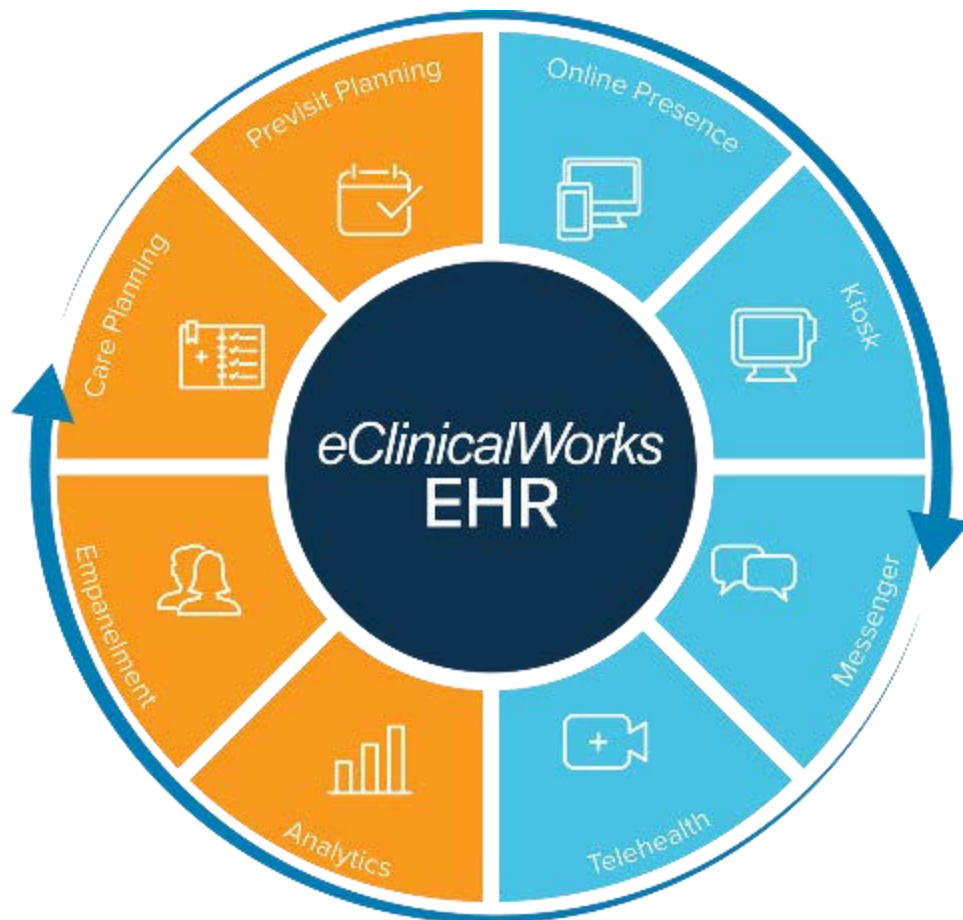# eClinicalWorks

REAL WORLD TESTING - 2023 TEST PLAN

Version 1.0—October 2022

CONTENTS

REAL WORLD TESTING – 2023 TEST PLAN

This document describes the eClinicalWorks® (eCW) Real World Testing – 2023 Test Plan.

1. Introduction

The 21st Century Cures Act Final Rule mandates that health IT developers of certified health IT test the real-world use of health IT for interoperability, as defined by the 2015 Edition Certification Criteria. The functionality and use cases included in this testing effort include all certification criteria under 45 C.F.R. § 170.315(b), (c)(1)-(3), (e)(1), (f)(1)-(2), (f)(7), (g)(7)-(10), and (h)(1) to which eClinicalWorks is certified, specifically:

