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1. Mandatory Disclosures

The following sections describe eClinicalWorks® Enterprise Patient Portal mandatory disclosures.

1.1. Add on Service: eClinicalWorks Enterprise Patient Portal

Description of Capability:

The eClinicalWorks® Enterprise Patient Portal (hereinafter singularly referred to as “EPP”) is a tool that provides easy access to patient health information from eCW and non-eCW providers within a network/community, to deliver better healthcare. EPP is a secure, Web-based communication module that facilitates communication between hospital systems, eCW ambulatory and non-eCW ambulatory EMRs within a community and its patients, through the use of eClinicalWorks Electronic Health Exchange (eEHX®), to better serve and improve the quality of care.

Costs and Fees:

The use of EPP involves costs in addition to the standard eClinicalWorks V11 costs. The costs that will be incurred are outlined below:

Implementation, Hosting and Maintenance Costs: In order to implement the service, there is a one-time implementation cost applied to the entire organization, i.e., a single, one-time implementation cost per organization.

There is a quarterly cost for support and maintenance of the platform as well as a quarterly cost for eClinicalWorks hosting the platform. This quarterly cost is determined by the number of patients that have an account related to the product.

In addition to the implementation, hosting and maintenance costs, there are other potential costs depending on the customer's customization needs to support EPP. These costs are outlined below:

1. Depending on the subscription package selected by the customer, an initial patient limit is set. If the amount of patients goes beyond the set limit, a quarterly cost is incurred.

2. Customers have the availability to use eCW Project Managers to implement the product. This cost is initially a one-time cost and then additional time can be purchased at a daily cost. Travel and airfare costs are not incorporated into the daily cost.

3. Given a particular customer's needs, there may be additional interfaces needed for their organization (such as a demographics feed inbound, a Consolidated Clinical Document Architecture (hereinafter singularly referred to as “CCDA”) feed inbound, HL7 Lab Results from Hospital, HL7 Radiology Results from Hospital, etc.). There is a one-time cost per interface/integration to set-up and configure the interface. The customer may have to sign an interface end-user/contractual agreement.
If a customer is interested in having a test server hosted by EPP, a per month cost is incorporated. If the customer is hosting the server, a one-time setup fee is incurred.

**Additional Details:** The EP or Hospitalist must sign an EPP Software License & Support agreement. The term of the agreement is typically a 3-year term which may vary depending on the customer’s needs.

**Applicable Modalities:** None.

1.2. §170.315(d)(1) - Authentication, Access Control, and Authorization

**Description of Capability:**
Enables the ability to verify against unique identifiers that a user seeking access to electronic health information is person who claims to be, and establishes the type of access to electronic health information a user is permitted based on the unique identifiers, and the actions the user is permitted to perform with eClinicalWorks.

**Costs and Fees:** None.

**Additional Details:** None.

**Applicable Modalities:**
This functionality is available in the browser (Web), executable (EXE), and eClinicalTouch modalities of eClinicalWorks.

1.3. §170.315(d)(2) - Auditable Events and Tamper-Resistance

**Description of Capability:**
Enables the ability to record actions related to electronic health information, record the audit log status, record encryption status, default setting, restrictions on disabling audit logs when permitted, audit log protection, and alteration detection, all as per the criterion specified standards.

**Costs and Fees:** None.

**Additional Details:**
For tamper-resistance, eClinicalWorks disallows the deletion of records retained in the audit log at a minimum, and in some instances also disallows the updating of these logs.

For eClinicalTouch, logging is performed but not viewable on the iPad. Logs can be viewed from the executable or browser modalities.
Applicable Modalities:
This functionality is available in the browser (Web), executable (EXE), and eClinicalTouch modalities of eClinicalWorks.

1.4. §170.315(d)(3) - Audit Reports

Description of Capability:
Enables a user to create an audit report for a specific time period, and to sort entries in the audit log according to the criterion specified standards.

Costs and Fees: None.

Additional Details:
Some of the reports used to meet this requirement are created from logs that are parsed nightly but can be parsed on-demand if needed.

For eClinicalTouch, logging is performed but not viewable on the iPad. Logs can be viewed from the executable or browser modalities.

Applicable Modalities:
This functionality is only available in the browser (Web) and executable (EXE) modalities of eClinicalWorks.

