

RxIntellia: A Structured Digital Prescription and Clinical Safety Platform for Small and Mid-Sized Clinics - A Review

Dr. Sajidullah S. Khan¹, Vaishnavi R. Patil², Pranav S. Hudekar³,
Prakash S. Gundkar⁴, Sumitkumar S. Muley⁵

¹Professor, Department of Computer Science & Engineering,
Anuradha College of Engineering and Technology, Chikhli, Buldana, Maharashtra, India
^{2,3,4,5}Student, Department of Computer Science & Engineering,
Anuradha College of Engineering and Technology, Chikhli, Buldana, Maharashtra, India

Corresponding author: Dr. Sajidullah S. Khan

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ABSTRACT

Handwritten prescriptions remain the dominant mode of clinical documentation in small and mid-sized Indian clinics, despite well-documented evidence linking illegible and incomplete handwriting to transcription errors, dosage mistakes, and adverse drug events. This paper presents RxIntellia, a mobile-first digital prescription platform that replaces handwritten prescriptions with structured data entry, deterministic clinical safety checks, multilingual document generation, and low-friction printing and distribution, purpose-built for the workflow constraints of small clinics rather than large hospital systems. This paper establishes the problem context through a review of existing clinical literature on prescription error rates and computerized order entry outcomes, surveys the limitations of existing digital prescription solutions in the Indian market, and presents an overview of the proposed system, its guiding design principles, and its scope boundaries.

Keywords: digital prescription, e-prescribing, clinical decision support, medication error, computerized physician

order entry, healthcare informatics, mobile health (mHealth), patient safety

INTRODUCTION

The handwritten prescription has been the primary interface between clinical decision-making and its execution for as long as modern medicine has existed. It is fast to produce and requires no infrastructure, which is precisely why it persists in resource-constrained and time-constrained clinical settings such as small independent clinics. However, this same speed comes at a documented cost: handwriting quality, patient load, and time pressure combine to produce a measurable and recurring rate of prescription errors, a substantial share of which are preventable by removing handwriting from the transcription chain entirely.

This paper introduces RxIntellia, a digital prescription platform designed specifically for the operating constraints of small and mid-sized clinics in India — high patient volume per doctor, limited administrative staff, variable connectivity, and a patient population that spans multiple regional languages. Rather than attempting to digitize illegible handwriting after the fact

through optical character recognition, a research problem that remains unsolved for free-form medical handwriting, RxIntellia digitizes the point of prescription creation itself, converting the doctor's structured input directly into a validated, multilingual, distributable clinical document.

This paper establishes the clinical and technical motivation for the system through a review of existing literature and existing solutions, and introduces the system at a conceptual level, covering its core design principles and the scope boundaries within which it operates.

PROBLEM MOTIVATION

A. Documented Incidence of Handwritten Prescription Errors

Multiple peer-reviewed studies conducted in Indian clinical settings have quantified the incidence of illegible or erroneous A cross-sectional study of a rural tertiary care hospital in Western Maharashtra examined 499 prescriptions and found illegible handwriting in 17.6% of cases, a rate the authors noted was higher than comparable figures reported in the United States (10%) and the United Kingdom (15%) [1]. handwritten prescriptions. A cross-sectional study of a rural tertiary care hospital in Western Maharashtra examined 499 prescriptions and found illegible handwriting in 17.6% of cases, a rate the authors noted was higher than comparable figures reported in the United States (10%) and the United Kingdom (15%) [1]. A separate statistical analysis of 300 medication orders in a Delhi tertiary care facility found illegible handwriting in 4.7% of orders and wrong dose or drug name in 3.7% [2]. A study conducted at a tertiary care hospital in Chennai attributed 32.5% of all identified medication errors directly to illegible prescriptions, with 26% of total errors traced to physicians during the prescribing stage itself [3]. A review published in the National Medical Journal of India further noted that targeted educational interventions were able to reduce illegible-prescription rates from 39.4% to 13.4% in

one cited study — evidence that the problem, while addressable through process change, persists in the absence of a systemic intervention [4].

B. Evidence from Computerized Prescribing Systems

Independent of the Indian-specific handwriting literature, a substantial body of international research has evaluated computerized physician order entry (CPOE) systems as a direct intervention against prescribing errors. A JAMA-published review reported that published studies found CPOE reduces medication errors by as much as 81% [5]. A systematic review and meta-analysis of CPOE's effect specifically on chemotherapy-related medication errors, covering eleven studies meeting inclusion criteria, found a pooled risk ratio of 0.19 favoring CPOE — an 81% relative reduction in chemotherapy medication errors following CPOE implementation [6]. An interrupted time-series study at a secondary referral hospital in Australia found that CPOE implementation was associated with a 30.1% reduction in the proportion of orders containing one or more prescribing errors [7]. Taken together, this literature establishes structured, computerized order entry as a well-evidenced intervention against prescribing error, independent of clinical setting, and provides the core empirical justification for RxIntellia's central design premise.