(b)(1) Transitions of Care

(b)(2) Clinical Information Reconciliation and Incorporation

(b)(3) Electronic Prescribing

(b)(6) Data Export

(c)(1) Clinical Quality Measures (CQMs) – Record and Export

(c)(2) Clinical Quality Measures (CQMs) – Import and Calculate

(c)(3) Clinical Quality Measures (CQMs) – Report

(e)(1) View, Download, and Transmit to 3rd Party

(f)(1) Transmission to Immunization Registries

(f)(2) Transmission to Public Health Agencies – Syndromic Surveillance

(f)(7) Transmission to Public Health Agencies – Health Care Surveys

(g)(7) Application Access – Patient Selection

(g)(8) Application Access – Data Category Request

(g)(9) Application Access – All Data Request

(g)(10) Standardized API for Patient and Population Services

(h)(1) Direct Project

This test plan evaluates the real world usage of these criteria, while ensuring the least amount of disruption to providers. For information about how each certification criteria will be tested and measured, refer to section 4. Test Plan.

The following list describes each component of the test plan for the respective certification criteria:

- **Testing Methodology/Method** describes the approach (e.g., steps, conditions, etc.) a tester will use to evaluate the functionality of the certification criteria.

- **Metric Definition** describes the measurement used to determine the usage of the criteria in a real world setting.

- **Care/Practice Settings** describes the type of settings in which the certification criteria are tested. eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of primary care and specialty care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.

- **Milestones** describes the milestones that will enable eClinicalWorks to evaluate the progress of the real world testing in achieving the expected outcome of each certification criterion.

- **Expected Outcome** describes the result of successfully completing the test case.

- **Justification** provides the reasoning for the specified real world testing approach used by eClinicalWorks.

- **Relied Upon Software** describes additional software that is independent of the core EHR that is needed to fulfill the functionality described in the certification criteria.

2.   General Information

Developer Name	eClinicalWorks, LLC	
Product Name and Version Number	eClinicalWorks V11.52	
Product List (CHPL) IDs	V11.52.153	15.04.04.2883.eCli.11.01.1.211228
	V11.52.225	15.04.04.2883.eCli.11.02.1.220201
	V11.52.241	15.04.04.2883.eCli.11.03.1.220201
	V11.52.301	15.04.04.2883.eCli.11.04.1.220201
	V11.52.305	15.04.04.2883.eCli.11.05.1.220411
	V11.52.399	15.04.04.2883.eCli.11.06.1.220929
Real World Testing Plans and Results	https://www.eclinicalworks.com/resources/certified-ehr-technology	

3.   Acronyms and Terms

The following table lists the acronyms and terms used in this document:

Acronym/Term	Definition
ACK	HL7 message type used in message acknowledgement between health IT systems
ADT	Admit-Discharge-Transfer; HL7 message type used to communicate patient demographics, visit information, and events (e.g., patient admit, patient discharge, patient transfer, etc.)
API	Application Programming Interface
APU	Auto-Practice Upgrade
C-CDA	Consolidated Clinical Document Architecture
CCDS	Common Clinical Data Set
CQM	Clinical Quality Measures
eClinicalWorks P2P®	eClinicalWorks Provider-to-Provider network
eCW	eClinicalWorks
EHR	Electronic Health Record
ePHI	Electronic Protected Health Information
FHIR®	Fast Healthcare Interoperability Resources
HIPAA	Health Insurance Portability and Accountability Act
NHCS	National Health Care Survey
ONC	Office of the National Coordinator for Health Information Technology
QBP	Query-Based Parameter; HL7 message type used for immunization queries between health IT systems and immunization information systems used by state registries
RSP	Segment Pattern Response; HL7 message type used for immunization responses between health IT systems and immunization information systems used by state registries
SQL	Structured Query Language
SVAP	Standards Version Advancement Process
USCDI	United States Core Data for Interoperability
VXU	HL7 message type used to transmit patient immunization information from health IT systems

4.   Milestones

The following table describes the eClinicalWorks 2023 Real World Testing Milestones:

