



GENERAL INFORMATION

Plan Report ID Number: 20221208moo

Product Name: Medical Office Online

Developer Name(s): Medical Office Online

Version Number(s): 2.3.1

Product List (CHPL) ID(s):15.02.05.2801.MEDO.01.01.1.220228 (current)

Developer Real World Testing Page URL: <https://www.medicalofficeonline.com/rwt-compiled/>

SUMMARY OF TESTING METHODS AND KEY FINDINGS FOR REAL WORLD TESTING RESULTS

Medical Office Online electronic prescribing function uses a third party solution (Newcrop, LLC). This function supports the ability to create, change, cancel, refill, receive fill status notifications and request and receive medication history for patients in an internal medicine setting. These functions support the compliance of measure § 170.315(b) Electronic prescribing. For testing, clinicians were asked to perform eprescribe functions based on the certification criteria. Participants were asked to describe their experience and challenges with the functions outlined below. Participants were able to perform most of the functions with ease and had minimal concerns. Challenges during testing included canceling a prescription and processing a change request. Participants found cancelling a prescription to be cumbersome to locate. Participants found the change request to be difficult to process at times. Medical Office Online has reported these finding to our third part vendor Newcrop, LLC. We will continue to follow up quarterly with clinicians and their concerns.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS-SVAP AND USCDI)

There were no standards updates.

Care Setting	Justification
Internal Medicine	Medical Office Online markets to small practices in an ambulatory setting, specifically internal medicine care settings. Due to a small clinician population we demonstrated the eprescribe conformance to the certification criterion using clinicians from various small practices only.



METRICS AND OUTCOMES

DESCRIPTION OF MEASUREMENT/METRIC.

Electronic prescribing enables a user to perform various prescription-related electronic transactions in accordance with the standards outlined in § 170.315(b). The criteria is compliant with the certification criteria. The table below describes each associated criteria and function, the outcomes and challenges encountered during testing.

Associated Criteria	Measurement/ Metric	Relied upon Software	Outcomes	Challenges Encountered (if applicable)
Electronic Prescribing §170.315(b)(3)	Create new prescriptions NEWRX 10 participants tested this criteria. Participants were asked to rate the task based on ease of use.	Newcrop, LLC.	Participants rated this task an average of 10 out of 10. All participants were able to achieve the scenario.	No challenges were encountered.
Electronic Prescribing §170.315(b)(3)	Change prescription RXCHG 10 participants tested this criteria. Participants were asked to rate the task based on ease of use.	Newcrop, LLC.	Participants rated this task an average of 6 out of 10. All participants were able to achieve the scenario but reported some challenges.	Participants denied the change request and ordered a new prescription.



Associated Criteria	Measurement/ Metric	Relied upon Software	Outcomes	Challenges Encountered (if applicable)
Electronic Prescribing §170.315(b)(3)	Cancel prescriptions CANRX, CANRES 10 participants tested this criteria. Participants were asked to rate the task based on ease of use.	Newcrop, LLC.	Participants rated this task an average of 5 out of 10. Some participants were able to achieve the scenario.	Some participants were unaware of how to cancel a prescription.
Electronic Prescribing §170.315(b)(3)	Refill prescriptions REFREQ, REFRES 10 participants tested this criteria. Participants were asked to rate the task based on ease of use.	Newcrop, LLC.	Participants rated this task an average of 10 out of 10. All participants were able to achieve the scenario.	No challenges were encountered.
Electronic Prescribing §170.315(b)(3)	Receive fill status notifications RXFILL Participants were asked if they were aware of the refill notifications and how it functioned.	Newcrop, LLC.	Participants did not rate this function but were asked to provide any comments or concerns.	No challenges were encountered. Participants report the refill notification count is inaccurate at times.
Electronic Prescribing §170.315(b)(3)	Request medication history information RXHREQ, RXHRES 10 participants tested this criteria. Participants were asked to rate the task based on ease of use.	Newcrop, LLC.	Participants rated this task an average of 9 out of 10. All participants were able to achieve the scenario.	There was a delay with locating this function for most participants.



Key Milestone	Care Setting	Date/Timeframe
Release Real World Testing instructions and surveys were sent to select providers using eprescribe.	Internal Medicine	January, 2023 This milestone was met.
Data was collected from providers	Internal Medicine	February, 2023 This milestone was met.
Followed up with providers to understand issues reported in data collection.	Internal Medicine	Quarterly, 2023 This continues every quarter.
Analysis and report creation completed.	Internal Medicine	December, 2024 This milestone was met.
Real World Testing report was sent to ACB	Internal Medicine	February , 2024. This milestone was met.

ATTESTATION

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