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**Medsphere Systems Corporation**
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# 2023 Real World Testing Results ChartLogic Patient Portal

## GENERAL INFORMATION

Plan Report ID Number: RWTP-0000567

Developer Name: ChartLogic, a Division of Medsphere Systems Corporation

Product Name(s): ChartLogic Patient Portal

Version Number(s): 9

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.1223.Char.09.00.1.170814

Developer Real World Testing Plan Page URL:
https://www.medsphere.com/certifications/RealWorldTesting/ChartLogic/

Developer Real World Testing Results Report Page URL:
https://www.medsphere.com/certifications/RealWorldTesting/ChartLogic/

## CHANGES TO ORIGINAL PLAN

No changes occurred to the original plan.

## WITHDRAWN PRODUCTS

Not Applicable

# SUMMARY OF TESTING METHODS AND KEY FINDINGS

Using functions of the ChartLogic Patient Portal, we planned to test the functionality of 170.315 (e)(1) View, Download, and Transmit. This criterion involves the patient facing view of the portal, our testing included reviewing data in system logs to determine the methods of transmission and transmission rates utilized by patients.

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

☐ Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.)

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

| Standard (and version) | This criterion was certified and tested using ONC 2015 Cures Update Edition |
|---|---|

## Care Settings

Only Ambulatory care settings were used to complete the testing in obtaining these results.

## Metrics and Outcomes

| Measurement /Metric | Associated Criterion(a) | Relied Upon Software (if applicable) | Outcomes |
|---|---|---|---|
| Care Coordination Thresholds and Mechanisms | 170.315(e)(1) View, Download and Transmit | Surescripts Clinical Direct Messaging | System logs were used to retrieve data representative of the mechanisms that were used for transmission by the patient. These mechanisms include either encrypted or unencrypted message types. Overall, the data showed that there were 88 attempts of transmission and all 88 were transmitted using the encrypted method. Of the 88 attempts, 63 of those were successful resulting in a 29% error rate which most notably was indicative of invalid recipient addresses. |

# KEY MILESTONES

| Key Milestone | Care Setting | Date/Timeframe |
|---|---|---|
| Collection of data | Ambulatory | Quarterly |
| Final collection, review of data | Ambulatory | December 2023 |
| Generation of aggregate report and submission | Ambulatory | January 2024 |

# Acknowledgement Signature

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 report is up to date and fully addresses the health IT developer's Real World Testing requirements.

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Date: January 29, 2024