REAL WORLD TESTING PLAN

GENERAL INFORMATION

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

Name: NextGen Healthcare

Product Name(s) and Certified Health IT Product List (CHPL) ID(s):
Medfusion Patient Portal Version 22   CHPL ID: 15.04.04.1918.Medf.22.09.1.220310

Developer Real World Testing Page URL: https://www.nextgen.com/certifications

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

- NextGen Medfusion Patient Portal is compatible with NextGen Enterprise 6.2021.1 CURES and below versions as well as additional PM|EHR relied upon software and will be testing in NextGen Enterprise 6.2021.1 Patch CURES.

- This plan will cover Medfusion's Patient Portal approach to real world testing for our ambulatory care client base.

- Data will be gathered primarily in an automated fashion through the use of database queries and logs. Where that is not possible, we will engage clients to gather the data in a direct approach. Each criterion will have between one to two metrics defined to showcase how the criterion is being used in real clinical scenarios. The number of customers used for each criterion will be defined as part of each metric, as well as the time period examined to collect each metric.

- The main care settings used throughout this testing are multi-specialty practices including community health centers and primary care organizations due to the larger volume of providers and patients and greater use of each implemented criterion. Additional specialties may be defined for each criterion and justified for inclusion. No supported specialty types were excluded from metric and data collection.

- Success will be defined by our ability to highlight how each of these criteria is being used by providers in real patient care.

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

Standard (and version)	Not Applicable
Updated certification criteria and associated product	Not Applicable
Health IT Module CHPL ID	Not Applicable
Method used for standard update	Not Applicable
Date of ONC ACB notification	Not Applicable
Date of customer notification (SVAP only)	Not Applicable
Conformance measure	Not Applicable
USCDI updated certification criteria (and USCDI version)	Not Applicable

MEASURES USED IN OVERALL APPROACH

Description of Measurement/Metric

§ 170.315(e)(1) View, Download, and Transmit to 3rd Party

Measurement/Metric	Description
Patients are able to successfully **View** C-CDA document % of errors compared to success over a one month timeframe	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to use health IT to **View** the C-CDA document. By querying the system to capture number of views attempted and the % of attempts that were successful versus failures we will

	prove that this functionality is highly available for the patient population.
Patients are able to successfully **Download** C-CDA document % of errors compared to success over a one month timeframe	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to use health IT to **Download** the ambulatory C-CDA document. By querying the system to capture number of downloads attempted and the % of attempts that were successful versus failures we will prove that this functionality is highly available for the patient population.
Patients are able to successfully **Transmit** C-CDA document % of errors compared to success over a one month timeframe	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to use health IT to **Transmit** the ambulatory C-CDA document. This measure will catalogue the transport mechanisms used to share C-CDA documents, as well as track usage of the transport mechanisms over a period of time. For a given practice, how many C-CDA documents are shared via Email (un-encrypted). For a given practice, how many errors are logged for sharing C-CDA documents via Email. For a given practice, how many C-CDA documents are shared.

Associated Certification Criteria

Measurement/Metric	Associated Certification Criteria
Not Applicable	Not Applicable

Justification for Selected Measurement/Metric

Measurement/Metric	Justification
Patients are able to successfully **View** C-CDA document % of errors compared to success over a one month timeframe	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to use health IT to **View** their C-CDA document in the Patient Portal.

	We will use database records to count number of C-CDA documents viewed in the Patient Portal during the specified timeframe. By demonstrating that, for those number of patients who have activated their accounts and are now attempting to **View** their records, are able to do so successfully with a minor margin of error.
Patients are able to successfully **Download** C-CDA document % of errors compared to success over a one month timeframe	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to use health IT to **Download** their C-CDA document in the Patient Portal. We will use database records to count number of C-CDA documents downloaded from Patient Portal during the specified timeframe. By demonstrating that, for those number of patients who have activated their accounts and are now attempting to **Download** their records, they are able to do so successfully with a minor margin of error.
Patients are able to successfully **Transmit** their C-CDA document % of errors compared to success over a one month timeframe	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to use health IT to **Transmit** their C-CDA document in the Patient Portal. We will use database records to count number of C-CDA documents transmitted from the Patient Portal during the specified timeframe. By demonstrating that, for those number of patients who have activated their accounts and are now attempting to **Transmit** their records, they are able to do so successfully with a minor margin of error.

Care Setting(s)

Care Setting	Justification
Ambulatory	NextGen Enterprise supports most specialties in ambulatory care. All specialties have access to the NextGen Enterprise technology that allows for clinical documentation, care coordination, external reporting, transmission to public health agencies, and electronic interactions with third parties.

Expected Outcomes

Measurement/Metric	Expected Outcomes
Patients are able to successfully **View** C-CDA document % of errors compared to success over a one month timeframe	By demonstrating that, for those number of patients who have activated their accounts and are now attempting to **View** their records, they are able to do so successfully with a minor margin of error. Expected outcome 75% success rate.
Patients are able to successfully **Download** C-CDA document % of errors compared to success over a one month timeframe	By demonstrating that, for those number of patients who have activated their accounts and are now attempting to **Download** their records, they are able to do so successfully with a minor margin of error. Expected outcome 75% success rate.
Patients are able to successfully **Transmit** C-CDA document % of errors compared to success over a one month timeframe	By demonstrating that, for those number of patients who have activated their accounts and are now attempting to **Transmit** their records, they are able to do so successfully with a minor margin of error. Expected outcome 75% success rate.

SCHEDULE OF KEY MILESTONES

Finalize Real World Test Plan and Submit to the ONC-ACB (Drummond Group)	Ambulatory	Q4 2022
Identify Clients for Participation where applicable	Ambulatory	Q1 2023
The queries that will be used are developed and validated with internal data, client systems and/or transactions	Ambulatory	Q1 2023
Data collection and/or observation from client systems	Ambulatory	Q2 2023
Validation and analysis of data and metrics created	Ambulatory	Q3 2023

Report created and submitted to ONC-ACB (Drummond Group)	Ambulatory	Q1 2024

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.

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DocuSigned by:

Dr. John. Ellis

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Date:

10/12/2022

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[i] 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) [ii] https://www.federalregister.gov/d/2020-07419/p-3582