# ScriptSwitch® Prescribing — Clinical Decision Support update

Desktop pop-up version 7.10

**Release date: January 2025**

## About the release notes

Software updates are planned as part of the Optum® software development process, providing regular releases based on customer feedback relating to additional feature requirements and resolution of identified defects.

As part of this process, we commit to inform you about the changes that have been applied to the system and will also ensure that our training documentation is updated accordingly.

The release notes will provide:

- Full detailed information to help the end user navigate the new features and includes screen shots and keying instructions for each of these features.
- Summary of any issues that have been resolved.

Copies of this release document are available from the Optum Service Centre by calling: 02476 214700 and are available on the ScriptSwitch Prescribing Portal, under the Learning Centre.

Any comments or suggestions for improvements relating to these release notes should be sent to support@scriptswitch.com

### Audience for the release notes

GP Practice Managers

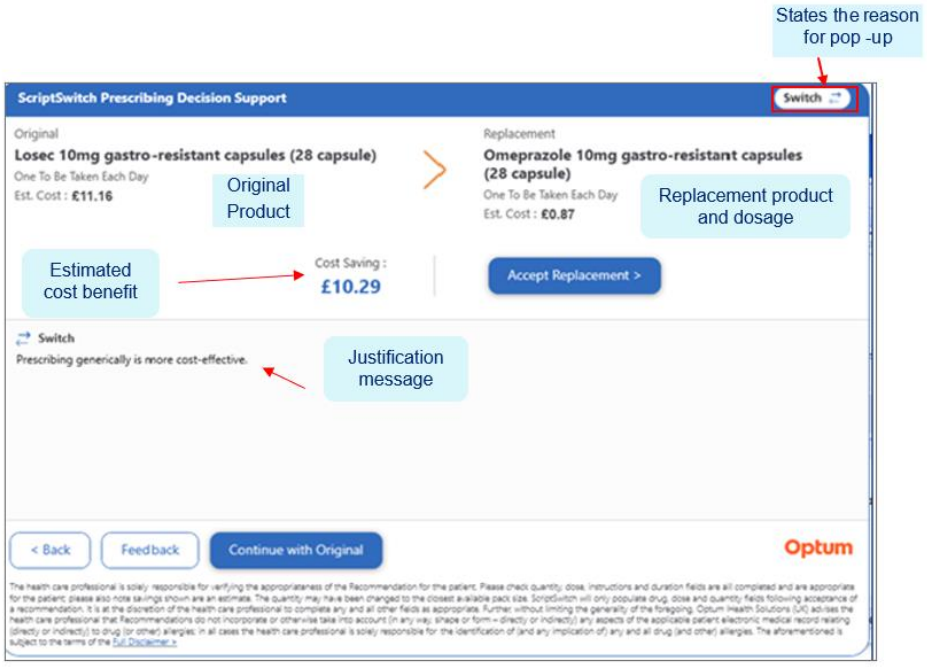
Practice Prescribers

## Content

# Updates

## New Pop Up *Introduced with version 7.0*

The ScriptSwitch Prescribing Pop Up presented to prescribers has been updated to present a more modern interface. The functionality of the pop up remains unchanged.




Each pop-up will have the reason for the presentation in the top right-hand corner as follows:

- Switch
- Quantity Restricted Switch
- Formulation Mismatch
- Targeted Switch
- Safety Alert/Intervention
- Information Message

*

## Pathology reports Available from version 7.2.26

Pathology results are used in both ScriptSwitch Prescribing Safety Alerts and the Targeted Content switch recommendations.

The pop-up has been further enhanced to pick up additional pathology reports within EMIS Web from third-party pathology modules.

