



Medsphere

Medsphere Systems Corporation

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2023 Real World Testing Results Micro-Office PCG Patient Portal

GENERAL INFORMATION

Plan Report ID Number: 20221116mos

Developer Name: Micro-Office Systems, Division of Medsphere Corp

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WITHDRAWN PRODUCTS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 included selecting a practice within each care setting and asking them to assign a specific staff member who were also patients or who had created an account at the selected practice to conduct a review of the components of View, Download and Transmit. Upon completion of the assigned tasks, the staff member was asked to sign a form which included confirmation that the feature worked as intended and certified. They were also given survey questions to verify usability to see if any functionality could be improved.

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
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Care Settings

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

Metrics and Outcomes

We selected a total of 4 sites at random to cover the care settings listed above. The selected participants were able to view, download and transmit their health information according to the HL7 R2 CCD at a 100% success rate. When viewing their health information on the patient portal, it was advised to compare those data elements to those in the host medical record to ensure accuracy. No discrepancies were noted during the View function. It was also advised to compare the download to the original view and again no discrepancies were noted. No errors were encountered during transmitting. Upon transmitting the downloaded information.

Additional outcomes were measured related to the usability and ease of use of the product. These findings were analyzed and then documented in our product/development ticketing system and upon prioritization will be assigned to the product roadmap as defined. These findings were tallied and resulted in a 98.75% usability rating with no additional requests about these functions.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
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Tabulated PASS/FAIL	170.315(e)(1) View, Download an Transmit	Not Applicable	100% success rate	None
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KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Identification of Participating practices and patients	Ambulatory/Inpatient	February 2023
Schedule Review of Testing with Patients	Ambulatory/Inpatient	March 2023
Conduct the Testing of View, Download and Transmit sessions	Ambulatory	April 2023
Conduct the Testing of View, Download and Transmit sessions	Inpatient	May 2023
Receive signed forms from participating individuals	Ambulatory/Inpatient	August 2023
Review, Analyze, and Interpret results	Ambulatory/Inpatient	November/December 2023
Submit results	Ambulatory/Inpatient	January 2024

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.

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Date: January 29, 2024