C. Consequences Beyond Transcription

Illegible handwriting is not the only consequence of the paper-based prescription model. Because paper prescriptions are not searchable or centrally stored, clinicians frequently lack a structured record of a patient's prior visits, medications, and diagnoses at the point of the next consultation, increasing reliance on patient recall and increasing the risk of missed drug interactions across visits. Patients who do not share a first language with the prescribing clinic's default documentation language are additionally dependent on verbal explanation of dosage and food-timing instructions, which does not persist

as a reliable reference once the patient has left the clinic.

RELATED WORK

A. Hospital-Scale EMR and CPOE Systems

Large hospital electronic medical record (EMR) and CPOE deployments have demonstrated strong error-reduction outcomes, as reviewed in Section II-B. However, these systems are architected for institutional environments with dedicated IT departments, administrative staff, and high per-clinician patient volumes justifying significant upfront infrastructure investment. Existing literature notes that CPOE adoption studies have been conducted primarily in large academic medical centers, and that a substantial portion of prescribing in smaller, community-based settings continues to be handwritten specifically because institutional systems do not translate well to lower-resource, higher-time-pressure environments such as small independent clinics.

B. National Digital Health Infrastructure (ABDM)

India's Ayushman Bharat Digital Mission (ABDM), administered by the National Health Authority, provides national-scale digital health infrastructure including the ABHA digital health identifier, the Health Facility Registry, the Healthcare Professionals Registry, and a consent-based Health Information Exchange [8]. Of particular relevance to this work, ABDM has introduced a national Drug Registry, developed with the Central Drugs Standard Control Organisation, containing over 1.23 lakh branded drugs and more than 10,000 generic medicines, intended for integration with hospital management systems and e-prescription platforms to standardize drug identification nationally [9]. This indicates that national policy direction is already aligned with the core data model RxIntellia proposes, and represents a credible future integration path, discussed further in Section VI.

C. Consumer-Facing Prescription and Clinic Applications

A range of consumer-facing digital prescription and clinic-management applications exist in the Indian market, typically as either lightweight prescription-to-PDF generators or broader clinic administration suites. The former category commonly lacks structured dosage validation, drug-interaction checking, and multilingual output; the latter is frequently priced and designed for larger multi-doctor practices rather than the single-clinician workflow that characterizes a large share of Indian outpatient care. Neither category, to the authors' knowledge, combines transparent rule-based clinical safety checking with true multilingual structured-field translation and no-installation patient access, which together form the core differentiating design of RxIntellia.

D. Regulatory and Compliance Context

Any system handling patient health data in India operates within the framework of the Digital Personal Data Protection Act, 2023 (DPDP Act). The DPDP Rules, 2025 were notified on 13 November 2025, with implementation staged such that the bulk of substantive compliance obligations — privacy notices, verifiable consent mechanisms, and security safeguards — become enforceable from 14 May 2027 [10]. Separately, Google Play's platform policy requires any application collecting health-related data to complete a Health apps declaration and a Data Safety disclosure, and to maintain a publicly accessible, non-geofenced privacy policy [11]. These requirements are treated in this work as baseline design requirements incorporated from the outset rather than constraints layered on afterward.

RESEARCH GAP

The literature reviewed above supports three conclusions that jointly motivate this work. First, the clinical harm caused by handwritten prescriptions is real, quantified, and consistent across multiple independent Indian studies, ranging from 4.7% to 17.6%

illegibility depending on setting. Second, computerized order entry is a well-evidenced intervention against this harm, with reported reductions in prescribing error rates between approximately 30% and 81% across distinct clinical contexts. Third, despite this evidence, no widely-adopted solution specifically targets the small-clinic segment with a workflow fast enough to compete with handwriting, safety checking transparent enough for clinician trust, multilingual output safe enough for medically sensitive content, and a distribution model that does not require

patients to install a second application. This is the gap RxIntellia is designed to address.

PROPOSED SYSTEM OVERVIEW

RxIntellia is architected around a single governing principle: digitize the point of prescription creation, not the point of prescription interpretation. The system comprises a doctor-facing mobile application, a backend service responsible for data persistence and orchestration, and a dedicated clinical rules component responsible for dosage, duplication, and interaction checking. A conceptual summary of the system's functional layers is given in Table I.

