REAL WORLD TESTING RESULTS 2024 - REPORT – January 21, 2025

GENERAL INFORMATION

Plan Report ID Number:	DAWRWT092023
Developer Name:	DAW SYSTEMS, INC.
Product Name(s):	SCRIPTSURE CLOUD ERX
Version Number(s):	V.3.0
Certified Health IT Product List (CHPL) Product Number(s):	**15.04.04.2919.Scri.03.02.0.231102**
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.2.1 **15.04.04.2919.Scri.02.01.0.220413** of the ScriptSure Cloud ERX product. Throughout 2024 testing period, version 3.0 was used. Both versions use the same database so all data used for test results would have been derived from the same source. The sample set of users was on v3.0 during testing period. 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. Version 2.1 was sunset 12-31-2024 (see withdrawal information below), so a change to the original plan is simply that v3.0 was used instead of v2.1 of the software.

WITHDRAWN PRODUCTS

The following product version was sunset on 12-31-2024 and submitted for removal from CHPL on 1-8-2025 with the quarterly filing for Q4 2024. Users that were subject to the RWT plan for 2024 started using the V3.0 at the start of the year. 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Withdrawn product info: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.2.1
CHPL Product Number:	15.04.04.2919.Scri.02.01.0.220413
Withdrawal Date:	0
Inclusion of Data in Results Report:	All users started on v.3.0 for this results reporting period. All data was derived for the results from v3.0 data.

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 care settings were chosen for the Real-World Testing plan, as each specialty represents a significant portion 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).

Care Setting Breakdown 2024		
Care Setting	**# of Practices**	**# of Providers**
Dentistry	1	1
Hospice	1	2
Psychiatry	1	2
Totals	**3**	**5**

SUMMARY OF TESTING METHODS AND KEY FINDINGS

The data presented in this document was generated from January 1, 2024, to December 31, 2024. The results were determined in accordance with the Real-World Testing Plan 2024 justification and measures. This data was collected by extracting de-identified patient prescription history from five providers across three care settings.

By focusing on electronic prescribing in this plan, we can demonstrate real-world interoperability. This is evident as providers create prescriptions that adhere to the NCPDP standard 2017071 and send them to the Surescripts network for validation, followed by transmission to pharmacy systems for final validation. Pharmacies then confirm successful receipt of prescriptions or report any errors. Additionally, we measured cancel messages requested by each care setting, tracked how many prescriptions included a diagnosis, and compared the percentage of prescriptions with codified pharmacy notes versus free-form pharmacy notes.

The results in this report confirm the creation of prescriptions and their successful acceptance by pharmacy systems, showcasing effective interoperability. Prescriptions from each setting—Dentistry, Psychiatry, and Hospice—were aggregated to provide a total for each setting as well as for all settings combined.

The prescriptions were then categorized by type (or category) of prescription:

- Success
- Error
- CancelRx
- RxFill
- RxChange
- RxRefill

Key Findings 1: Error rate of Prescriptions

According to the Real-World Testing 2024 plan, we anticipated that over 99% of prescriptions would be successful, with an error rate of less than 1%. This expectation was met, with the success rate for the selected care settings reaching 99.29%, and a total of 8 errors resulting in an error rate of 0.71%. While the results aligned with our expectations, the error rate was higher than our historical average of 0.13%. All eight errors occurred with the same hospice provider on October 15 and 16, 2024 and were due to an issue with the provider's Surescripts registration, leading to an error rate of 2.73% for this hospice. The other selected care settings achieved a 100% success rate for 2024, with no errors. Overall, we continue to maintain an error rate of less than 0.15% across the use of our software.

Key Finding 2: Interoperability and Standards Compliance.

ScriptSure Cloud ERX is effectively facilitating the exchange of electronic health information (EHI) within the care and practice settings it is designed for. Our assessment of interoperability revealed that communication between pharmacists and providers via the pharmacy system and ScriptSure Cloud ERX is comprehensive for prescriptions. The data confirmed that all prescription categories were successfully covered, with some originating from providers and others from pharmacies. This demonstrates that EHI was successfully received and utilized by the ScriptSure Cloud ERX platform. ScriptSure is fully compliant with certification criteria, including the required technical standards and vocabulary code sets. We expected full compliance with 170.315(b)(3) and the NCPDP SCRIPT Standard Version 2017071. The prescriptions generated by providers in the care settings, including cancel requests and new prescriptions (controlled and non-controlled), as well as pharmacy-generated requests (RxFill and change requests), all reflect compliance and successful interoperability.

