Medsphere Systems Corporation
1220 E 7800 S, Floor 3
Sandy, UT 84094

GENERAL INFORMATION

Developer Name: Micro-Office Systems

Plan Report ID Number: 20241024mos

Product Name(s): PCG

Version Number(s): 3,5

Product List (CHPL) ID(s): 15.02.05.1983.MICR.01.01.0.211229

ONC-ACB Certification ID: 15.02.05.1983.MICR.01.01.0.211229

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

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

While Micro-Office Systems PCG is used in both ambulatory and inpatient settings, the application functions the same in both settings. We will use data from both settings to obtain our results.

Care Coordination

Micro-Office Systems Patient Portal has developed functionality to enable the ability for patients to export their data. In addition, bulk export can be achieved by contacting support. We feel that tracking the number of times the export function is used, we will be able determine how often this is occurring and be able to ensure the functionality is working as designed without limitations. This plan addresses the criteria involving EHI export as defined in 170.315 (b)(10) EHI Export.

Patient Engagement

Micro-Office Systems 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,

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

This product has no voluntary SVAP standards updates.

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* 170.315e(1) View, download, and transmit to 3rd party.

Electronic exchange of information for Patient Engagement

Measure 1 (Electronic Health Information Export)

Certification Criteria	Associated Criteria	Relied Upon Software
170.315(b)(10) EHI Export	Export single patient EHI Export bulk EHI	N/A

Rationale: The system gives the patient the ability to export a complete set of their medical data in consolidated clinical Document Architecture (C-CDA). We feel that reviewing the frequency of utilization will best represent utilization of the export function.

Test Approach: Data from system logs will be extracted to determine the number of times patients are exporting their data. We can also look at success/failure outcomes to determine functionality is working as intended. In addition, we will also monitor the support cases to determine the number of times we are performing bulk exports.

Expected Outcome: It is expected that patients and internal support will be able to export information using the application with no limitations. The frequency in which these exports are performed will be tracked and reviewed to ensure functionality is working as designed.

Certification Criteria	Associated Criteria	Relied Upon Software
170.315(e)(1) View, download and transmit	Download ambulatory summary or inpatient summary using CCD Template	N/A
	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. We feel that reviewing the frequency of utilization will best represent utilization of the download and transmit 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: Data from system logs will be extracted to analyze the success rates of download and transmission as well as a numeric representation of how many times these actions were performed. 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)

While Micro-Office Systems PCG is used in both ambulatory and inpatient settings, the application functions the same in both settings. We will gather data from both settings to obtain our results.

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*

Date: October 8, 2024