Date/Timeline	Milestone
October 2022	**2023 Plan Submission** Submit the 2023 Real World Testing Plan.
February 2023 – January 2024	**Monthly Data Collection** Conduct data collection on a monthly basis for calendar year 2023.
October 2023	**2024 Plan Submission** Submit the 2024 Real World Testing Plan with updates to the milestones timeline, certification criteria, or standards for calendar year 2024.
January 2024 – March 2024	**Analysis and Results Reporting** Review data collected and compile report for 2023 Test Plan.
March 2024	**Results Report Submission for Calendar Year 2023**

5.   Standards Updates

In 2022, the eClinicalWorks EHR was updated to support the USCDI v1, C-CDA R2.1, and US Core 3.1.1 standards and implementation guides. All criteria listed in this test plan follow the standards referenced in the 2015 Edition Cures Update.

6.   Test Plan

The following sections outline the test plans for the certification criteria identified in section 1. Introduction.

(b)(1) Transitions of Care

The following table outlines the test plan for the (b)(1) Transitions of Care criterion:

Testing Methodology/Method	The tester will identify customers who have sent a transition of care/referral summary to a different provider through the eClinicalWorks P2P network. The tester will run a query to determine the number of times the user performed the (b)(1) workflow (transition of care/referral summary using P2P).
Metric Definition	All customers using P2P are able to create and send transition of care/referral summary documents (which includes referrals and patient records) through the eCW P2P workflow for: ▪ Number of transition of care documents sent ▪ Number of transition of care documents received
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Evidence of a transition of care/referral summary sent and received with all document sections visible to the user in a human readable format.
Justification	eClinicalWorks will report the number of transactions for sending and receiving transition of care documents using the eClinicalWorks P2P network. This approach is intended to demonstrate the real-world volume of P2P transactions.
Relied Upon Software (If Applicable)	eClinicalWorks P2P module and eClinicalWorks C-CDA Adapter

(b)(2) Clinical Information Reconciliation and Incorporation

The following table outlines the test plan for the (b)(2) Clinical Information Reconciliation and Incorporation criterion:

Testing Methodology/Method	The tester will identify customers that have received and incorporated a transition of care/referral summary document into the patient's record. eClinicalWorks recognizes that not all customers use the full functionality of the certification criteria. If eClinicalWorks is unable to identify customers that use the (b)(2) criterion (or any criterion throughout this test plan) as defined in the regulation, then that will be reflected in the results report.
Metric Definition	All customers using P2P are able to reconcile and incorporate transition of care/referral summary documents (which includes referrals and patient records) through the eCW P2P workflow for: ▪ Total number of C-CDA documents matched to a correct patient ▪ Total number of medications added/reconciled to the patient's record ▪ Total number of allergies added/reconciled to the patient's record ▪ Total number of problems added/reconciled to the patient's record
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	A transition of care/referral summary document can be received and incorporated into the customer's EHR and the reconciliation of data into the correct patient's record was verified.
Justification	This approach is intended to ensure that users are matching C-CDAs received from external systems to the correct patient and that the data from the received document is incorporated into the patient's record so that users have the full set of data when delivering patient care.
Relied Upon Software (If Applicable)	eClinicalWorks P2P module and eClinicalWorks C-CDA Adapter

(b)(3) Electronic Prescribing

The following table outlines the test plan for the (b)(3) Electronic Prescribing criterion:

Testing Methodology/Method	eClinicalWorks partners with Surescripts® to validate and transmit electronic prescription orders to pharmacies. For the (b)(3) criterion, the tester will identify the number of transactions for the following transaction types: ■ **NewRx –** New prescriptions ■ **RxChangeRequest and RxChangeResponse –** Requests and responses to change prescriptions ■ **CancelRx and CancelRxResponse –** Requests and responses to cancel prescriptions ■ **RxRenewalRequest and RxRenewalResponse –** Requests and responses to renew prescriptions ■ **RxFill –** Responses with fill status notifications ■ **RxHistoryRequest and RxHistoryResponse –** Requests and responses to medication histories
Metric Definition	For all customers using e-prescription, the number of transactions sent for each transaction type listed above.
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	All transactions performed by the customer's EHR are accepted and validated by the Surescripts network.
Justification	eClinicalWorks will report the number of transactions for each transaction type listed in (b)(3). This approach is intended to demonstrate the real-world volume of e-prescription transactions.
Relied Upon Software (If Applicable)	eClinicalWorks e-Prescription Cloud and Surescripts