Category Types:

- NewRx
- ChangeRx
- RxFill
- CancelRx

Key Findings 3: CancelRx

We expected that less than 1 percent of new prescriptions would be canceled, but the results found a higher percentage of cancellation requests for the hospice (1.75% cancel rate) and the psychiatry setting (2.71% cancel rate). The dentistry setting requested zero cancellations.

Key Finding 4: Diagnosis

The findings for Diagnosis varied for the different care settings. There was a diagnosis included on a small percentage of prescriptions for the hospice, a majority of scripts for the psychiatrists, and none of the scripts for the dentistry care setting. Overall, the results show that 69% of prescriptions for the selected care settings had a diagnosis. While it met our expectation of more than 10%, we did not expect it to be that high. Because the psychiatry setting sent more prescriptions than the other settings, it contributed to a higher percentage of overall prescriptions with a diagnosis.

Key Finding 5: Codified Prescription Note vs. Free Form Usage

Out of the total of 1127 transactions, only two prescriptions had a codified pharmacy note. Fifty-one prescriptions included a free form pharmacy note, and most of those were written by the hospice care setting. The dentistry care setting included no pharmacy notes, and the psychiatry care setting included only two pharmacy notes. The hospice accounted for 51 of the 53 total pharmacy notes. These results met our expectations; we expected 90% of the pharmacy notes for hospice to be free form, and the results found 98.04% of their pharmacy notes were free form. We expected less than 10% pharmacy note utilization for the other care settings. The dentist settings included zero pharmacy notes, and the psychiatry setting included a note on 0.26% of their prescriptions.

Conclusion:

The execution of the plan and the results captured using the ScriptSure Cloud ERX product demonstrate compliance and interoperability in real-world care settings. The chosen care settings provided a strong representation of prescribing patterns, as each setting yielded distinct results for most of the metrics we measured. Various categories and types of prescription messages were successfully communicated between pharmacies and providers. All providers and care settings successfully utilized the system throughout the duration of the plan for 2024.

Area for Improvement:

While we were pleasantly surprised by how many scripts the psychiatry care setting sent with a diagnosis, we would like to see the other care settings increase the number of scripts with a diagnosis. One area for improvement is to encourage providers to include a diagnosis with their prescriptions.

Metrics, Outcomes and Results

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

1. Meets the certification criteria, including the required technical standards and vocabulary code sets.
2. Facilitates the exchange of electronic health information (EHI) within the care and practice settings for which it is marketed.
3. Ensures that EHI is received and utilized within the certified health IT systems.

Measurement/Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Prescription Transactions by Care Setting	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
CancelRx 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 Prescriptions with Diagnosis by Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 4 below	None
Prescriptions with Pharmacy Notes by Care Setting	170.315(b)(3)	ID.me for MFA for controlled meds and Surescripts network	See table 5 below	None

