



eazyScripts
Health IT Certification Program
REAL WORLD TESTING RESULTS
April 12, 2023

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/rwtresults04122023.pdf>

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.

Several eazyScripts customers have developed their own user interfaces and utilize eazyScripts for certifications and transmission of prescriptions to pharmacies (engine partners). The remaining customers utilize a single version and UI allowing 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
- 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.

SUMMARY OF TESTING METHODS AND KEY FINDINGS:

Based on the results of our real world testing, eazyScripts met our expected results. We have included commentary in the Measurement/Metric table below for metrics where the expected results were not achieved.

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| 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.

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| Create New Prescription | <p>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.</p> <p>Calculation/display: (Total prescriptions printed + total prescriptions rejected / total prescriptions = % electronically submitted. Example: (15 printed +5 rejected)/1000 total prescriptions = 98% electronically submitted.</p> <p>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.</p> |
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| <p>Cancel Prescription</p> | <p>Result Measurement: 99.54</p> <p>Request and respond to cancel prescriptions (CancelRxRequest, CancelRx Response). Confirm request and response are being completed electronically >95% of the time.</p> <p>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.</p> <p>Result Measurement: 96.84</p> |
| <p>Change Prescription (dosage and duration) Approve Request</p> | <p>Request and respond to change prescriptions (RxChangeRequest, RxChange Response). Confirm change requests are being processed and completed electronically >95% of the time.</p> <p>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.</p> <p>Result Measurement: 76.42</p> <p>eazyScripts is enhancing the prescriber user experience and alerts to increase the utilization of the RxChangeRequest and Response. This will include enhancements to our prescriber dashboard, additional required data entry elements, and training refreshes for our users.</p> |
| <p>Renewal (Refill) Requests and Responses</p> | <p>Request and respond to renew prescriptions (RxRenewalRequest, RxRenewalResponse). Confirm renewal requests are electronically processed >95 of the time.</p> <p>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.</p> <p>Result Measurement: 58.58</p> <p>A large percentage of customers are not utilizing the renewal request feature. eazyScripts is performing training refreshes and sending out a facts and features document to improve usage. A review of the current display alert and possible improvements continues.</p> |
| <p>Request and Receive Medication History</p> | <p>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.</p> <p>Calculation: history requests / encounters = %. Note: identifies the frequency medication history is requested.</p> <p>Available History response / History requests = %. Note: identifies the frequency a patient history match is found.</p> <p>No patient found History response / History requests = %. Note: identifies the % of unmatched patient requests.</p> <p>Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.</p> <p>Result Measurement:</p> <p>Frequency of Medication History Requests: 43.13%</p> <p>The eazyScripts workflow requires prescribers perform a “mouse click” to perform a medication history request. As a result, to save time, most prescribers are not utilizing this important feature. We are making workflow enhancements to highlight the link during the prescribing process.</p> <p>Frequency of Patient history match found: 40.17%</p> |

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| | <p>We have identified data issues related to the 270/271 formulary/eligibility “calls” to Surescripts. We have resolved the issues and recertified all test scenario’s. This will increase the percentage of matches found.</p> <p>Unmatched patient requests found: 59.83%</p> <p>eazyScripts has a large community of patients that are underinsured. As a result, of the improvements to the 270/271 “calls”, unmatched patient requests will decrease – but our ongoing unmatched percentage may still be higher than we would like.</p> |
| <p>Structure Sig Usage</p> | <p>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.</p> <p>Calculation: NewRx containing structured sig / total NewRx’s = %.</p> <p>Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.</p> <p>Result Measurement: 97.13</p> |
| <p>Usage of Diagnosis Codes</p> | <p>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.</p> <p>Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.</p> <p>Result Measurement: 46.23</p> <p>eazyScripts is working on enhancements to Dx entry and adding alerts that notify prescribers during the workflow to improve Dx measurements. Deployment will include announcements and training refreshes for users.</p> |
| <p>Receive Fill Status Notification</p> | <p>RxFill has not been certified via ONC or Surescripts. RWT will not be performed on this item until such time eazyScripts certifies.</p> <p>eazyScripts will begin tracking Rxfill status information in Q3/2023.</p> |
| <p>Formulary Support</p> | <p>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. # 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.</p> <p>Prescribe new prescriptions: 592,303</p> <p>Eligibility/Formulary Requests: 380,537</p> <p>Eligibility/Formulary Responses with Patient data: 152,844</p> <p>Eligibility/Formulary Responses with “no matching information: 227,693</p> <p>Count the # of times formulary is selected in the workflow: 152,844</p> <p>Percent of Formulary Requests submitted: 64.2.</p> |

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| | <p>eazyScripts has a large number of “engine partner” prescribers. The engine partners utilize internally developed user Interfaces to support telehealth services. They did not develop capabilities to support eligibility and formulary requests/responses.</p> <p>Percentage of Formulary Responses with Patient data: 40.2 Percentage of Formulary Responses where no matching information is found: 59.8.</p> <p>eazyScripts reviewed prescription transactions and formulary/eligibility data received from 270/271 transactions from Surescripts. Incomplete data sent from eazyScripts has resulted lower than expected matching responses. eazyScripts has recently recertified eligibility and formulary APIs with Surescripts and are monitoring data to ensure improvements are realized.</p> |
| <p>Transaction Status</p> | <p>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 = %.</p> <p>Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.</p> <p>Result Measurement: Error code – 0.65 Verify code – 89.31. Status code – 89.54</p> |
| <p>Liquid Dosing (cures).</p> | <p>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.</p> <p>Information is captured on a calendar quarter to date and calendar year to date for reporting and analysis.</p> <p>Result Measurement: 98.38</p> <p>eazyScripts is enhancing the use of liquid dosing and QUM tables available from First Data Bank. In addition, stops will be imposed if QUM does not match the FDB related medication.</p> |

CARE SETTINGS:

All eazyScripts platform users utilize the same version. User Interfaces vary as some customers have developed their own user interfaces (engine partners) and access the Surescripts pharmacy network through integration with eazyScripts. Care settings may vary in the way users interact with patients. 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:

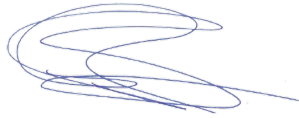
- many telehealth organizations work on a patient cash pay basis. Those users may not utilize refill/renewal requests (*Count the total # of renewal requests. Count the total # of responses. Calculation: responses / requests = %*). As a result, calendar quarter and calendar ytd %s is expected to be low.
- 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, 2021 |
| Review Real World Testing Plan with the eazyScripts team. ✓ Identify initial EHR, Telehealth, and standalone customer targets for RWT | December 15, 2021 |
| 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, 2022 |
| Development (Tag) Status Check | February 2, 2022 |
| Capture and review initial data tags | February 15, 2022 |
| Capture and review full set of data tags | March 2, 2022 |
| Capture March Month to Date data. Review | April 6, 2022 |
| Data collection and review. | Quarterly 2022 |
| Collection of 2022 data. Review | January 2023 |
| Analysis and Report Generation | January 2023 |
| Submit Real World Testing report to Drummond Group | February 1, 2023 |
| Data collection and review. | Quarterly 2023 |

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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