



## Real World Testing Reports Result for NextGen® Direct Messaging

### GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

**Developer Name:** NextGen Healthcare

**Product Name(s), Version Number(s) and Certified Health IT CHPL ID(s):**

**NextGen® Direct Messaging 2.13** CHPL ID: 15.04.04.2054.Next.02.03.0.201218

**NextGen® Direct Messaging 2.14** CHPL ID: 15.04.04.2054.Next.02.04.0.210812

Developer Real World Testing Plan Page URL: [Certifications | NextGen CMS, ONC Product Certifications](#)

### CHANGES TO ORIGINAL PLAN

<b>Summary of Change</b> [Summarize each element that changed between the plan and actual execution of Real World Testing]	<b>Reason</b> [Describe the reason this change occurred]	<b>Impact</b> [Describe what impact this change had on the execution of your Real World Testing activities]
N/A	N/A	N/A

### JUSTIFICATION FOR REAL WORLD TESTING APPROACH

This plan will cover § 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM17 for the Direct Messaging product.

- Metrics were collected from sending and receiving messages in our production system to and from HISPs (Health Information Service Providers) i.e., organizations that hold or process health information
- Success will be defined by the completion/success rate of the messages sent to and from HISPs
- **Metrics collected using NextGen Direct Messaging v2.14**, but will account for versions 2.10, 2.13 and 2.14 as the functionality is the same in all versions

### STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

**No, none of my products include these voluntary standards.**

#### Care Setting(s)

HIE's, Hospitals, Ambulatory Clinics and Payers



### § 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM17

Measurement /Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Successfully sending XDR/XDM message to HISP w/associated MDNs (Processed and Dispatched)	§ 170.315(h)(2)	NextGen® Share	Over a 3 month span from 4/1/23 - 6/30/23: Outbound total attempts: 652,970 Outbound success/failure percentages: <b>98.86% success / 1.14% failure</b>	
Successfully receiving XDR/XDM message from HISP w/associated MDNs (Processed and Dispatched) sent to HISP		NextGen® Share	Over a 3 month span from 4/1/23 - 6/30/23:  Inbound total attempts: 1,855,865  Inbound success/failure percentages:  <b>99.999% success / 0.001% failure</b>	

### Key Milestones

Key Milestone	Care Setting	Date/Timeframe
Development of candidate list of HISP partners to assist with Real-World-Testing	HIE's, Hospitals, Ambulatory Clinics, and Payers	10/04/2022
Finalization of the Real-World Testing Plan, and submission to ONC-ACB per ONC-ACB instruction	HIE's, Hospitals, Ambulatory Clinics, and Payers	11/15/2022
RWT/Collection of data/create report	HIE's, Hospitals, Ambulatory Clinics, and Payers	6/30/2023
Validation of expected results	HIE's, Hospitals, Ambulatory Clinics, Payers	10/15/2023
Submission of final Test Results Report	HIEs, Hospitals, Ambulatory Clinics, Payers	12/20/2024



## ATTESTATION

This Real World Testing Results Report 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: John Ellis, DO

Authorized Representative Email: [jwellis@nextgen.com](mailto:jwellis@nextgen.com)

Authorized Representative Phone: 949-255-2600

Authorized Representative Signature:

DocuSigned by:  
*John Ellis*  
285515A718454BD...

Date:

12/19/2023 | 12:18:25 PST

---

<sup>i</sup> Certified health IT continues to be compliant with the certification criteria, including the required technical standards and vocabulary codes sets; certified health IT is exchanging EHI in the care and practice settings for which it is marketed for use; and EHI is received by and used in the certified health IT. (85 FR 25766) <sup>ii</sup> <https://www.federalregister.gov/d/2020-07419/p-3582>