

The EMR Buyer's Guide to Choosing an E-Prescribing Integration Partner

A practical checklist for evaluating e-prescribing partners before you build, buy, or replace.

What's Inside:

- Key questions to ask before selecting an e-prescribing partner
- Surescripts, EPCS, workflow, compliance, and support evaluation areas
- A vendor scorecard your team can use during review
- Red flags to watch for before you commit

Why this decision matters

For EMR and EHR vendors, e-prescribing (eRx) is one of the most visible workflows in the product. Providers may not think about the system behind it when everything works. But when prescriptions are delayed, incomplete, hard to send, or hard to troubleshoot, the EMR often takes the blame.

That makes the e-prescribing partner decision more important than a standard feature evaluation. The partner you choose will affect provider adoption, support volume, compliance risk, product perception, and the long-term cost of maintaining your prescribing workflow.

This guide is designed to help EMR, EHR, telehealth, and digital health teams evaluate an e-prescribing partner with the right questions from the start.

Use this guide as a working document

Bring it into vendor demos, technical reviews, compliance conversations, and leadership discussions. Add scores, notes, and ownership decisions as you compare options.

1. Start With the Real Buyer Problem

Most EMR buyers are not just looking for an eRx connection. They are trying to answer a more practical set of questions.

Ask:

- Can our providers prescribe without leaving the workflow?
- Will this reduce or add clicks?
- Can we support controlled substances?
- Will this meet Surescripts, DEA, HIPAA, and state-level requirements?
- How much work will our technical team need to do?
- What happens if something breaks after go-live?
- Will this create more support tickets?
- Can this grow with our product over time?
- What growth will this unblock for my company?

Why it matters:

Those questions should guide the evaluation. A vendor may have an API, a demo, and a basic integration path. That does not mean the partner is the right fit for your platform or your users.

2. Confirm Surescripts Certification

Surescripts certification should be one of the first checks in the process. Your e-prescribing partner should be certified to route prescriptions through the Surescripts network and support the requirements that come with that connection.

Ask:

- Are you Surescripts-certified today?
- What parts of the prescribing workflow are covered by that certification?
- What will our team need to do as part of implementation or testing?
- Do you support the transaction types our providers need?
- How do you manage updates when network requirements change?

Why it matters:

If certification is unclear, incomplete, or dependent on your team taking on additional work, the project can become more complex than expected. It can also add risk to launch timelines and provider experience.

3. Evaluate EPCS Readiness Early

EPCS should not be treated as a later-phase add-on. Many providers expect to prescribe controlled substances from the same workflow they use for other medications.

Ask:

- Is EPCS included?
- Is it DEA-accredited?
- Which schedules are supported?
- What identity proofing and authentication workflows are required?
- How does EPCS fit into the provider experience?
- Are there separate costs, contracts, or implementation steps?
- Who is the 2FA partner, and are they reputable for healthcare platforms?

Why it matters:

If EPCS is handled separately or added later, it can create a disjointed provider experience and more work for your internal team. It may also limit the value of the e-prescribing workflow for practices that regularly prescribe controlled substances.



4. Look Closely at Workflow Fit

Workflow fit is often where eRx implementation succeeds or fails. A prescribing workflow can be technically correct and still frustrate providers if it adds too many steps or pulls them away from the chart.

Ask:

- Can providers prescribe from inside our existing platform?
- How many steps does it take to create and send a prescription?
- What information carries over from the chart?
- What information does the provider have to re-enter?
- How are allergies, medication history, and interaction checks displayed?
- What happens when a provider needs to renew, cancel, or change a prescription?
- How does the system handle edge cases such as compounds, order sets, or multiple pharmacies?

Why it matters:

Providers judge the EMR by the work they have to do inside it. If e-prescribing feels separate or clunky, users may see the problem as an EMR issue, even if the e-prescribing vendor is the root cause.

5. Decide Which Integration Path Fits Your Product

Different teams need different paths. A smaller or faster-moving team may need an embedded prescribing experience that can be added quickly. A larger product team may want more control over the user interface and workflow.

Common paths include:

Embedded or white-label experience: This path allows the e-prescribing workflow to sit inside your platform with branding and user experience controls. It is often a good fit when speed to launch matters and your team does not want to build every prescribing screen from scratch.