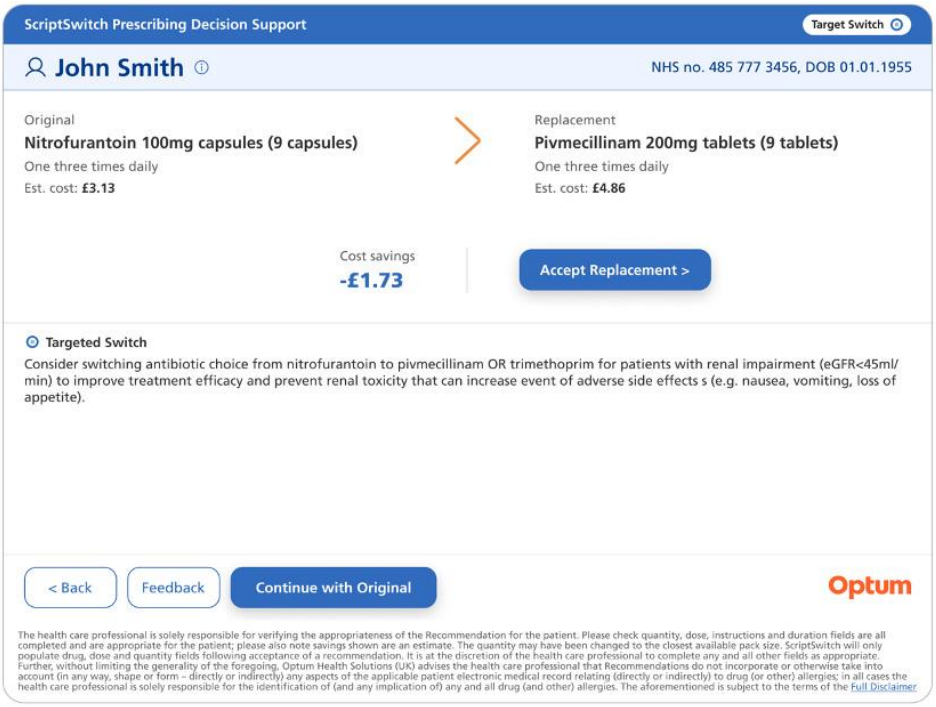
This update will ensure that additional lab test results will be used as follows:

- Presenting a switch recommendation for a patient, where the switch has a clinical rule which uses lab test results.
- Safety Alerts presented on patient record opening take into consideration the lab test results.
- Safety Intervention following prescribing activit

## Patient name on pop up *Available from version 7.2.26*

The ScriptSwitch Prescribing pop-up has been amended to present the patient's name, NHS number (EMIS Web only) and date of birth for targeted content recommendations, i.e., where the switch recommendation is using the specific patient information such as existing medication, or diagnoses.

This change which has been implemented to increase the safety of the prescribing interventions. It Is a visual cue that the Intervention is specific to the patient criteria and will enable the prescriber to ensure that the targeted advice presented is for the patient script being actioned.




## Ensuring targeted content presents for the correct patient **Available from version 7.2.26**

A change has been made in EMIS Web to check the latest patient ID received against the ID in the latest medical history that is available to us. This process runs every 2 seconds.

If the patient IDs don't match during this prescribing activity, all **targeted** content will be suppressed at the point of prescribing, to ensure clinical safety (targeted switches and safety interventions).

If there is a mismatch in the current patient ID and the patient ID in the medical history, ScriptSwitch will disregard the patient record and evaluate switch presentation based on only the script data received i.e. it will consider recommendations from the non-targeted profile.

## Improving response times: Prescribing Pop up **Available from version 7.2.42**

Prescribers have reported seeing a delay in the time between clicking the issue button on a drug and the time a pop-up recommendation is presented or allowing the user to continue the prescribing workflow.

Following investigation, an issue with the "rejected recommendation withholding" process has been identified, which can cause a delay of several seconds. To address this issue a "timeout" for the withhold functionality has been implemented. The timeout will occur if the process does not complete within 100 milliseconds, allowing the prescribing process to continue for the prescriber.

## Improving response times: Safety Alerts *Available from version 7.2.42*

An issue with the time taken to present the Safety Alerts at the point of opening the patient record has been resolved by optimising the way the information being received from the clinical system is processed.

