIONS BY CARE SETTING
YEAR: 2023

	CancelRx	RxFill	RxChange
Telemedicine	18706	2763	0
Psychiatrist	323	3116	323
Hospice	201	201	1
Dentistry	36	29	0

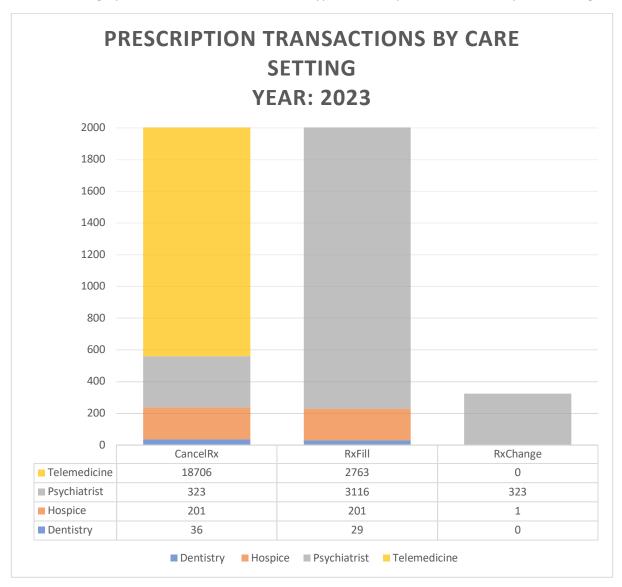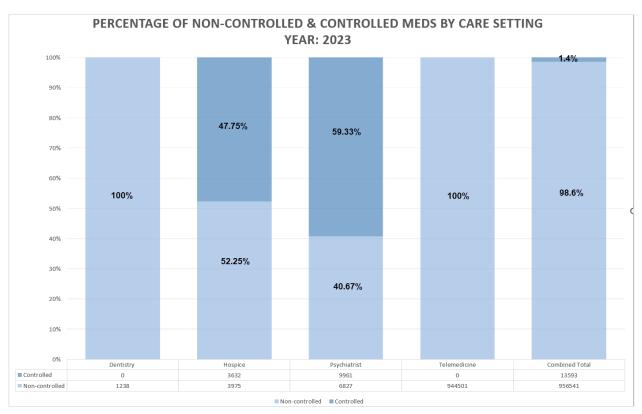Dentistry Hospice Psychiatrist Telemedicine

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

The table below shows the number of controlled & non-controlled prescriptions for the specified care settings for 2023, and the graph displays the percentage of controlled and non-controlled prescriptions by care setting.
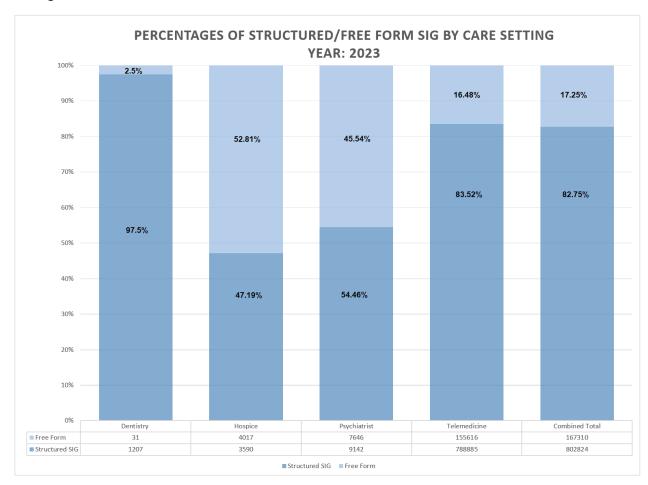

PERCENTAGE OF NON-CONTROLLED & CONTROLLED MEDS BY CARE SETTING YEAR: 2023

	Dentistry	Hospice	Psychiatrist	Telemedicine	Combined Total
Controlled	0	3632	9961	0	13593
Non-controlled	1238	3975	6827	944501	956541

Metrics for Controlled/Non-controlled by Care Setting		
Category	Controlled	Non-controlled
Dentistry	Divided total # of successful prescriptions by total # of prescriptions for controlled meds	Divided total # of successful prescriptions by total # of prescriptions for non-controlled meds
Hospice	Divided total # of successful prescriptions by total # of prescriptions for controlled meds	Divided total # of successful prescriptions by total # of prescriptions for non-controlled meds
Psychiatrist	Divided total # of successful prescriptions by total # of prescriptions for controlled meds	Divided total # of successful prescriptions by total # of prescriptions for non-controlled meds
Telemedicine	Divided total # of successful prescriptions by total # of prescriptions for controlled meds	Divided total # of successful prescriptions by total # of prescriptions for non-controlled meds

Table 5: Total # of Structured SIG/Free Form Prescriptions by Quarter & Care Setting

