NextGen Healthcare® Medfusion Patient Portal 2022 REAL WORLD TESTING RESULTS REPORT

GENERAL INFORMATION

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

Developer Name: NextGen® Healthcare
Product Name(s): Medfusion Patient Portal
Version Number(s):

- Medfusion 21

Certified Health IT Product List (CHPL) ID: 15.04.04.1918.Medf.21.08.1.210604

- Medfusion 22

Certified Health IT Product List (CHPL) ID: 15.04.04.1918.Medf.22.09.1.220310

Developer Real World Testing Plan & Results Page URL:
https://www.nextgen.com/certifications-and-cost-disclosures?id=3

CHANGES TO ORIGINAL PLAN

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]
170.315(e)(1) It was necessary to use mock data to share encrypted CCDAs	There were 0 attempts to share encrypted CCDAs From July – Sept 2022 (Q3) for the practices we pulled data from	Mock data gave us the ability to test sharing encrypted CCDAs

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Methods for data collection: Database queries were run against a subset of our clients.

Findings/Lessons Learned: On average we found that when using the Medfusion Patient Portal, patients had:

Success rate for CCDA downloads = 89%
Success rate for sharing non-encrypted CCDA = 80%
Success rate for sharing encrypted CCDA (mock data was used to test) = 100%
Success rate for viewing CCDA = 92%

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.

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

Care Setting(s)

All criterion were tested in the Ambulatory setting

Metrics and Outcomes

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Patients are able to successfully view CCDA (# of errors compared to success over 1 quarter)	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to use health IT to view, at a minimum, The Common Clinical Data Set (USCDI v1)	NextGen® Enterprise EHR	From July – Sept 2022 (Q3) 15660 CCDAs were successfully viewed of the 17270 attempts. Success rate for View of CCDA = 92%	
Patients are able to successfully download CCDA (# of errors	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must	NextGen® Enterprise EHR	From July – Sept 2022 (Q3) 1528 CCDAs were successfully downloaded from the 1632 attempts.	

compared to success over 1 quarter)	be able to use technology to download an ambulatory summary		Success rate for CCDA Downloads = 89%	
Patients are able to successfully share CCDA unencrypted (# of errors compared to success over 1 quarter)	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to transmit the ambulatory summary via email transmission to any email address	NextGen® Enterprise EHR	From July – Sept 2022 (Q3) 97 unencrypted CCDAs were shared from the 122 attempts. Success rate for Share of unencrypted CCDA via = 80%	
Patients are able to successfully share CCDA encrypted (# of errors compared to success over 1 quarter)	A requirement of **170.315(e)(1)** is that patients (and their authorized representatives) must be able to transmit the ambulatory summary via an encrypted method of electronic transmission	NextGen® Enterprise EHR	Because there were 0 attempts to share encrypted CCDA's From July – Sept 2022 (Q3) we used mock data to test the use of this functionality. We staged 1 attempt which was successful. Success rate for share of CCDA via encrypted method = 100%	For the practices that we pulled there were no examples of patients attempting this workflow
Visual inspection of Patient Portal Health Record for 2 patients in a quarter Measure rate of success vs	**§170.315(e)(1) View, Download, and Transmit to 3rd Party**	NextGen® Enterprise EHR	From July – Sept 2022 (Q3) 2/2 CCDs were successfully visually inspected	N/A

failure of visual inspection				
Visual inspection of Patient Portal Health Record for 2 patients in a - laboratory test report Measure rate of success vs failure of visual inspection	**§170.315(e)(1) View, Download, and Transmit to 3rd Party**	NextGen® Enterprise EHR	From July – Sept 2022 (Q3) – No data available	For the practices that we pulled there were no examples of patients attempting this workflow
Visual inspection of Patient Portal Health Record for 2 patients in a quarter against USCDI v1checklist - diagnostic imaging report Measure rate of success vs failure of visual inspection	**§170.315(e)(1) View, Download, and Transmit to 3rd Party**	NextGen® Enterprise EHR	From July – Sept 2022 (Q3) – No data available	For the practices that we pulled there were no examples of patients attempting this workflow
Visual inspection of Patient Portal Activity Log History for 2	**§170.315(e)(1) View, Download, and Transmit to 3rd Party**	NextGen® Enterprise EHR	From July – Sept 2022 (Q3) 2/2 Activity Logs were successfully visually inspected	N/A

patients in a quarter Measure rate of success vs failure of visual inspection				

KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Finalize Real World Testing Plan and Submit to the ONC-ACB (Drummond)	Ambulatory	Q4 2021
Identify clients for participation where applicable	Ambulatory	Q1-Q2 2022
The queries that will be used are developed and validated with internal data, client systems and or transactions	Ambulatory	Q1-Q2 2022
Data collection and/or observation from client system	Ambulatory	Q2-Q3 2022
Validation and analysis of data and metrics created	Ambulatory	Q3 2022
Report created and submitted to ONC-ABC (Drummond)	Ambulatory	January 31,2023

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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