REAL WORLD TESTING RESULTS 2024

GENERAL INFORMATION

Developer Name: Medical Office Technologies, Inc.

Product Name(s): ezAccess Portal

Version Number(s): 4.0

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.1942.ezAc.04.44.1.171219

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

Developer Real World Testing Results Report Page URL [if different from above]:

[OPTIONAL] CHANGES TO ORIGINAL PLAN

If a developer has made any changes to their approach for Real World Testing that differs from what was outlined in their plan, note these changes here.

Summary of Change [Summarize each element that changed between the plan and actual execution of Real World Testing]	**Reason** [Describe the reason this change occurred]	**Impact** [Describe what impact this change had on the execution of your Real World Testing activities]

[OPTIONAL] WITHDRAWN PRODUCTS

If a developer withdrew any products within the past year that were previously included in their Real World Testing plan, please provide the following information.

Product Name(s):	
Version Number(s):	
CHPL Product Number(s):	
Date(s) Withdrawn:	

Inclusion of Data in Results Report: [Provide a statement as to whether any data was captured on the withdrawn products. If so, this data should be identified in the results report.]	

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Provide a summary of the Real World Testing methods deployed to demonstrate real-world interoperability, including any challenges or lessons learned from the chosen approach. Summarize how the results that will be shared in this report demonstrate real-world interoperability.

If any non-conformities were discovered and reported to the ONC-ACB during testing, outline these incidences and how they were addressed.

Note: A single Real World Testing results report may address multiple products and certification criteria for multiple care settings.

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

170.315 (e)(1) - The Real World Test plan included measuring adoption of CCDA View, Download, and Transmit (encrypted and unencrypted). Activity logs were reviewed to determine the frequency and types of transmission (encrypted and unencrypted) methods used. Patients (and Patient Representatives) were able to view, download, and transmit (via encrypted and unencrypted method) CCDA information.

170.315 (b)(1), 170.315 (h)(1) – The Real World Test plan included measuring number of CCDAs created and number of direct messages sent and received with and without CCDA attachments for utilization measurement. The expected results were that the messages would be successfully sent and received and processed by both parties and CCDA would be readable. Direct messages were able to send and receive successfully including ability to read attachments.

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

Both required and voluntary standards updates must be addressed in the Real World Testing plan. Real World Testing plans must include all certified health IT updated to newer versions of standards prior to August 31 of the year in which the updates were made.

Indicate as to whether optional standards, via SVAP and/or USCDI, are leveraged as part of the certification of your health IT product(s).

[ ] Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

[X] No, none of my products include these voluntary standards.

Standard (and version)	
Updated certification criteria and associated product	
CHPL Product Number	
Conformance measure	

Care Setting(s)

The expectation is that a developer's Real World Testing is conducted within each type of clinical setting in which their certified health IT is marketed. Health IT developers are not required to test their certified health IT in every setting in which it is marketed for use.

List each care setting that was tested.

ezAccess Portal is marketed to ambulatory care facilities. Medical Office Technologies, Inc. does not market differently for different specialties. Primary Care, General Specialty, Behavioral Health, Orthopedic and Surgical Specialty practices were used for testing.

Metrics and Outcomes

Health IT developers should detail outcomes from their testing that successfully demonstrate that the certified health IT:

1. is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;
2. is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and/or,
3. EHI is received by and used in the certified health IT.

(from 85 FR 25766)

Health IT developers could also detail outcomes that did not result from their measurement approach if that better describes their efforts.

Within this section, health IT developers should also describe how the specific data collected from their Real World Testing measures demonstrate their results. Where possible, context should be provided to the measures and results to understand the number of sites/users/transactions tested for the specified measures (i.e., the denominator for comparison to the reported results). If applicable, any Relied Upon Software that is used to meet a criterion's requirements should be included in this section.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
170.315 (e)(1)	View, download and transmit to 3rd party	athenaPractice (athenaFlow) and Surescripts Clinical Direct Messaging. Surescripts serves as ezAccess' HISP so patients can send C-CDAs via Direct Messaging.	Patients (and Patient Representatives) were able to view, download, and transmit (via encrypted and unencrypted method) CCDA information.	
170.315 (b)(1) 170.315 (h)(1)	Transitions of Care Direct Project	athenaPractice (athenaFlow) for C-CDA generation. Surescripts Clinical Direct Messaging. Surescripts serves as ezAccess' HISP so practices can exchange information, including C-CDAs via Direct Messaging.	Direct messages were sent and received successfully including ability to read attachments.	

KEY MILESTONES

Include a list of key milestones that were met during the Real World Testing process. Include details on how and when the developer implemented measures and collected data. Key milestones should be relevant and directly related to outcomes discussed.

For each key milestone, describe when Real World Testing began in specific care settings and the date/timeframe during which data was collected.

Key Milestone	Care Setting	Date/Timeframe
Activity logs of sixteen ambulatory care facilities were reviewed to measure adoption of CCDA View, Download, Transmit (via encrypted and unencrypted). 218,299 View, 3,540 Download and 2,018 Transmit events were captured.	Ambulatory Care Facilities	June 2024 – November 2024
Activity logs of sixteen ambulatory care facilities were reviewed to measure the number of CCDAs created and number of direct messages sent and received with and without CCDA attachments. 24,487 CCDAs were generated. 17,178 direct messages were sent, and 49,989 direct messages were received.	Ambulatory Care Facilities	June 2024 – November 2024

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 Results for calendar year 2024 in accordance with 2015 Cures Update Edition certification criteria.

These Real World Testing Results are 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 Results requirements.

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