1.5. §170.315(d)(5) - Automatic Access Time-Out

Description of Capability:
Enables an automatic stop for users to access health information after a predetermined amount of inactivity and requires authentication in order to resume or regain the access that was stopped.

Costs and Fees: None.

Additional Details:
Auto time-out settings must be configured by the practice. Enhancement of this feature is controlled by an item key and can be enabled on request.

Applicable Modalities:
This functionality is available in the browser (Web), executable (EXE), and eClinicalTouch modalities of eClinicalWorks.
1.6. §170.315(d)(7) - End-User Device Encryption

**Description of Capability:**
Technology designed to prevent health information from being locally stored on end-user devices after use of the technology on the devices stops.

**Costs and Fees:** None.

**Additional Details:**
The programmed storage of information is ceased upon termination of sessions using the executable version, browser version, and eClinicalTouch version of eClinicalWorks.

**Applicable Modalities:**
This functionality is available in the browser (Web), executable (EXE), and eClinicalTouch modalities of eClinicalWorks.

1.7. §170.315(d)(9) - Trusted Connection

**Description of Capability:**
Enables the ability to create a trusted connection according to the criterion specified standards.

**Costs and Fees:** None.

**Additional Details:**
SSL/HTTPS configuration for any services that are hosted by the customer directly, is the responsibility of that customer.

**Applicable Modalities:**
This functionality is available in the browser (Web), executable (EXE), and eClinicalTouch modalities of eClinicalWorks.

1.8. §170.315(e)(1) - View, Download, and Transmit to Third-Party

**Description of Capability:**
Enables the ability for patients to use internet-based technology to view, download, and transmit their health information to a third-party in the criterion specified manner.

**Costs and Fees:**
Costs are outlined in the *Add on Service: Enterprise Patient Portal* section of this document.
Additional Details:

Patient Portal settings must be configured by the eClinicalWorks user. The user is responsible for ensuring that their chosen Patient Portal settings are compliant with §170.315(e)(1) requirements.

Problems, medications, allergies, immunizations, and implant list are patient centric and are not subject to date range filtering.

Applicable Modalities:

This functionality is available in the browser (Web), executable (EXE), and eClinicalTouch modalities of eClinicalWorks.

1.9. §170.315(e)(2) - Secure Messaging

Description of Capability:

Enables users to send messages to a patient and receive messages from a patient in a secure way.

Costs and Fees:

Costs are outlined in the Add on Service: Enterprise Patient Portal section of this document.

Additional Details:

This function is limited to eClinicalWorks users. Patient Portal Settings must be configured by the eClinicalWorks user.

healow® iOS application was demonstrated during certification and can be used for measure calculation from 07/01/2019 onwards.

Applicable Modalities:

Patients can use Patient Portal, healow® iOS application, and healow.com to send messages to their clinicians.

Clinicians can use the executable or browser modalities, or the eClinicalMobile® application to view and reply to messages.

1.10. §170.315(e)(3) - Patient Health Information Capture

Description of Capability:

Enables a user to identify, record, and access information directly and electronically shared by a patient (or authorized representative) and reference and link to patient health information documents.

Costs and Fees:

Costs are outlined in the Add on Service: Enterprise Patient Portal section of this document.
Additional Details:

Patient Portal Settings must be configured by the eClinicalWorks user.

Trackers must be activated and configured by the patient (or authorized representative).

Questionnaires must be configured by the eClinicalWorks user through the executable modality.

This function is limited to eClinicalWorks users.

healow® iOS application was demonstrated during certification and can be used for measure calculation from 07/01/2019 onwards. In order to fill out a questionnaire on the healow® iOS application, the patient must have a scheduled Televisit.

Applicable Modalities:

Patients can use Patient Portal, healow iOS application, and healow.com to submit patient-generated health data to their clinicians.

Clinicians can use the executable or browser modalities, or the eClinicalMobile application to view health data submitted by patients.

1.11. §170.315(g) (4-5) - Quality Management System (QMS) and Accessibility-Centered Design (ACD)

Description of Capability:

QMS: The use of a Quality Management System in the development, testing, implementation, and maintenance.

ACD: For each capability that a Health IT Module includes, and for which that capability's certification is sought, the use of a health IT accessibility-centered design standard or law in the development, testing, implementation and maintenance of that capability must be identified.

