



ezAccess Portal - REAL WORLD TESTING PLAN (2025)

GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: Medical Office Technologies, Inc.

Product Name(s): ezAccess Portal

Version Number(s): 4.0

Certified Health IT: 170.315 (e)(1), 170.315 (b)(1), 170.315 (h)(1)

Product List (CHPL) ID(s): 15.04.04.1942.ezAc.04.44.1.171219

Developer Real World Testing Page URL: <https://www.ezaccessmot.com>

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

ezAccess Portal is a cloud-based solution accessible via web browser.

In order to comply with the Real-World Testing Condition and Maintenance of Certification requirements, Real World Testing plans will be made publicly available on the Certified Health IT Product List (CHPL) annually on December 15th. Additionally, Real World Testing results will be publicly available on the CHPL on March 15th of the subsequent year.

170.315 (e)(1) – View, Download and Transmit is marketed to ambulatory care facilities. The Real-World Test Plan will be applicable and all criteria for 170.315 (e)(1) will be tested. All criteria for 170.315 (e)(1) are same across all care settings.

ezAccess uses 170.315 (h)(1) - Direct Project as the transport mechanism to exchange CCDA information. 170.315 (b)(1) and 170.315 (h)(1) will be tested together. All criteria for 170.315 (b)(1) and 170.315 (h)(1) are same across all care settings.

170.315(b)(10) EHI export - This measure will assess functionality used to export EHI for both single patient and patient population. All criteria for 170.315(b)(10) are same across all care settings.



STANDARDS UPDATES (SVAP and USCDI)

Medical Office Technologies, Inc. has not updated ezAccess to any new standards as part of SVAP or Cures Update criteria as of this date nor plan to prior to the execution of real-world testing.

Standard (and version)	Not Applicable
Updated certification criteria and associated product	Not Applicable
Method used for standard update	Not Applicable
USCDI-updated certification criteria (and USCDI version)	None

MEASURES USED IN OVERALL APPROACH

A. USE CASE 1: REAL WORLD TEST PLAN - 170.315 (e)(1)

DESCRIPTION OF MEASUREMENT/METRIC

Measurement/Metric	Description
Patient Engagement	Measure adoption of CCDAs View, Download, and Transmit (encrypted and unencrypted).

ASSOCIATED CERTIFICATION CRITERIA

Measurement/Metric	Associated Certification Criteria
170.315 (e)(1)	View, download and transmit to 3 rd party

JUSTIFICATION FOR SELECTED MEASUREMENT/METRIC

Measurement/Metric	Justification
170.315 (e)(1)	Patient Portal can be used to share CCDAs document for view, download and transmit (encrypted and unencrypted). This metric provides information on types of transmission deployed and the frequency of usage.

TESTING METHODOLOGY

Measurement/Metric	Testing Methodology
170.315 (e)(1)	Activity logs will be reviewed to determine the frequency and types of transmission (encrypted and unencrypted) methods used.

CARE SETTINGS

Care Setting	Justification
Primary Care	There is no difference in functionality across different specialties. CCDAs data will be shared via patient portal for view, download, and



	transmit (encrypted or unencrypted). Data will track frequency of usage.
General Specialties	There is no difference in functionality across different specialties. CCDAs data will be shared via patient portal for view, download, and transmit (encrypted or unencrypted). Data will track frequency of usage.

EXPECTED OUTCOMES

Measurement/Metric	Expected Outcomes
170.315 (e)(1)	Patient (or Patient Representative) can view, download, and transmit (via encrypted or unencrypted method) CCDAs information. Data will track frequency of usage over time.

B. USE CASE 2: REAL WORLD TEST PLAN - 170.315 (b)(1), 170.315 (h)(1)

DESCRIPTION OF MEASUREMENT/METRIC

Measurement/Metric	Description
Transition of Care and Electronic Exchange	<ol style="list-style-type: none"> 1. Number of CCDAs created 2. Number of Direct Messages sent with CCDAs attachments 3. Number of Direct Messages received with CCDAs attachments

ASSOCIATED CERTIFICATION CRITERIA

Measurement/Metric	Associated Certification Criteria
170.315 (b)(1)	Transitions of Care
170.315 (h)(1)	Direct Project

JUSTIFICATION FOR SELECTED MEASUREMENT/METRIC

Measurement/Metric	Justification
170.315 (b)(1), 170.315 (h)(1)	<p>This criterion requires the ability of a certified Health IT module to create CCDAs according to specified standards and vocabulary code sets, as well as send and receive them.</p> <p>It is not possible to consistently and reliably demonstrate that all required standards and code sets were used because not all CCDAs created in the real world contain all necessary data elements.</p>



	We will use number of CCDAs created and Number of Direct Messages sent and received with CCDA attachments.
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TESTING METHODOLOGY

Measurement/Metric	Testing Methodology
170.315 (b)(1), 170.315 (h)(1)	We will use number of CCDAs created and Number of Direct Messages sent and received with CCDA attachments for utilization measurement.

CARE SETTINGS

Care Setting	Justification
Primary Care	There is no difference in functionality across different specialties.
General Specialties	There is no difference in functionality across different specialties.