Table 1: Prescription Transactions by Care Setting

The graph below shows the number of prescription transactions for each category measured for our Real-World Testing Plan for 2024.
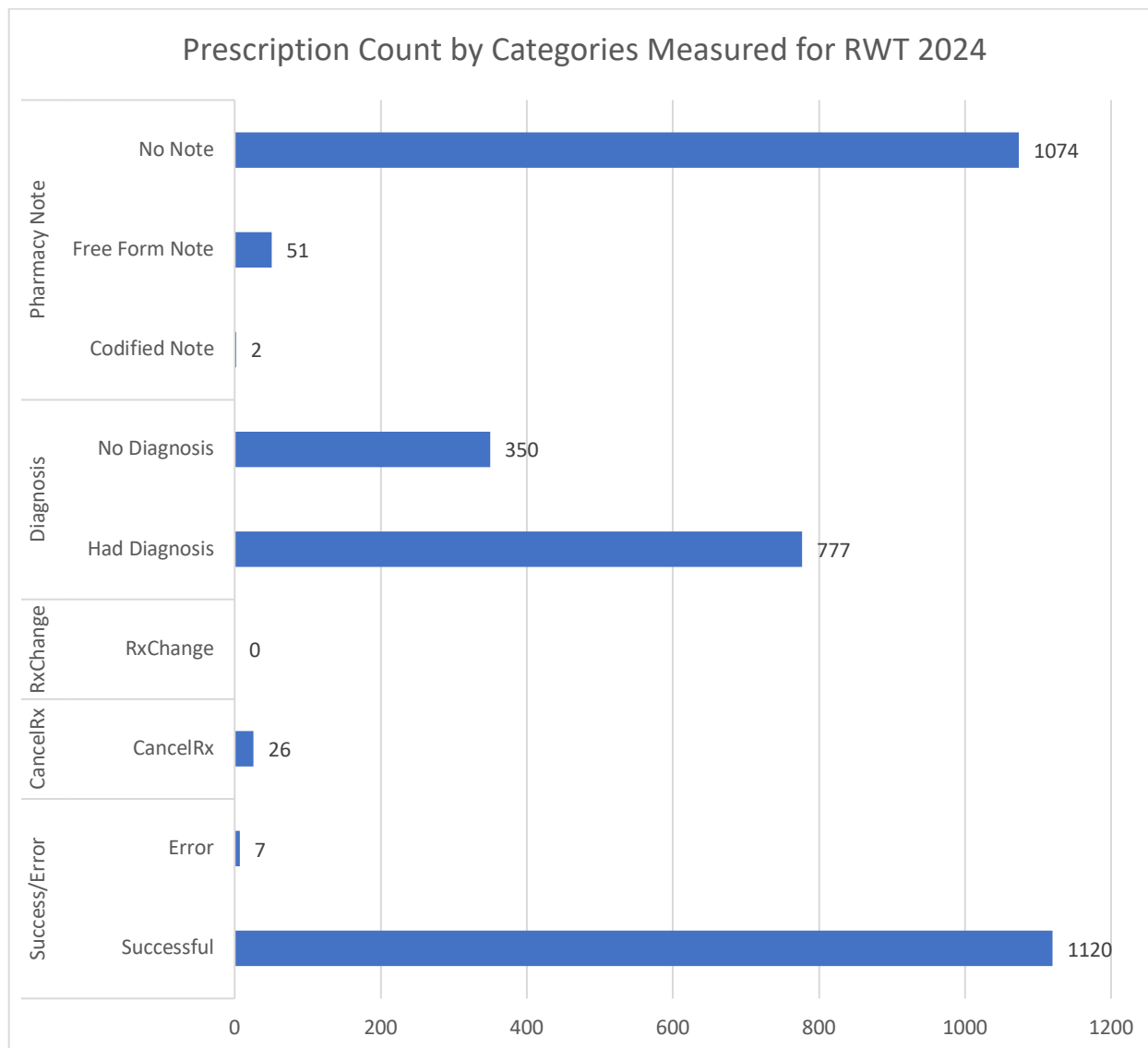
Prescription Count by Categories Measured for RWT 2024

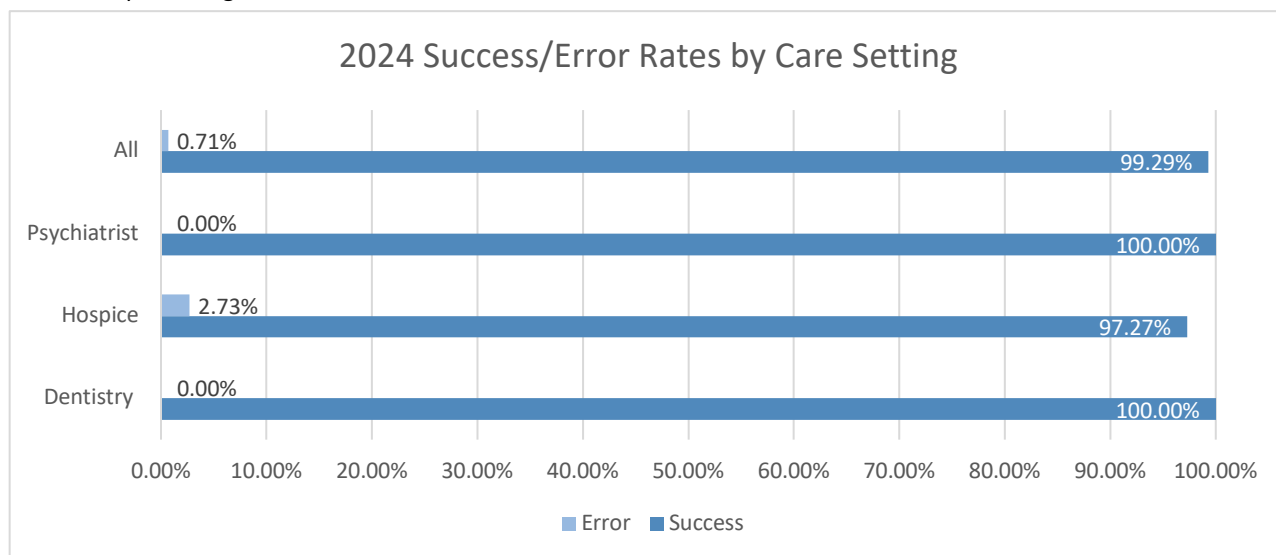| Category		Count
Pharmacy Note	No Note	1074
	Free Form Note	51
	Codified Note	2
Diagnosis	No Diagnosis	350
	Had Diagnosis	777
RxChange	RxChange	0
CancelRx	CancelRx	26
Success/Error	Error	7
	Successful	1120

