

REAL WORLD TESTING PLAN

GENERAL INFORMATION

Plan Report ID Number: 20241101syn

Developer Name: Synapse Medicine Inc.

Product Name(s): P.A.G.R. Prescriptions

Version Number(s): 1.2

Certified Health IT Product List (CHPL) ID(s): 15.05.05.3167.EIRS.01.00.1.230807

Developer Real World Testing Plan Page URL: <https://www.pagrprescribing.com/rwtandehi>

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

The 2025 Real-World Testing plan for Synapse Medicine Inc.'s P.A.G.R. Prescriptions product will test, by user type, the accessibility of patient data and product functionality and the proper functioning and utilization of the following product functionalities: electronic prescribing (per 170.315(b)(3)) and electronic health information export (per 170.315(b)(10)).

By collecting utilization data from our production environment, we will be able to see the real-life successes and opportunity areas in our product and demonstrate that it is maintaining its certification requirements.

We will conduct testing and report results in three care settings that represent the use cases of our product today and where we intend to continue to commercialize it: telehealth care, in-office outpatient care, and hospice/home health agency care.

We will measure each of the metrics outlined below on a quarterly basis (every ~90 days) to ensure that we are reviewing performance of the product regularly and not on a one-off basis, as well as to observe any trends and/or seasonality in data and provide us with ample time to identify improvement opportunities and mitigate with clients in each applicable care setting before the next measurement period.

STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) STANDARDS UPDATES

Standard (and version)	N/A
Updated certification criteria and associated product	N/A
Health IT Module CHPL ID	N/A
Date of ONC ACB notification	N/A
Date of customer notification	N/A
Conformance method and measurement/metric(s)	N/A

MEASUREMENT(S)/METRIC(S) USED IN OVERALL APPROACH

For each measurement/metric, describe the elements below:

- ✓ Description of the measurement/metric
- ✓ Associated certification criteria
- ✓ Justification for selected measurement/metric
- ✓ Care setting(s) that is addressed
- ✓ Expected outcomes

Description of Measurement/Metric

Measurement/Metric	Description
NewRx Success Rate	Verified NewRx messages as a % of total NewRx messages sent
Medication History Retrieval Success Rate	RxHistoryResponse messages as a % of total RxHistoryRequest messages
Total Number of EHI Exports	Number of times that a verified user exports an EHI report from the platform

Associated Certification Criteria

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)
NewRx Success Rate	170.315(b)(3)	Surescripts
Medication History Retrieval Success Rate	170.315(b)(3)	Surescripts
Total Number of EHI Exports	170.315(b)(10)	N/A

Justification for Selected Measurement/Metric

Measurement/Metric	Justification
NewRx Success Rate	The NewRx message is foundational to the functionality of any e-prescribing software since all other message types and prescriber-pharmacy communication build off it throughout the “lifecycle” of a prescription. Demonstrating a consistently high success rate for NewRx messages will demonstrate how well we are serving our clients in each care setting with the ability to prescribe and communicate with pharmacies using our system.
Medication History Retrieval Success Rate	Since a successful medication history request is predicated on having the right information for both the healthcare professional and the patient to send to the third party for data retrieval, this metric will demonstrate how successful we are at authenticating our clients and ensuring that all the correct standards are met when prescribing and accessing patient data.
Total Number of EHI Exports	Observing total volume of EHI exports over time will demonstrate how adoption of this newer feature is trending and comparing between care settings will enable us to better understand the most common use cases for the feature and where prioritization of further data interoperability features could be most valuable

Care Setting(s)

Care Setting	Justification
Telehealth	We have multiple clients who specifically provide care only in telehealth settings and we believe that a high % of our target market for new customers in the next couple years will come from other telehealth players so it's important we have a clear understanding of how our product is used and is working in this use case
In-Office Outpatient Clinic	Outpatient clinics have been the earliest adopters of our product and continue to make up a high % of total utilization, so it's important for us to conduct testing specifically in this setting to ensure the product continues to meet the needs of our users. Additionally, these typically small to medium size clinics offer a challenge to our system by having 3-5 clinicians with several nursing staff operating underneath them that have different access rights.
Hospice/Home Health	We have seen increased adoption of our software by hospice and home health agencies in the past year, making this a care setting we believe is increasingly important for us to monitor the functionality and usability of our product. We believe that viewing the data separately in this setting will help us better understand the key use cases and potential challenges faced in these care settings that require support from e-prescribing and electronic health information export capabilities (e.g., need to export patient data in advance of appointments in the event that internet is down at patient's home)

Expected Outcomes

Measurement/Metric	Expected Outcomes
NewRx Success Rate	95%-100% success rate in each measurement period; acceptable failure rates only for non-controllable events (relied upon software outages, pharmacy system outages or non-related processing errors)
Medication History Retrieval Success Rate	95%-100% success rate in each measurement period; acceptable failure rates only for patient matching errors where all information was still submitted accurately
Total Number of EHI Exports	Volume of exports increasing in each care setting by quarter, demonstrating increased adoption and the demonstrated value of the feature

SCHEDULE OF KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Reports set up for each metric internally	N/A	Dec 2024
First quarter report run and test results collected/analyzed	Telehealth In-Office Outpatient Clinic Hospice/Home Health	April 1, 2025
Opportunity areas based on results identified and mitigated through product work and user engagement as needed	Telehealth In-Office Outpatient Clinic Hospice/Home Health	April-June 2025
Second quarter report run and test results collected	Telehealth In-Office Outpatient Clinic Hospice/Home Health	July 1, 2025
Opportunity areas based on results identified and mitigated through product work and user engagement as needed	Telehealth In-Office Outpatient Clinic Hospice/Home Health	July-Sept 2025
Third quarter report run and test results collected	Telehealth In-Office Outpatient Clinic Hospice/Home Health	Oct 1, 2025
Opportunity areas based on results identified and mitigated through product work and user engagement as needed	Telehealth In-Office Outpatient Clinic Hospice/Home Health	Oct-Dec 2025
Fourth quarter report run and test results collected	Telehealth In-Office Outpatient Clinic Hospice/Home Health	Jan 1, 2026
Full year results aggregated and analyzed internally	N/A	Jan 2026
Report submitted to ASTP	N/A	On or before Feb 1, 2026

ATTESTATION


This Real World Testing plan is complete with all required elements, including measures that address all certification criteria and care settings. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

Authorized Representative Name: Rebecca McKenney

Authorized Representative Email: rebecca@synapse-medicine.com

Authorized Representative Phone: 315-558-8299

Authorized Representative Signature:



Date: 11/1/2024