Native API integration: This path gives your team more control over the interface and workflow. It is often a better fit when prescribing is central to your product experience or when your team has specific user experience requirements.

Ask:

- Do you support both embedded and API-based paths?
- Can we start with one path and move to another later?
- Can we combine both paths to optimize flexibility? What will our engineering team need to build?
- What does your documentation include?
- How do you support testing and go-live?
- What is handled by your system versus ours?



Why it matters:

Your product needs may change. The right e-prescribing partner should not lock you into one path if your platform, users, or technical resources change over time.

6. Make Prescription Accuracy a Core Requirement

Prescription accuracy is not only a clinical issue. It is a product issue, a support issue, and a trust issue. When prescriptions are incomplete or wrong, the effects are immediate:

- Pharmacies call for clarification
- Providers have to resend or correct prescriptions
- Patients wait longer for medication
- Support teams have to investigate the issue
- Product teams lose confidence in the workflow

Ask:

- How do you measure prescription accuracy?
- What recognition or third-party validation do you have for accuracy?
- How do you reduce common prescribing errors?
- How are drug data, allergies, interactions, and medication history used during prescribing? How do you handle pharmacy feedback or rejected prescriptions?

Why it matters:

Your users experience eRx as part of your platform. If the prescribing workflow creates errors or downstream work, it can affect how customers view your product.

7. Understand Clinical Content and Decision Support

A strong eRx workflow should support the provider with the right clinical information at the right point in the prescribing process.

Ask:

- What drug database do you use?
- Do you support allergy checks?
- Do you support drug-drug interaction checks?
- Is the medication history available?
- How far back does medication history go?
- Do you support real-time prescription benefit?
- Do you support electronic prior authorization?
- Do you support state PMP access?



Why it matters:

These capabilities affect safety, cost conversations, compliance, and the provider's ability to prescribe with confidence. They also help reduce manual work for practices.

8. Review Compliance Coverage

E-prescribing sits inside a complex regulatory environment. Your team should understand which compliance responsibilities the eRx partner handles and which remain with your organization.

Ask:

- How do you ensure you are HIPAA-compliant?
- Are you DEA-accredited for EPCS?
- How do you support state-specific prescribing requirements?
- How do you manage regulatory updates?
- What audit trails are available?
- What documentation can you provide to our compliance team?

Why it matters:

If compliance requirements are not clear before implementation, your internal team may end up owning more than expected.

9. Check System Availability and Support

E-prescribing is a high-frequency workflow. Downtime, delays, and poor support can affect providers quickly.

Ask:

- What is your uptime history?
- How do you communicate issues?
- What support is available during implementation?
- What support is available after go-live?
- Is support available outside standard business hours?
- How are urgent prescribing issues handled?
- What happens if a prescription fails or is rejected?

Why it matters:

Support quality matters most when something goes wrong. Before choosing a partner, make sure you understand how they respond when providers need help.



