eazyScripts
Health IT Certification Program
REAL WORLD TESTING PLAN

October 31, 2022

Plan Report ID Number:	(For ONC-Authorized Certification Body use only)
Developer Name:	eazyScripts Technology, LLC
Product Name:	eazyScripts
Version Number:	3.0.1
Certified Health IT Product List (CHPL) IDs:	15.04.04.2999.eazy.03.01.1.200812
Developer Real World Testing Page URL:	https://www.eazyscripts.com/real-world-testing-plan/

REAL WORLD TESTING APPROACH:

170.315(b)(3): Electronic Prescribing

eazyScripts is a cloud-based electronic prescribing platform that is marketed to ambulatory EHRs and individual "standalone" providers. eazyScripts is a cross-specialty solution, supporting most healthcare specialties including General Practice, Behavioral Health, Urology, Emergency Medicine, Pediatrics, Dermatology, and Pain Management. All eazyScripts users, regardless of specialty, utilize the same version and user interface.

Product updates are announced to customers via Release Notes. Updates are implemented in a non-production environment allowing users to test and understand the added capabilities before the update(s) is moved to the production environment and made available to all users.

The single version and UI allows eazyScripts to monitor transaction usage across EHR customers and standalone users utilizing the eazyScripts platform in a production environment. eazyScripts plans to implement reporting tools that allow us to monitor transactions by type, levels of adoption by user, EHR, and overall. Monitoring will include analysis by customer type (office-based v. telehealth)/customer/specialty/end-user, providing quarter-to-date and year-to-date information for each calendar-quarter period. Monitoring will include transaction counts, usage levels, request success, response success, failure rates, and applicable errors for each of the following:

- NewRx
- Cancel Requests and Response
- Change Requests and Responses
- Refill/Renewal Requests and Responses
- Fill Status
- RxFill
- Medication History Requests and Patient Match Responses
- Structured Sig usage
- Usage of Diagnosis Codes
- Formulary Support

The data will be used to define a baseline for ongoing compliance analysis and identify areas where adoption rates are low. eazyScripts will contact EHRs and standalone users with low adoption rates for each transaction set to identify issues and develop improvement processes.

eazyScripts will implement periodic customer reviews – to include various sized customer bases, user types, and usage volume. The reviews will be used to perform testing and review of the items bulleted above, identify end-user training issues, discuss features/functions relevant to the user, and focus on compliance improvements.

Periodic Customer Surveys will be used only as a supplement to seek improvement suggestions across the entire eazyScripts community.

Standard and Version	NCPDP Script Standard, version 2017071
Updated certification criteria and associated product	New Script Standard support
Health IT Module CHPL ID	170.315(b)(3)
Method used for standard update	SVAP
Date of ONC ACB notification	July 2020.
Date of customer notification	September 2018. Notification that eazyScripts would be transitioning to new script standard (2017071). All accounts were notified regarding changes that may be required to their usage of eazyScripts (e.g., pediatric height and weight)
Conformance Measure	170.315(b)(3)(ii)(A)(1) Create a new prescription (NewRx)
USCDI updated certification criteria (and USCDI version)	N/A

Measurement/Metric

Conformance to Electronic Prescribing (170.315(b)(3). eazyScripts is deployed via EHR/Telehealth and standalone offerings. All offerings utilize the same eazyScripts version and UI. Each of the user segments is tracked within the eazyScripts platform. This will allow eazyScripts to monitor and report on information as a whole and by user type.

Create New Prescription	Create a new prescription. Confirm NewRx prescriptions are successfully submitted electronically to pharmacies > 95% of the time. Count total prescriptions printed, total prescriptions rejected, and total prescriptions submitted. Calculation/display: (Total prescriptions printed + total prescriptions rejected / total prescriptions = % electronically submitted. Example: (15 printed +5 rejected)/1000 total prescriptions = 98% electronically submitted. Report will provide information calculated on a calendar quarter and calendar year to date basis. eazyScripts will take appropriate correct action to address failure root cause.
Cancel Prescription	Request and respond to cancel prescriptions (CancelRxRequest, CancelRx Response). Confirm request and response are being completed electronically >95% of the time. Count the total # of cancelrxrequest. Count the total # of cancelrxresponses. Calculation: responses / requests = %. Information captured on a calendar quarter to date, and calendar year to date for reporting and analysis.

Change Prescription (dosage and duration) Approve Request	Request and respond to change prescriptions (RxChangeRequest, RxChange Response). Confirm change requests are being processed and completed electronically >95% of the time. Count the total # of change requests. Count the total # of responses. Calculation: responses / requests = %. Information is captured on a calendar quarter to date, and calendar year to date for reporting and analysis.
Renewal (Refill) Requests and Responses	Request and respond to renew prescriptions (RxRenewalRequest, RxRenewalResponse). Confirm renewal requests are electronically processed >95 of the time. Count the total # of renewal requests. Count the total # of responses. Calculation: responses / requests = %. Information to be captured on a calendar quarter to date, and calendar year to date for reporting and analysis to track conformance.
Request and Receive Medication History	Request and receive medication history (RxHistoryRequest, RxHistoryResponse). Confirm medication history requests are being submitted >80 of the time. Count the # of patient encounters. Count the # history requests submitted. Count the # successful patient history responses available. Count the number of "no patient found" responses. Calculation: history requests / encounters = %. Note: identifies the frequency medication history is requested. Available History response / History requests = %. Note: identifies the frequency a patient history match is found. No patient found History response / History requests = %. Note: identifies the % of unmatched patient requests. Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.
Structure Sig Usage	Identify conformance level to Structure Sig usage. Confirm >80% of NewRx orders contain a structure sig. Count the total # of NewRx. Count the total # of NewRx's containing a structured sig. Calculation: NewRx containing structured sig / total NewRx's = %. Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.
Usage of Diagnosis Codes	Confirm Diagnosis Codes are being included in Prescription data sent to pharmacies. >99% of Dx codes entered in eazyScripts will be included in the prescription transaction sent to pharmacies. Count the # of Dx codes entered by end-users. Calculation: #Dx codes / # of prescriptions = % of prescriptions containing Dx codes. Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.
Receive Fill Status Notification	Count the total # of prescriptions transmitted where RxFillIndicator field contains a value AND the selected Pharmacy Supports RxFill. Result = RxFill Transaction Requests. >99% of RxFill transaction Requests will contain RxFillIndicator values sent to participating pharmacies. Count total # of prescriptions transmitted. Count total # of prescriptions transmitted where RxFillIndicator is > null. Count total # of prescriptions transmitted where Pharmacy Supports RxFill. Count total # of RxFill values returned from Pharmacies. Calculation: Total # of RxFill Transaction Requests / # of RxFill values returned from Pharmacies = Return Rate.

	Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.
Formulary Support	Confirm Formulary Support requests and responses. Formulary Display will be available for >95% of prescriptions when a patient match is found (270/271). Count the # of "prescribe new prescription" selected. Count the # of eligibility and formulary requests submitted. Count the # of eligibility and formulary responses with patient criteria. Count the # of eligibility and formulary responses with "no matching patient" information. Count the # of times formulary is selected in the eazyScripts workflow. Calculation: total # of eligibility and formulary requests / total # of "prescribe new prescription" = % of formulary requests submitted. The # of formulary responses with patient criteria / eligibility and formulary requests = % of patient matches found and displayed. Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.
Transaction Status	Track the # of transactions with a status that are processed through the electronic prescribing process. Categorize by status, error, and verify. Count total # of prescriptions. Count total # of Status codes. Count total # of Error codes. Count total # of Verify codes. Calculation: total # of Status codes / total # of prescriptions = % Total # of Error codes / total # of prescriptions = % Total # of Verify codes / total # prescriptions = %. Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.
Liquid Dosing (cures).	Confirm all Rx's in liquid form utilize Quantity Unit of Measure as mL >99%. Count the # of Quantity Unit of Measure = "cc" or "cubic centimeter". Count the # of Prescriptions written. Calculation: Quantity Unit of Measure = cc or cubic centimeter / # of Prescriptions written = # of prescriptions containing liquid dosing in cc. Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.

CARE SETTINGS:

All eazyScripts platform users utilize the same version and UI. Care settings may vary in the way users interact with patients. Regardless, the UI is consistent. A single set of test scenarios will address all care settings. Identifiers at the user-level will allow eazyScripts to segment and analyze results at the care setting level.

TEST METHODOLOGY:

Files and data elements obtained during Real World Testing will be used to analyze usage and compliance to 170.315.(b)(3) "Electronic Prescribing." Counts and calculations included in the matrix above, will be completed across all customers and care settings. For example, eazyScripts will be able to compare **Create New Prescription** %s *(Total prescriptions printed current quarter + total electronic prescriptions rejected current quarter) / total prescriptions submitted current quarter = %. Example: (15 printed +5 rejected)/1000 total prescriptions = 98% electronically submitted.).* Resulting data will be used to categorize the various conformance percentages to identify trends by user groups. Areas where conformance is low will be targeted for improvement.

OVERALL EXPECTED RESULTS:

Real World Testing will demonstrate that eazyScripts is conformant to 170.315(b)(3) for Electronic Prescribing. Result data will identify the overall level of conformance by eazyScripts users. Results will vary. For example, quarterly and ytd %s should be consistent for each area of information captured:

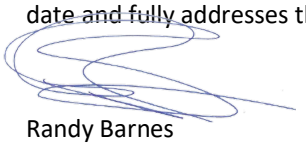
- many telehealth organizations work on a patient cash pay basis. Those users may not utilize refill/renewal requests *(Count the total # of renewal requests. Count the total # of responses. Calculation: responses / requests = %).* As a result, calendar quarter and calendar ytd %s is expected to be low.
- Historically, the inclusion of diagnosis codes in electronic prescriptions has seen low adoption. eazyScripts expects the *#Dx codes / # of prescriptions = % of prescriptions containing Dx codes* result to remain low until regulatory pressure forces prescriber adoption.
- Create NewRx volumes *Total prescriptions printed + total prescriptions rejected / total prescriptions = % electronically submitted* should show a high level of attainment. The percentage will increase as more states mandate electronic prescribing.

KEY MILESTONES:

Key Milestone	Timeframe / Date
Release Real World Testing Plan to eazyScripts development and Support organization stakeholders	December 1, 2022
Review Real World Testing Plan with the eazyScripts team ✓ Identify initial EHR, Telehealth, and standalone customer targets for RWT	December 15, 2022
Begin development of identifying and tracking individual components (Tags) within each item in the project plan ✓ Communicate RWT plan with eazyScripts user community	January 5, 2023
Development (Tag) Status Check	February 2, 2023
Capture and review initial data tags	February 15, 2023
Capture and review full set of data tags	March 2, 2023
Capture March Month to Date data. Review	April 6, 2023
Data collection and review.	Quarterly 2023
Collection of 2023 data. Review	January 2024
Analysis and Report Generation	January 2024
Submit Real World Testing report to Drummond Group	February 1, 2024
Data collection and review.	Quarterly 2024

ATTESTION:

This Real World Testing plan is complete with all required elements, including measures that address all certification criterial and care settings applicable to eazyScripts Technology. All information in this plan is up to date and fully addresses the Real World Testing requirements.



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October 31, 2022