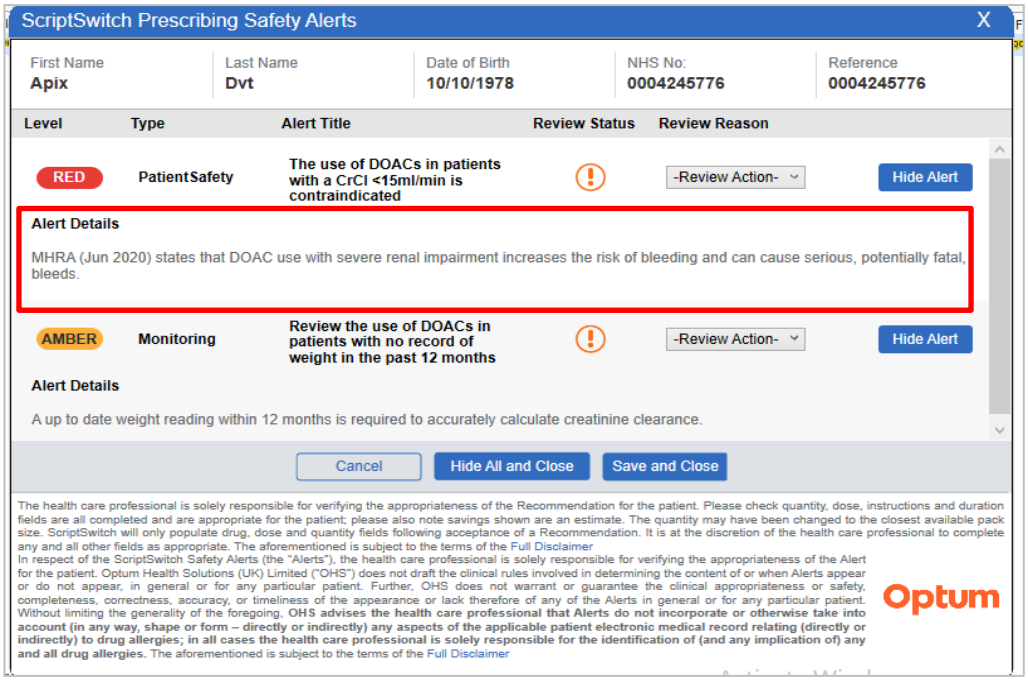
## Performance improvements *Available from version 7.10.37*

The technical architecture of the ScriptSwitch application has been updated to improve the overall performance of the application, resulting in improved end-user experience.

No changes have been made to the user experience and functionality or the processes of analysing scripts and presenting recommendations.

## Safety alert description – changes to display *Available from version 7.10.37*

Changes have been made to the layout of the safety alert pop up providing additional space for the justification text to be displayed



## ScriptSwitch Pop up – remove duplicated text **Available from version 7.10.37**

Safety Alerts and Interventions have been updated to remove a duplication of the clinical rule title in the justification text, improving end user experience.


## Updates to Targeted Content & New Rules *Available from version 7.10.37*

This release will provide the following updates:

- Updates to the logic and timeframes on a selection of the Safety Alerts which will be available for GP practices where Safety Alerts have been activated - making these interventions more accurate and reducing unnecessary alert popups.

- Addition of 36 new clinical rules and associated recommendation switches, which will be available for enablement and deployment to practices operating ScriptSwitch version 7.10 onwards.
  These rules are initially available for activation on EMIS Web and TPP SystmOne

- Clinical rule logic for identifying specific prescriptions within the last two weeks have been updated to include today's date within the logic - enabling more accurate identification of appropriate patients.

# Known Issues

The following known issues are present in the product and following assessment by Optum's clinical safety team have been accepted as part of this release

## DE957135: New ScriptSwitch App not starting automatically on existing desktop

The ScriptSwitch software installs silently in the background. This latest update requires the end-user to log out and back into the clinical system before ScriptSwitch will be activated following the update. The clinical system may prompt for this action.

**Clinical Risk**

The user will not be presented with ScriptSwitch recommendations until the user has restarted ScriptSwitch or has signed out and back into the clinical system. Until this Is done, they may miss opportunities to make changes to align to the ICBs formulary or may miss information messages providing guidance in relation to the product they have chosen to prescribe.

## DE973146: Delay in presenting Targeted Switches

Targeted switches, once enabled by Optum or the Medicines Optimisation teams, will not present on a practice desktop until the end-user has restarted the desktop

**Clinical Risk**

The user will not see enabled Targeted Switches until the desktop has been restarted and may miss opportunities to improve the prescribing decision made.

Optum Health Solutions (UK) Ltd 5 Merchant Square, Paddington, London, United Kingdom, W2 1AS

ScriptSwitch Prescribing — Clinical Decision Support is a Class I Medical Device (EU MDD 93/42/EEC)
(UK MDR 2002)

Optum