Table 2: Success and Error Rates by Care Setting

The table below shows the total number of successful prescriptions vs. errors for each category, and the graph shows the percentages.

2024 Success/Error Rates by Care Setting

	Error	Success
All	0.71%	99.29%
Psychiatrist	0.00%	100.00%
Hospice	2.73%	97.27%
Dentistry	0.00%	100.00%

	Dentistry	Hospice	Psychiatrist	All
Success	59	285	775	1119
Error	0	8	0	8
Totals	59	293	775	1127

Metrics for Success/Error Rates by Care Setting		
Category	**Success Rate**	**Error Rate**
Dentistry	Divided total # of successful prescriptions by total # of prescriptions	Divided total # of failed prescriptions by total # of prescriptions
Hospice	Divided total # of successful prescriptions by total # of prescriptions	Divided total # of failed prescriptions by total # of prescriptions
Psychiatrist	Divided total # of successful prescriptions by total # of prescriptions	Divided total # of failed prescriptions by total # of prescriptions

Table 3: CancelRx Transactions by Care Setting

The table and graph below show the totals and percentages of CancelRx requests by Care Setting.

2024 CancelRx Requests by Care Setting
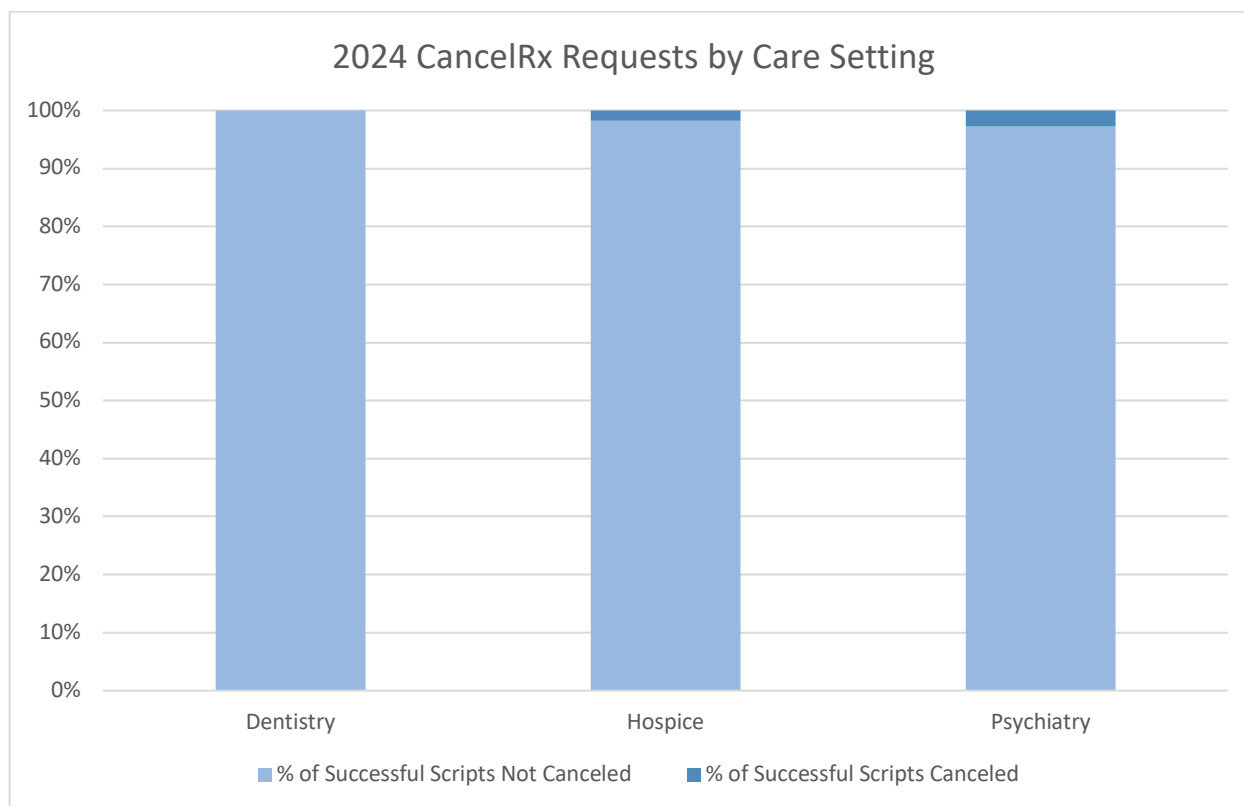
	Dentistry	Hospice	Psychiatry	Total
# of Successful Scripts Canceled	0	5	21	26
# of Successful Scripts Not Canceled	59	280	754	1093
Total # of Successful Scripts	59	285	775	1119
% of Successful Scripts Not Canceled	100.00%	98.25%	97.29%	97.68%
% of Successful Scripts Canceled	0.00%	1.75%	2.71%	2.32%