(b)(6) Data Export

The following table outlines the test plan for the (b)(6) Data Export criterion:

Testing Methodology/Method	The tester will identify customers who have utilized the Data Export functionality within the EHR. The tester will run a query to determine the number of times the user generated a C-CDA file using Data Export. eClinicalWorks recognizes that not all customers use the full functionality of the certification criteria made available in the EHR. If eClinicalWorks is unable to identify customers that use the (b)(6) criterion as defined in the regulation, then that will be reflected in the results report.
Metric Definition	▪ Number of C-CDA documents in all exports generated ▪ Number of export requests across all customers
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	The data export file (C-CDA) was successfully requested and generated across all scenarios (real-time, on-demand) for all identified customers.
Justification	eClinicalWorks will report the number of transactions for generating and exporting a C-CDA file. This approach is intended to demonstrate the real-world volume of Data Portability files that are processed by eClinicalWorks.
Relied Upon Software (If Applicable)	eClinicalWorks C-CDA Adapter

(c)(1) Clinical Quality Measures (CQMs) - Record and Export, (c)(2) Clinical Quality Measures (CQMs) - Import and Calculate, and (c)(3) Clinical Quality Measures (CQMs) - Report

The following table outlines the test plan for the (c)(1) Clinical Quality Measures (CQMs) – Record and Export, (c)(2) Clinical Quality Measures (CQMs) – Import and Calculate, and (c)(3) Clinical Quality Measures (CQMs) – Report criteria:

Testing Methodology/Method	The tester will identify customers who have enabled the CQM functionality within the EHR and run a query to determine the number of files generated across all measures supported by the EHR. eClinicalWorks recognizes that not all customers use the full functionality of the certification criteria made available in the EHR. If eClinicalWorks is unable to identify customers that use the (c)(1)-(3) criteria as defined in the regulation, then that will be reflected in the results report.
Metric Definition	(c)(1) Clinical Quality Measures (CQMs) – Record and Export: - Number of customers that enabled this functionality - Number of customers who made requests for a QRDA I export (in a given year) (c)(2) Clinical Quality Measures (CQMs) – Import and Calculate: - Number of customers that enabled this functionality - Number of customers who made requests for a QRDA I import (in a given year) (c)(3) Clinical Quality Measures (CQMs) – Report: - Number of customers that enabled this functionality - Number of customers who made requests for a QRDA III export (in a given year)
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Users are able to generate an export/import file for each clinical quality measure used by the customer.
Justification	eClinicalWorks will report the number of export files generated for all measures across all customers utilizing CQMs functionality. This approach is intended to demonstrate the real-world volume of CQMs that are processed by eClinicalWorks.

Relied Upon Software (If Applicable)	eClinicalWorks QRDA Functionality and eClinicalWorks APU Tool

(e)(1) View, Download, and Transmit to 3rd Party

The following table outlines the test plan for the (e)(1) View, Download, and Transmit to 3rd Party criterion:

Testing Methodology/Method	The tester will identify customers who have granted eClinicalWorks Patient Portal™ access to their patients. The tester will run a query to determine the number of patients who accessed the Patient Portal and were able to view, download, or transmit their health information.
Metric Definition	- Total number of patients that have a Patient Portal account - Total number of times patients viewed their health information through the Visit Summary - Total number of times patients downloaded their health information - Total number of times patients transmitted their health information to a third party using the Direct or email method
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Patients are able to view, download, or transmit their health information using the Patient Portal.
Justification	By performing a database query on the eClinicalWorks Patient Portal, this approach is intended to verify that patients are able to access their health information according to the (e)(1) criterion.
Relied Upon Software (If Applicable)	eClinicalWorks Patient Portal and eClinicalWorks C-CDA Adapter

