GENERAL INFORMATION

Developer Name: ChartLogic, a Division of Medsphere Systems Corporation

Plan Report ID Number:

Product Name(s): ChartLogic Patient Portal

Version Number(s): ChartLogic Patient Portal v. 9

Product List (CHPL) ID(s): ChartLogic Patient Portal - 15.04.04.1223.Char.09.00.1.170814

ONC-ACB Certification ID: ChartLogic Patient Portal - 15.04.04.1223.Char.09.0.1.170814

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

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

At this time, ChartLogic Patient Portal is only utilized within Ambulatory Practices using ChartLogic. Therefore, the Real World Testing plan will apply to this care setting.

Electronic exchange of information for Patient Engagement

ChartLogic Patient Portal has developed functionality to enable patients to view, download and transmit electronic health information. The best practice workflow will allow us to test the utilization of this feature as well as the how the patients are transmitting the data. This plan addresses the criteria involving the Consolidated Clinical Documentation Architecture (C-CDA) 170.315e(1) View, download, and transmit to 3rd party,

Additionally, ChartLogic Patient Portal has the ability to export electronic health information for single patients and bulk which is key piece in the interoperability of the data. The methods involved in these exports will be tested to ensure that functionality is working as intended and certified through 170.315 (b)(10) Electronic Health Information Export.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP)

This product has not implemented any use of SVAP processes.

MEASURES USED IN OVERALL APPROACH

The following outlines our measures that have been identified to best demonstrate how our product is in and maintains conformance to *for* 170.315(b)(10) Electronic Health Information Export and 170.315e(1) View, download, and transmit to 3rd party.

Electronic exchange of information for Patient Engagement

Measure 1 (EHI Export)

This measure will capture the number of times a data export was performed for individual patients as well as the frequency for bulk export.

Certification Criteria	Associated Criteria	Relied Upon Software
170.315(b)(10) Electronic Health Information export	Individual export of EHI Bulk export	N/A

Rationale: ChartLogic gives clinicians and/or internal staff the ability to export electronic health information in bulk as well as individual patients in the event that they need to export the data for any reason.

Test Approach 1: System logs will be used to extract the frequency in which these action types were performed. Frequency and success rates will be monitored and reported on a quarterly basis to the compliance director for review. Overall results for the year will be compiled and submitted on an annual basis. In addition, we will also review support cases to add those requests to the bulk export numbers in the event clients go through support to obtain their data in bulk.

Expected Outcome(s): It is expected that clients and internal staff will be able to perform these actions without limitations. We anticipate higher numbers for the individual export than bulk however, both numbers will be monitored.

Measure 2 (Care Coordination Exchange Thresholds and Mechanisms)
As part of the Real World Testing requirements for 170.315e(1) View, download, and transmit to 3rd party, this measure will assess the utilization of downloading and transmitting CCD-A documents.

Certification Criteria	Associated Criteria	Relied Upon Software

170.315(e)(1) View, download and transmit	Download ambulatory summary or inpatient summary using CCD Template	Surescripts Clinical Direct Messaging
	Transmit to third party	

Rationale: The system gives the patient the ability to view, download and transmit their CCD-A document. Once the patient views and downloads, the system offers the ability to transmit the document either encrypted or unencrypted. We feel that reviewing the transmission methods used as well as the frequency of utilization will best represent utilization of these features. By producing analytics on these results, we feel it will also help us identify those providers with low thresholds to reach out to them and provide them logic as to how to increase utilization.

Test Approach 1: De-identifiable data from system logs, will be extracted to produce analytic reports that will be reviewed to determine thresholds and methods of transmission used by the patients for transmitting CCD-A documents.

Expected Outcome(s): It is anticipated that patients will be able to share their electronic health information using the various transmission methods provided with no limitations and in compliance with the certification criteria, including the technical standards and vocabulary code sets.

Test Approach 2: Information of actions of download and transmit will be extracted from system logs to determine the success rate of patients downloading and transmitting documents. Transmission errors will be tracked and trended over time.

Expected Outcome: It is expected that patients will be able to share their information using the transmission methods provided with no limitations. The success/failure of the events will be logged and reviewed over time.

Care Setting(s)
ChartLogic Patient Portal is only marketed to the ambulatory practices using ChartLogic, therefore, only ambulatory practices will be used for Real World Testing.

SCHEDULE OF KEY MILESTONES

Key Milestone	Date/Timeframe
Begin collection of data laid out by plan	March 2025
Data Collection and Review	Quarterly
End of Real World Testing for all measures.	December, 2025
Final data review and analytics, create results report	January 2026
Submit Real World Testing Results Report to ACB	January 2026

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.

Authorized Representative Name: Nicki Anderson, Director, Compliance
Authorized Representative Email: nicki.anderson@medsphere.com
Authorized Representative Phone: 760.979.6531

Authorized Representative Signature: *Nicki Anderson*

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