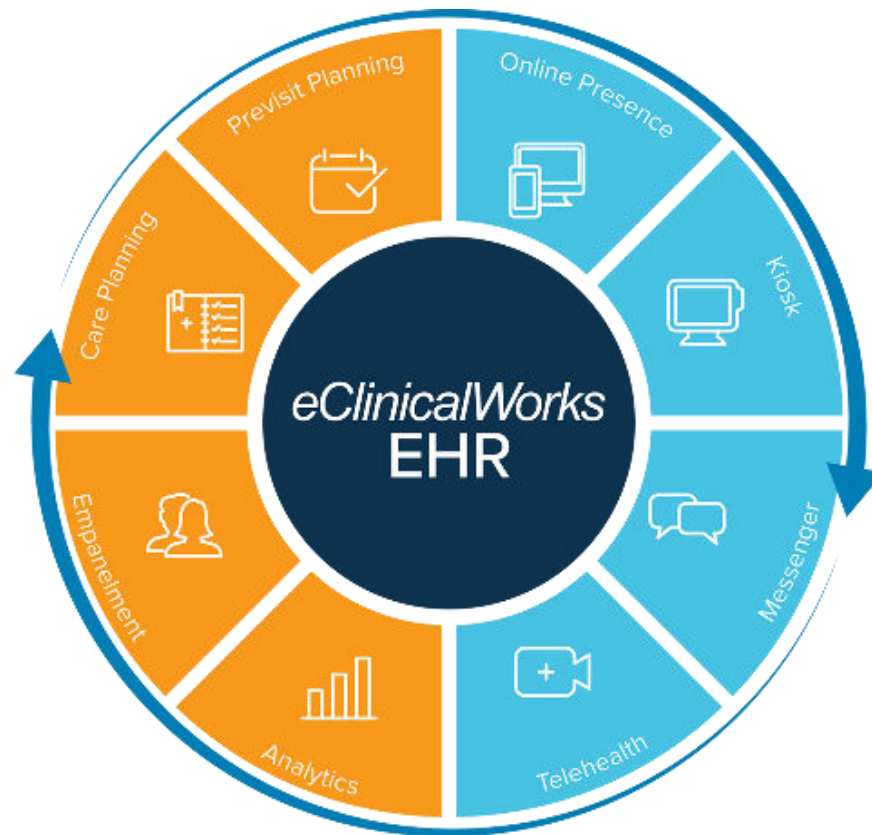


# eClinicalWorks

## REAL WORLD TESTING - 2024 RESULTS REPORT

Version 1.0 - January 2025



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# REAL WORLD TESTING - 2024 RESULTS REPORT

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This document describes the results from eClinicalWorks® (eCW) *Real World Testing - 2024 Test Plan*.

## 1. Introduction

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The 21<sup>st</sup> 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 ONC Health IT Certification Program. 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)(5), (f)(7), (g)(7), (g)(9)-(g)(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 Third-Party
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- (f)(5) Transmission to Public Health Agencies - Electronic Case Reporting
- (f)(7) Transmission to Public Health Agencies - Health Care Surveys

(g)(7) Application Access - Patient Selection

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

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

(h)(1) Direct Project

This report describes the results of measuring the real-world usage of these criteria as outlined in the *Real World Testing - 2024 Test Plan*.

The following list describes each component of the results report for each respective certification criterion:

- **Testing Methodology/Method** describes the approach (e.g., steps, conditions, etc.) a tester used 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 were 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 measured data from all settings in which the EHR was used.
- **Milestones** describes the timeline that eClinicalWorks used to evaluate the progress of its test plan.
- **Expected Outcome** describes the result of successfully completing the test case.
- **Summary of Testing Methods and Key Findings** provides a summary of the real world testing methods deployed to demonstrate real-world interoperability across eClinicalWorks.
- **Relied Upon Software** describes additional software that is independent of the core EHR, but is required to fulfill the functionality described in the certification criteria.