(f)(1) Transmission to Immunization Registries

The following table outlines the test plan for the (f)(1) Transmission to Immunization Registries criterion:

Testing Methodology/Method	The tester will identify customers who have implemented an immunization interface with a state registry. The tester will run a query to determine the number of VXU and QBP messages sent to an immunization registry.
Metric Definition	▪ Number of practices with a live immunization interface (either unidirectional (VXU) or bidirectional (QBP/RSP) interface) ▪ Number of VXU messages sent ▪ Number of QBP messages sent
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Users are able to document immunizations within the EHR and send an HL7 message to an immunization registry notifying that a patient's immunization record has been modified (e.g., add, update, delete).
Justification	By performing a database query on the EHR immunization module, this approach is intended to verify that HL7 messages are being generated and sent to registries with which customers have created an interface.
Relied Upon Software (If Applicable)	eClinicalWorks Immunization Hub

(f)(2) Transmission to Public Health Agencies - Syndromic Surveillance

The following table outlines the test plan for the (f)(2) Transmission to Public Health Agencies – Syndromic Surveillance criterion:

Testing Methodology/Method	The tester will identify customers who have implemented a syndromic surveillance interface with a public health department. The tester will run a query to determine the number of ADT syndromic surveillance messages sent to a registry.
Metric Definition	▪ Number of practices with a live syndromic surveillance interface ▪ Number of ADT syndromic surveillance messages sent

Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Users are able to document syndromic surveillance messages within the EHR and send an HL7 message to a registry.
Justification	By performing a database query on the EHR syndromic surveillance module, this approach is intended to verify that HL7 messages are being generated and sent to registries with which customers have created an interface.
Relied Upon Software (If Applicable)	eClinicalWorks Syndromic Surveillance Hub

(f)(7) Transmission to Public Health Agencies - Health Care Surveys

The following table outlines the test plan for the (f)(7) Transmission to Public Health Agencies – Health Care Surveys criterion:

Testing Methodology/Method	eClinicalWorks does not support a live interface for the submission of healthcare surveys. eCW users generate the healthcare survey XML document from the EHR and manually submit it to the CDC's NHCS Secure Data Transfer portal. To test (f)(7), the tester will identify customers who have enabled the healthcare survey functionality within the EHR. The tester will run a query to determine the number of healthcare surveys generated.
Metric Definition	Number of healthcare surveys generated
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Users are able to generate healthcare surveys that can be successfully submitted to the CDC's NHCS Secure Data Transfer portal.
Justification	This approach is intended to demonstrate the real-world volume of healthcare surveys generated across all customers.

Relied Upon Software (If Applicable)	eClinicalWorks C-CDA Adapter

(g)(7) Application Access - Patient Selection

The following table outlines the test plan for the (g)(7) Application Access – Patient Selection criterion:

Testing Methodology/Method	The tester will identify customers who have activated third-party API access for their EHR. The tester will run a query to determine the number of API calls that requested a patient ID according to the (g)(7) criterion.
Metric Definition	Number of API requests for a patient ID
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Retrieval of patient IDs, which will be used in subsequent testing for (g)(9).
Justification	This approach is intended to demonstrate the volume of requests for a patient ID that a customer receives from a third-party application using the customer's public API.
Relied Upon Software (If Applicable)	eClinicalWorks Patient Portal, healow®, and eClinicalWorks FHIR API module

(g)(8) Application Access - Data Category Request

The following table outlines the test plan for the (g)(8) Application Access – Data Category Request criterion:

Testing Methodology/Method	The tester will identify customers who activated third-party API access for their EMR. The tester will run a query to determine the number of API calls that request a data category from the Clinical Common Data Set (CCDS).