Costs and Fees:

QMS, and ACD: No costs or fees.

Additional Details:

QMS: No additional details.

ACD: No accessibility-centered design standard or law has been identified for all applicable capabilities.

Applicable Modalities: None.
1.12. §170.315(g)(6) - Consolidated CDA Creation Performance

**Description of Capability:**
Enables the ability to create Consolidated CDA as for the criterion standards.

**Costs and Fees:** None.

**Additional Details:**
Some fields in the certification test cases are designated as optional. At eClinicalWorks discretion, optional items were not populated in the test cases for certification:

1. **Patient Demographics:**
   a. Full middle name not transmitted, only first initial.
   b. Previous name not transmitted,

2. **Medical Allergies:**
eClinicalWorks uses NDC codes in order to receive RxNorm. If there is not a match for an NDC code which may be discontinued, an RxNorm code will not be associated. If a Medication Allergy has multiple ingredients all ingredient level RxCUIs will be sent.

3. **Medications:**
eCW drug database uses NDC codes. During certification eClinicalWorks was given the option to choose different medications than listed in the supplied test cases. This decision was made as the medications supplied in the test case have discontinued NDC codes which could not return an RxNorm code in the NLM database.

4. **Problems:**
   Documented in the Problem List; user should verify SNOMED codes.

5. **Vitals units of measure:**
   a. Height: Inches [in_i]
   b. Weight: Pounds [lb_av]
   c. Blood pressure diastolic [Hg]
   d. Blood pressure systolic [Hg]
   e. Heart: Rate /min
   f. O2% BldC Oximetry %
   g. Inhaled Oxygen Concentration (FI02) %
h. Body Temperature: Fahrenheit [degF]

i. Respiratory: Rate /min

7. Encounter Diagnosis: Sent as ICD10.
8. Immunizations: Sent as CVX.
10. Laboratory Test: Sent as LOINC® codes – completed orders must be marked as received and reviewed.
11. Laboratory Results: Sent as LOINC codes – completed orders must be marked as received and reviewed.
12. UDI: Device code is sent.
13. Care Team: Includes all appointment provider data.
14. Assessment and Plan of Treatment: Assessment notes - the notes section of an ICD in the Assessment section.
15. Plan of Treatment – Future/pending orders (Lab/DI/Procedures), Medications prescribed, follow up visit scheduled, Treatment notes.
16. Goals: Structured data set up and mapped by user.
17. Health Concerns: Structured data setup and mapped by user.
18. Reason for referral: Entered in the reason section of a referral.
19. Functional Status: Structured data setup and mapped by user.

**Applicable Modalities:**

The functionality of data capture for the listed elements is available in the browser (Web) executable (EXE), and the eClinicalTouch modalities of eClinicalWorks.

The functionality of electronic transmission and reception via C-CDA documents is only available in the browser (Web) and executable (EXE) modalities of eClinicalWorks.

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2. APPENDIX A: ONC-ACB VERIFICATION

Developer: eClinicalWorks

Version: Enterprise Patient Portal V2.01

Date Certified: December 28, 2017

ONC-ACB Certification IDs: 15.04.04.2883.Ente.AM.00.1.190123, 15.04.04.2883.Ente.IN.00.1.190123

Certification Criteria:

- 170.315(d)(1) AUTHENTICATION, ACCESS CONTROL, AUTHORIZATION
- 170.315(d)(2) AUDITABLE EVENTS AND TAMPER-RESISTANCE
- 170.315(d)(3) AUDIT REPORT(S)
- 170.315(d)(5) AUTOMATIC ACCESS TIME-OUT
- 170.315(d)(7) END-USER DEVICE ENCRYPTION
- 170.315(d)(9) TRUSTED CONNECTION
- 170.315(e)(1) VIEW, DOWNLOAD, AND TRANSMIT TO 3RD PARTY
- 170.315(e)(2) SECURE MESSAGING
- 170.315(e)(3) PATIENT HEALTH INFORMATION CAPTURE
- 170.315(g)(4) QUALITY MANAGEMENT SYSTEM
- 170.315(g)(5) ACCESSIBILITY-CENTERED DESIGN
- 170.315(g)(6) CONSOLIDATED CDA CREATION
3. **Appendix B: Documentation Terms and Conditions**

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