TABLE I. FUNCTIONAL LAYERS OF THE PROPOSED SYSTEM

Layer	Function
Structured Entry	Doctor enters symptoms, diagnosis, medicines, dosage, frequency, duration, food instructions, tests, follow-up date, and notes through a templated mobile form.
Clinical Safety Rules	Deterministic, explainable checks for out-of-range dosage, duplicate medicines within a single prescription, and known drug-drug interactions.
Multilingual Generation	Structured data rendered into a print-ready document in the patient's preferred language, using a pre-verified translation table for fixed instructional phrases while medicine names remain untranslated.
Distribution	Bluetooth/Wi-Fi thermal printing, WhatsApp/SMS/Email sharing, and a token-secured, no-installation patient web view.
Continuity of Care	Structured, searchable prescription history available to the prescribing clinician at each subsequent visit.

A. Guiding Design Principles

- Speed parity with handwriting: template reuse and autocomplete are treated as first-class requirements, since prior CPOE literature identifies workflow friction as a primary driver of clinician non-adoption.
- Transparency over opacity: every safety warning shown to the clinician is traceable to an explicit, inspectable rule rather than an opaque predictive model, preserving clinician trust and auditability.
- Safety-first localization: multilingual output is generated by translating a small, pre-verified set of fixed instructional phrases, never by machine-translating free medical text.
- Minimal adoption friction for patients: prescription access is provided through a

secure link requiring no application installation.

B. Scope Boundary

Consistent with the design principles above, this work explicitly excludes two categories of functionality from its present scope: optical character recognition of legacy handwritten prescriptions, and predictive or generative clinical decision-making beyond deterministic rule evaluation. Both are recognized as valuable research directions but are treated as distinct problems with distinct risk profiles, discussed as future work in Section VII, rather than components of the present system.

CONCLUSION AND FUTURE WORK

This paper has established the clinical and technical motivation for RxIntellia, a structured digital prescription platform targeting the small and mid-sized clinic

segment in India, by reviewing documented rates of handwritten prescription error in Indian clinical settings and the demonstrated error-reduction effect of computerized order entry systems more broadly. It has further surveyed the limitations of existing hospital-scale, national-infrastructure, and consumer-facing alternatives, identifying a research and product gap specific to small-clinic workflows that RxIntellia is designed to fill. Future work will detail the system's full architecture and database design, the implementation of its clinical rules engine and multilingual generation pipeline, and an empirical evaluation of its usability and error-detection performance. Longer-term future directions include integration with ABDM's national health identifiers and drug registry, and a separately-scoped investigation into handwriting-recognition-based import of legacy prescriptions.

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ABOUT THE AUTHORS



Dr. Sajidullah S. Khan is a Professor in the Department of Computer Science and Engineering at Anuradha College of Engineering and Technology, An Autonomous Institute, Chikhli - Buldhana. With over 25 years of teaching and academic experience, his areas of interest include Artificial Intelligence, Computer Networks, Multimedia Systems, and emerging technologies. He is actively involved in teaching, research, innovation, academic writing, and student mentoring, with a strong focus on connecting theoretical concepts with practical applications.



Vaishnavi Rajendra Patil is a final-year Computer Science and Engineering student at Anuradha College of Engineering and Technology, An Autonomous Institute, Chikhli. As the Group Leader of the RxIntellia research project, she led the project's planning, system architecture, and Java full-stack development while coordinating the team throughout the development lifecycle. Her research interests include healthcare technology, artificial intelligence, and scalable software systems. She is passionate about developing innovative, secure, and user-centric digital solutions that address real-world healthcare challenges.



Pranav Sanjay Hudekar is a final-year Computer Science and Engineering student at Anuradha College of Engineering and Technology, An Autonomous Institute,

Chikhli. He has practical experience in Python, FastAPI, PostgreSQL, and JWT-based authentication. As the developer of RxIntellia, he focused on building a mobile-first digital prescription platform with intelligent automation and secure architecture. His research interests include healthcare technology, backend development, and designing reliable, secure, and impactful software solutions.



Prakash Sanjay Gundkar is a final-year Computer Science and Engineering student and researcher at Anuradha College of Engineering and Technology, An Autonomous Institute, Chikhli. His primary interests include backend development and healthcare technology. He contributed to RxIntellia by developing scalable backend APIs using Spring Boot and implementing PDF generation with the iText library. His work emphasizes secure, efficient, and user-friendly software systems for practical real-world applications.



Sumitkumar Suresh Muley is a final-year Computer Science and Engineering student at Anuradha College of Engineering and Technology, An Autonomous Institute, Chikhli. He contributed to the RxIntellia project through technical documentation, application deployment on Render, and version control using Git and GitHub. His work supported effective project management, deployment, and team collaboration. His interests include software development, cloud deployment, and modern software engineering practices.