Metrics for CancelRx by Care Setting	
Category	**Success Rate**
Dentistry	Divided total # of CancelRx requests prescriptions by total # of successful prescriptions
Hospice	Divided total # of CancelRx requests prescriptions by total # of successful prescriptions
Psychiatrist	Divided total # of CancelRx requests prescriptions by total # of successful prescriptions

Table 4: Percentage of Prescriptions with Diagnosis by Care Setting

The table and graph below show the totals and percentages of prescriptions with diagnoses by Care Setting.
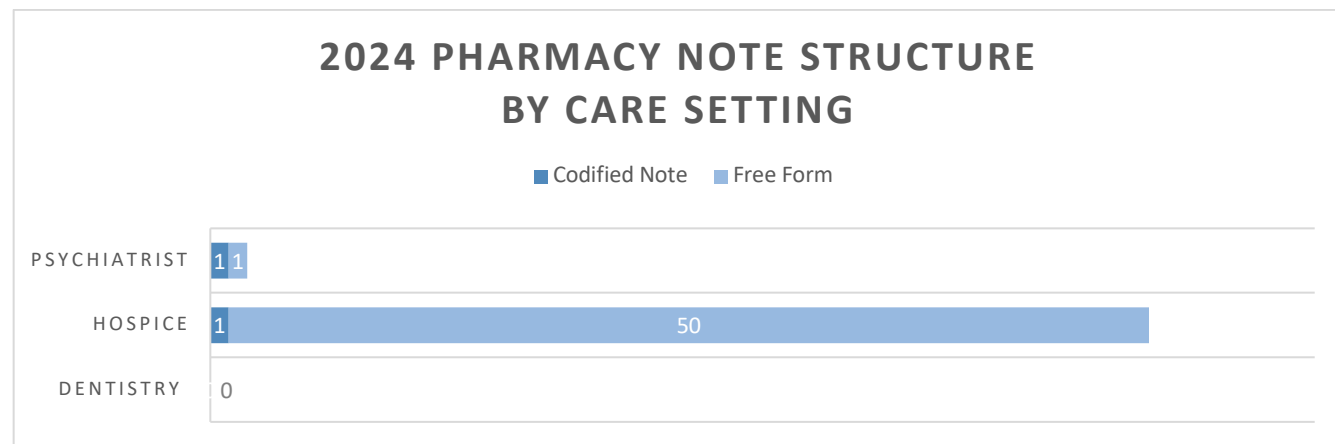
2024 Diagnosis Percentages by Care Setting

