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

# 2024 Real World Testing Results Micro-Office PCG Patient Portal

## GENERAL INFORMATION

Plan Report ID Number: 20231027mos

Developer Name: Micro-Office Systems

Product Name(s): PCG

Version Number(s): 3.5

Certified Health IT Product List (CHPL) Product Number(s): 15.02.05.1983.MICR.01.01.0.211229

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

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

## CHANGES TO ORIGINAL PLAN

No changes

## WITHDRAWN PRODUCTS

Not applicable

# SUMMARY OF TESTING METHODS AND KEY FINDINGS

As a standalone 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 consisted of extracting data from system logs within each care setting to determine numeric representation of utilization. We collected information that would give us success rates of the components of Download and Transmit. We also were able to review utilization rates of encrypted vs non-encrypted formats of the download.

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

*X____   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) | USCDI v1 |
|---|---|
| Updated certification criteria and associated product | 170.315 (e)(1) |
| Health IT Module CHPL ID | **15.02.05.1983.MICR.01.01.0.211229** |
| Conformance measure | Measure 1 (e)(1), Care Coordination Exchange Thresholds and Mechanisms |

## Care Settings

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

## Metrics and Outcomes

Using functions of Micro Office PCG, 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.

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| Measurement /Metric | Associated Criterion(a) | Relied Upon Software (if applicable) | Outcomes |
|---|---|---|---|
| Care Coordination Exchange Thresholds and Mechanisms | 170.315(e)(1) View, Download an Transmit | Not Applicable | System logs were used to retrieve data representative of the utilization of download and transmit mechanisms that were used for transmission by the patient. These mechanisms include either encrypted or unencrypted message types. Overall, the data showed 280 attempts to download the information of which 280 were successful, resulting in a 100% success rate. Of the 280 downloads, there were 20 attempts to transmit the data. Of the 20 attempts, 13 were successfully delivered resulting in a 65% success rate, which most notably was indicative of invalid recipients. Additionally, of the 20 transmissions, 6 transmissions were encrypted while 14 utilized non encryption methods. |

## KEY MILESTONES

| Key Milestone | Date/Timeframe |
|---|---|
| Data Collection and Review | Quarterly (met) |
| End of Real World Testing for all measures. | December, 2024 (met) |
| Final data was reviewed and analytics were performed. Final results report was created. | January 2025 (met) |
| Submitted Real World Testing Results Report to ACB | January 2025 (met) |

## Signature of Acknowledgement

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.

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:                               January 29, 2025