Metric Definition	Number of times a request was made for the following data categories in the CCDS: ▪ Demographics ▪ Smoking status ▪ Problems ▪ Medications ▪ Medication allergies ▪ Laboratory tests ▪ Laboratory values/results ▪ Vital signs ▪ Procedures ▪ Care team members ▪ Immunizations ▪ Unique device identifiers for a patient's implantable device ▪ Assessment and treatment plan ▪ Goals ▪ Health concerns
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Retrieval of patient data from each data category request for each customer queried.
Justification	This approach is intended to ensure that each of the CCDS categories are accessible through the public API for each customer tested.
Relied Upon Software (If Applicable)	eClinicalWorks C-CDA Adapter

(g)(9) Application Access - All Data Request

The following table outlines the test plan for the (g)(9) Application Access – All Data Request criterion:

Testing Methodology/Method	The tester will identify customers who have activated third-party API access for their EHR. The tester will run a query to determine the number of API calls that requested all data classes in USCDI v1.

Metric Definition	Number of API requests for a patient's full set of USCDI v1 data
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Retrieval of patient data from all data classes of USCDI v1.
Justification	This approach is intended to represent how a third-party application uses a customer's public API to retrieve all USCDI v1 data classes as defined by the (g)(9) criterion.
Relied Upon Software (If Applicable)	eClinicalWorks Patient Portal, healow, eClinicalWorks FHIR API module, and eClinicalWorks C-CDA Adapter

(g)(10) Standardized API for Patient and Population Services

The following table outlines the test plan for the (g)(10) Standardized API for Patient and Population Services criterion:

Testing Methodology/Method	The tester will identify customers who have activated third-party API access for their EHR. The tester will run a query to determine the number of API calls that requested US Core profiles (IG 3.1.1) profiles.
Metric Definition	- Number of APUs that have activated the FHIR API module - Number of APUs that activated patient-centric APIs - Number of APUs that activated provider-centric APIs - Number of APUs that activated bulk/backend services APIs - Number of APUs that have configured third-party apps - Number of APUs that have configured apps for patients - Number of APUs that have configured apps for providers - Number of APUs that have configured apps for bulk/backend services
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.

Expected Outcome	Retrieval of requested resources from all US Core 3.1.1. profiles as well as number of token requests for patient-facing and provider-facing apps.
Justification	This approach is intended to represent how a third-party application uses the eCW implementation of FHIR APIs to grant read access of a patient's data according to the US Core 3.1.1 profiles.
Relied Upon Software (If Applicable)	eClinicalWorks Patient Portal, healow, eClinicalWorks FHIR API module, and eClinicalWorks C-CDA Adapter

(h)(1) Direct Project

The following table outlines the test plan for the (h)(1) Direct Project criterion:

Testing Methodology/Method	The tester will identify customers who have activated Direct Messaging within the EHR. The tester will run a query to determine the number of direct messages sent and received.
Metric Definition	▪ Number of messages sent ▪ Number of messages received
Care/Practice Settings	eClinicalWorks is an ONC-certified product designed to be used in a variety of ambulatory care settings. eClinicalWorks customers serve patients in a variety of ambulatory care settings. For the purposes of real world testing, eClinicalWorks will measure data from all settings in which the EHR is used.
Milestones	For a milestone timeline, refer to section 4. Milestones.
Expected Outcome	Users are able to send and receive direct messages using the eClinicalWorks HISP functionality. The transaction count represents the total number of round trips of a direct message from the eClinicalWorks HISP database.
Justification	This approach is intended to demonstrate the volume of direct messages sent and received through the eClinicalWorks EHR.
Relied Upon Software (If Applicable)	eClinicalWorks HISP

7.   Attestation

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.

Authorized Representative Name	Vinay Ginjupalli
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Authorized Representative Phone Number	508-475-0450
Authorized Representative Signature	
Date	October 27, 2022

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APPENDIX B: NOTICES

The following appendix lists the trademark information for this document.

8. Trademarks

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eClinicalWorks P2P®

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