10. Watch for Hidden Cost and Maintenance Burden

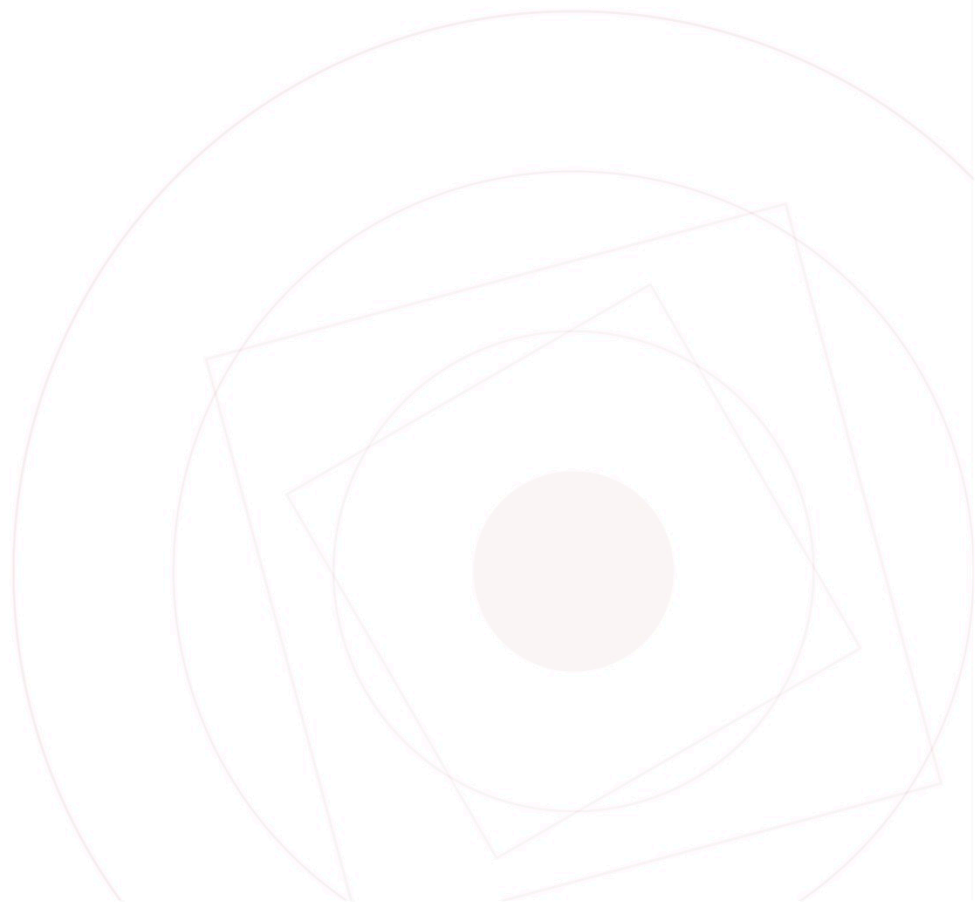
The lowest-cost option is not always the lowest-cost path. An eRx partner can create hidden work for the product, engineering, compliance, implementation, and support teams.

Ask:

- What is included in the contract?
- Is EPCS included or separate?
- Are clinical features included or separate?
- Are support and implementation included?
- What will our team need to maintain over time?
- How often do we need to update the integration? Who owns issue resolution when something breaks?

Why it matters:

A partner that looks less expensive upfront may create more internal work later. Evaluate total cost by looking at both vendor fees and the work your own team will need to carry.



Vendor Review Scorecard

Rate each vendor from 1 to 5.

Use the notes column to capture proof points, open questions, and follow-up owners.

Evaluation	Score	Notes
Surescripts certification		
EPCS readiness		
Workflow fit		
Embedded experience option		
API-based option		
Prescription accuracy record		
Drug database and clinical checks		
Medication history		
Real-time prescription benefit		
Electronic prior authorization		
State PMP support		
Compliance coverage		
Implementation support		
Post-launch support		
Uptime history		
Long-term maintenance burden		

Red Flags to Watch For

Be careful if a vendor:

- Cannot clearly confirm Surescripts certification
- Treats EPCS as a vague future add-on
- Requires providers to leave the EMR for core prescribing tasks
- Cannot explain how the implementation works
- Offers limited visibility into accuracy or pharmacy issue rates
- Pushes compliance responsibility back to your team without clear boundaries
- Provides limited post-launch support
- Cannot support both current needs and future product direction

Why ScriptSure eRx

DAW Systems' ScriptSure eRx is designed for EMR, EHR, telehealth, practice management, and digital health platforms that need e-prescribing to work inside their product experience.

DAW Systems brings more than 30 years of e-prescribing experience. ScriptSure eRx supports Surescripts-certified e-prescribing, EPCS, clinical decision support, medication history, real-time prescription benefit, electronic prior authorization, state PMP access, and flexible implementation paths.

Teams can choose an embedded or white-label experience for faster deployment, or a deeper API-based path when they want more control over the workflow.

ScriptSure has also been recognized by Surescripts for prescription accuracy and performance, giving platform teams a prescribing partner with a long-standing focus on clean, complete prescription transactions.

Final Takeway

Choosing an Rx partner is not just a technical decision. It affects product adoption, provider trust, compliance, support volume, and the way customers experience your platform.

Before you choose a partner, look beyond the demo. Ask how the workflow fits into your product, how compliance is handled, how accuracy is measured, and what your team will need to own after launch.

The right partner should help your team offer prescribing that works cleanly inside your platform and holds up under real provider use.

Want to evaluate whether ScriptSure is the right fit for your platform?
Contact the DAW Systems sales team to talk through your integration needs.