The table below shows the number of structured SIG and Free Form prescriptions transmitted for the specific care setting for 2023, and the graph displays the percentage of structured SIG and Free Form prescriptions by care setting. We expected 70% of prescriptions would have structured SIG and 30% would have free form, so there were more structured SIGs than we expected. We encourage ScriptSure users to use structured SIG to prevent errors or confusion at the pharmacy, so this was a positive finding.
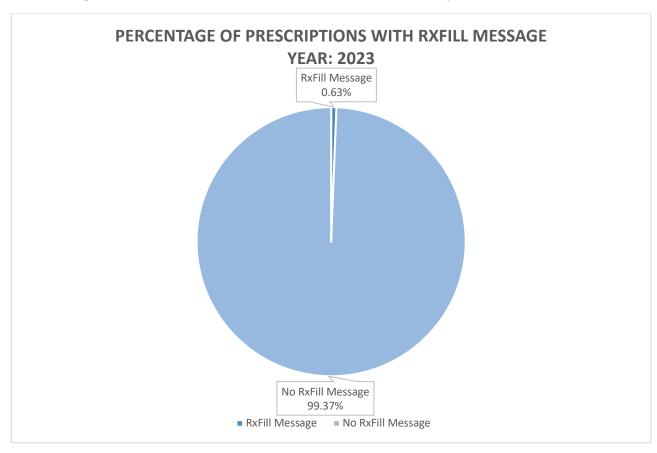
PERCENTAGES OF STRUCTURED/FREE FORM SIG BY CARE SETTING
YEAR: 2023

	Dentistry	Hospice	Psychiatrist	Telemedicine	Combined Total
Free Form	31	4017	7646	155616	167310
Structured SIG	1207	3590	9142	788885	802824

Free Form percentages: Dentistry 2.5%, Hospice 52.81%, Psychiatrist 45.54%, Telemedicine 16.48%, Combined Total 17.25%

Structured SIG percentages: Dentistry 97.5%, Hospice 47.19%, Psychiatrist 54.46%, Telemedicine 83.52%, Combined Total 82.75%

■ Structured SIG ■ Free Form

Metrics for Structured SIG/Free Form by Care Setting		
Category	**Structured SIG**	**Free Form**
Dentistry	Divided total # of successful prescriptions by total # of prescriptions with structured SIG	Divided total # of successful prescriptions by total # of prescriptions with free form SIG
Hospice	Divided total # of successful prescriptions by total # of prescriptions with structured SIG	Divided total # of successful prescriptions by total # of prescriptions with free form SIG
Psychiatrist	Divided total # of successful prescriptions by total # of prescriptions with structured SIG	Divided total # of successful prescriptions by total # of prescriptions with free form SIG
Telemedicine	Divided total # of successful prescriptions by total # of prescriptions with structured SIG	Divided total # of successful prescriptions by total # of prescriptions with free form SIG

Table 6: Percentage of Successful Prescriptions with RxFill Message

The pie chart below shows the percentage of prescriptions with an RxFill message compared to the number of successful prescriptions without an RxFill message, and the table shows the number of successful prescriptions with and without an RxFill message. Only approximately 10% of pharmacies that accept electronic prescriptions are set up to send RxFill messages, so we expected the percentage of RxFill messages to be low, but the result of 0.63% is far lower than our expectation of 25%.
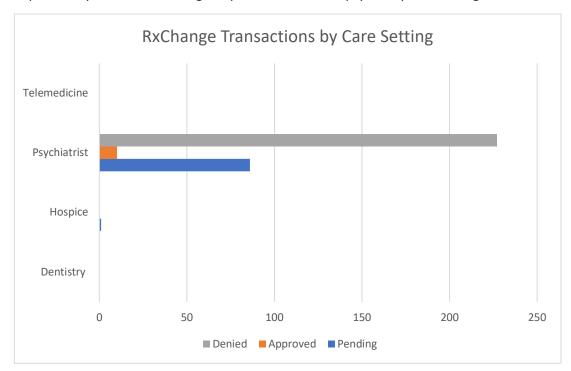

PERCENTAGE OF PRESCRIPTIONS WITH RXFILL MESSAGE
YEAR: 2023

RxFill Message 0.63%
No RxFill Message 99.37%
■ RxFill Message   ■ No RxFill Message

	# of prescriptions
RxFill Message	6109
No RxFill Message	961097

Metrics for RxFill Message	
RxFill Message	**No RxFill Message**
Divided total # of successful prescriptions by total # of prescriptions with RxFill Message	Divided total # of successful prescriptions by total # of prescriptions without RxFill Message

Table 7: Number of RxChange Transactions

The providers for Telemedicine and Dentistry were not registered for ChangeRx, and only one provider for Hospice was registered for ChangeRx. Most psychiatry providers were registered for ChangeRx, which explains why most of the change requests were for the psychiatry care setting.

KEY MILESTONES

The Each Quarter the data was captured for the accounts and examined for the metrics we detailed in the RWT 2023 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 2023
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q3 2023
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q2 2023
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q1 2023
Defined specific end users to be tracked throughout the RWT Captured	All Care Settings defined	Start of Q1 2023

Attestation:

The Real World Testing Results 2023 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.

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Authorized Representative Signature:

Date: January 24, 2024