EXPECTED OUTCOMES

Measurement/Metric	Expected Outcomes
170.315 (b)(1), 170.315 (h)(1)	We intend to demonstrate the required certified capabilities by tracking how often CCDAs are created, sent, and received using direct message attachments.

C. USE CASE 3: REAL WORLD TEST PLAN - 170.315(b)(10) EHI EXPORT – SINGLE PATIENT

DESCRIPTION OF MEASUREMENT/METRIC

Measurement/Metric	Description
170.315(b)(10) EHI export – Single patient EHI export	1. Frequency of usage 2. Type of data exported for which patient

ASSOCIATED CERTIFICATION CRITERIA

Measurement/Metric	Associated Certification Criteria
170.315(b)(10)	EHI export - Single patient

JUSTIFICATION FOR SELECTED MEASUREMENT/METRIC

Measurement/Metric	Justification
170.315(b)(10)	The export of EHI associated with a patient is another way to share information with an external organization. Export is typically used when there is a need for a full patient record. This metric will provide information on the type of data exported for a single patient and the frequency of usage.

TESTING METHODOLOGY

Measurement/Metric	Testing Methodology
170.315(b)(10)	Case management logs and system logs will be reviewed for each period to determine the frequency of use. Log files obtained during Real World Testing will be de-identified and used for analysis in several areas to validate the proper operation of the export.

CARE SETTINGS

Care Setting	Justification
Primary Care	There is no difference in functionality across different specialties.
General Specialties	There is no difference in functionality across different specialties.

EXPECTED OUTCOMES

Measurement/Metric	Expected Outcomes
170.315(b)(10)	It is expected that authorized users will be able to share EHI using the export function. Error rates will be tracked and trended over time.

D. USE CASE 3: REAL WORLD TEST PLAN - 170.315(b)(10) EHI EXPORT – PATIENT POPULATION

DESCRIPTION OF MEASUREMENT/METRIC

Measurement/Metric	Description
170.315(b)(10) EHI export – Patient population EHI export	1. Frequency of usage

ASSOCIATED CERTIFICATION CRITERIA

Measurement/Metric	Associated Certification Criteria
170.315(b)(10)	EHI export - Patient population

JUSTIFICATION FOR SELECTED MEASUREMENT/METRIC

Measurement/Metric	Justification
170.315(b)(10)	The export of the health information associated with a patient population is another way to share health information with an external organization. It is typically used for research or quality purposes to look for specific trends on patient population. Export of a patient population is an administrative function only available to credentialed users. It is assumed that this function will be run as a



	scheduled activity as it will have significant impact on the Health IT Module. This will provide a metric on the use of the export of EHI for a patient population associated with the Health IT Module.
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TESTING METHODOLOGY

Measurement/Metric	Testing Methodology
170.315(b)(10)	Case management logs and system logs will be reviewed to ensure the export function is operating properly and to determine the frequency of use. Log files obtained during Real World Testing will be de-identified and used for analysis in several areas to validate the proper operation of the export. This test methodology will primarily test the conformance of the implementation.

CARE SETTINGS

Care Setting	Justification
Primary Care	There is no difference in functionality across different specialties.
General Specialties	There is no difference in functionality across different specialties.

EXPECTED OUTCOMES

Measurement/Metric	Expected Outcomes
170.315(b)(10)	It is expected that authorized users will be able to share EHI for a patient population using the export function. Errors in transmission will be tracked and analyzed.

CARE SETTINGS

ezAccess is marketed to ambulatory care facilities. Medical Office Technologies, Inc. does not market differently for different specialties.

Care Setting	
Primary Care	Family Medicine, Pediatrics, OBGYN, etc.
General Specialties	Cardiology, Neurology, etc.
Behavioral Health	Behavioral Health
Orthopedic Specialties	Orthopedics, Physical Therapy, etc.
Surgical Specialties	Plastic Surgery, General Surgery, etc.



SCHEDULE OF KEY MILESTONES

Real World Test planning will commence in the first quarter of 2025. Each phase is expected to take 90 days to complete, with report writing to occur end of 2025/early 2026.

Key Milestone	Date/Timeframe
Scheduling and Logistics	90 days
Data collection	90 days
Review and Summarize data	90 days
Write Report	90 days

RELIED UPON SOFTWARE

1. 170.315 (b)(1) – athenaPractice (athenaFlow) for C-CDA generation.
2. 170.315 (e)(1) – athenaPractice (athenaFlow) and Surescripts Clinical Direct Messaging. Surescripts serves as ezAccess' HISP so patients can send C-CDAs via Direct Messaging.
3. 170.315 (h)(1) – Surescripts Clinical Direct Messaging. Surescripts serves as ezAccess' HISP so practices can exchange information, including C-CDAs via Direct Messaging.
4. 170.315(b)(10) EHI export – athenaPractice (athenaFlow) for data export.

ATTESTATION

As a developer of software certified under the Office of the National Coordinator for Health Information Technology Health IT Certification Program, Medical Office Technologies, Inc. is pleased to submit this Real World Test Plan for calendar year 2025 in accordance with 2015 Edition and 2015 Cures Update Edition certification criteria.

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.

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