	Dentistry	Hospice	Psychiatrist	Combined Total
No Diagnosis	59	272	19	350
Diagnosis	0	21	756	777
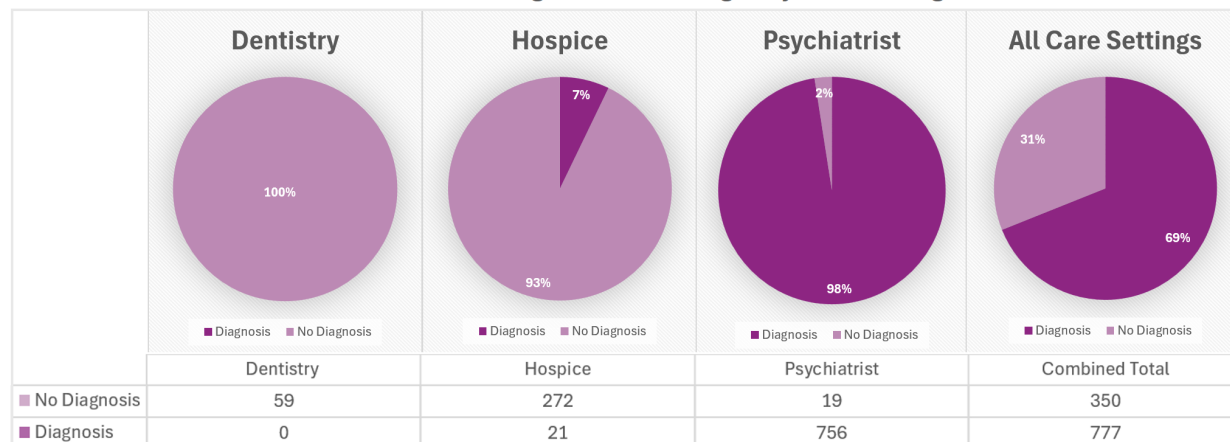
Metrics for Diagnosis by Care Setting		
Category	**Diagnosis**	**No Diagnosis**
Dentistry	Divided total # of prescriptions with a diagnosis by total # of prescriptions	Divided total # of prescriptions without a diagnosis by total # of prescriptions
Hospice	Divided total # of prescriptions with a diagnosis by total # of prescriptions	Divided total # of prescriptions without a diagnosis by total # of prescriptions
Psychiatrist	Divided total # of prescriptions with a diagnosis by total # of prescriptions	Divided total # of prescriptions without a diagnosis by total # of prescriptions
All Care Settings	Divided total # of prescriptions with a diagnosis by total # of prescriptions	Divided total # of prescriptions without a diagnosis by total # of prescriptions

Table 5: Prescriptions with Pharmacy Notes by Care Setting

The graph below illustrates the number of prescriptions with codified pharmacy notes and free-form pharmacy notes by care setting. The table displays the number and percentage of prescriptions with pharmacy notes.

2024 PHARMACY NOTE STRUCTURE BY CARE SETTING

■ Codified Note   ■ Free Form

Care Setting	Value 1	Value 2
PSYCHIATRIST	1	1
HOSPICE	1	50
DENTISTRY	0	

	% Codified	% Free Form	% without Note	% with Note
Dentistry			100.00%	0.00%
Hospice	1.96%	98.04%	82.59%	17.41%
Psychiatrist	50.00%	50.00%	99.74%	0.26%
All Care Settings	3.77%	96.23%	95.30%	4.70%

Metrics for Pharmacy Note by Care Setting				
Category	% Codified	% Free Form	% without Pharmacy Note	% with Pharmacy Note
Dentistry	Divided # of prescriptions with a codified pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions with a free form pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions without a pharmacy note by total # of prescriptions	Divided # of prescriptions with a pharmacy note by total # of prescriptions
Hospice	Divided # of prescriptions with a codified pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions with a free form pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions without a pharmacy note by total # of prescriptions	Divided # of prescriptions with a pharmacy note by total # of prescriptions
Psychiatrist	Divided # of prescriptions with a codified pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions with a free form pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions without a pharmacy note by total # of prescriptions	Divided # of prescriptions with a pharmacy note by total # of prescriptions
All Care Settings	Divided # of prescriptions with a codified pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions with a free form pharmacy note by total # of prescriptions with a pharmacy note	Divided # of prescriptions without a pharmacy note by total # of prescriptions	Divided # of prescriptions with a pharmacy note by total # of prescriptions

KEY MILESTONES

Data was collected for each quarter for the care settings and analyzed based on the metrics outlined in the RWT 2024 plan. The plan tasked DAW SYSTEMS INC with evaluating the success rates of prescriptions and comparing successful prescriptions to unsuccessful prescriptions to identify patterns. This analysis aims to uncover potential improvements in the application or end-user training, ultimately ensuring more efficient execution and reducing prescription error rates.

Key Milestone	Care Setting	Date/Timeframe
Captured and Analyzed Data, Create final reports and results	All Care Settings defined	End of Q4 2024
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q3 2024
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q2 2024
Captured and Analyzed Data and compare to previous quarter	All Care Settings defined	End of Q1 2024
Defined specific end users to be tracked throughout the RWT Captured	All Care Settings defined	Start of Q1 2024

Attestation:

The Real World Testing Results 2024 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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Date: January 21, 2025