## 2. General Information

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|                                      |   |                                   |
|--------------------------------------|---|-----------------------------------|
| Developer Name                       | eClinicalWorks, LLC   |                                   |
| Product Name and Version Number      | eClinicalWorks V11.52 and V12   |                                   |
| Product List (CHPL) IDs              | V11.52.305C   | 15.04.04.2883.eCli.11.05.1.221212 |
|                                      | V12.0.1   | 15.04.04.2883.eCli.12.06.1.221116 |
|                                      | V12.0.2   | 15.04.04.2883.eCli.12.07.1.230613 |
|                                      | V12.0.3   | 15.04.04.2883.eCli.12.08.1.240322 |
| Real World Testing Plans and Results | <a href="https://www.eclinicalworks.com/resources/certified-ehr-technology">https://www.eclinicalworks.com/resources/certified-ehr-technology</a> |                                   |

## 3. Milestones

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The following table describes the eClinicalWorks 2024 Real World Testing Milestones:

| Date/Timeline                | Milestone  |
|------------------------------|--|
| October 2023                 | <b>2024 Plan Submission:</b><br>Submit the 2024 Real World Testing Plan.   |
| February 2024 - January 2025 | <b>Monthly Data Collection</b><br>Conduct data collection on a monthly basis for calendar year 2024.   |
| October 2024                 | <b>2025 Plan Submission</b><br>Submit the 2025 Real World Testing Plan with updates to the milestones timeline, certification criteria, or standards for calendar year 2025. |

| Date/Timeline             | Milestone   |
|---------------------------|---|
| January 2025 - March 2025 | <b>Analysis and Results Reporting</b><br>Review data collected and compile report for 2024 Test Plan. |
| March 2025                | <b>Results Report Submission for Calendar Year 2024</b>   |

## 4. Acronyms and Terms

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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   |
| APHL                | Association of Public Health Laboratories   |
| APU                 | Auto-Practice Upgrade   |
| C-CDA               | Consolidated Clinical Document Architecture   |
| CCDS                | Common Clinical Data Set  |
| CQM                 | Clinical Quality Measure  |
| eClinicalWorks P2P® | eClinicalWorks Provider-to-Provider network   |
| eCW                 | eClinicalWorks  |
| EHR                 | Electronic Health Record  |
| ePHI                | Electronic Protected Health Information   |

| Acronym/Term | Definition   |
|--------------|--|
| FHIR®        | Fast Healthcare Interoperability Resources   |
| HIPAA        | Health Insurance Portability and Accountability Act  |
| NHCS         | National Hospital Care Survey  |
| ONC          | Office of the National Coordinator for Health Information Technology   |
| QBP          | Query-Based Parameter; HL7 message type used for immunization queries  |
| 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   |

## 5. Standards Updates

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The Standards Version Advancement Process was not utilized for 2024. All criteria listed in the test plan and results report adhere to the standards referenced in the 2015 Edition Cures Update. In 2022, eClinicalWorks updated its certified health IT to USCDI v1, C-CDA R2.1, and US Core 3.1.1, as required by the 2015 Edition Cures Update.



## 6. Summary of Testing Methods and Key Findings

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Refer to [7. Test Results](#) for the summary of testing methods and key findings for each criterion tested in 2024.

## 7. Test Results

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The following sections outline the results reporting for the certification criteria identified in [1. Introduction](#).

### (b)(1) Transitions of Care

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

|                            |   |
|----------------------------|---|
| Criterion Description      | Enables a user to send and receive transition of care documents via Edge protocol, validate and display C-CDAs, and create transition of care/referral summaries.   |
| Testing Methodology/Method | <ul style="list-style-type: none"><li>▪ The tester identifies customers who have sent a transition of care/referral summary to a different provider through the eClinicalWorks P2P network.</li><li>▪ The tester runs a query to determine the number of times the user performed the (b)(1) workflow (transition of care/referral summary using eClinicalWorks P2P).</li></ul> |
| Metric Definition          | All customers using eClinicalWorks 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: <ul style="list-style-type: none"><li>▪ Number of transition of care documents sent</li><li>▪ Number of transition of care documents received</li></ul>                       |
| 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 measures data from all settings in which the EHR was used.  |
| Milestones                 | For a detailed milestone timeline, refer to <a href="#">3. Milestones</a> .   |

|   |   |
|---|---|
| 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.  |
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the transactions for the total number of transition of care documents sent and received, which includes referrals and patient records. The following transaction data are the evidence of a transition of care/referral summary that has been sent and received. |

**Transaction Counts for (b)(1):**

| Metric Definition                                    | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024  | Nov 2024  | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|
| Total number of transition of care messages sent     | 112,821  | 132,902  | 135,349  | 144,744  | 143,371  | 126,893  | 157,378  | 173,596  | 207,710  | 268,047   | 238,525   | 156,613  |
| Total number of transition of care messages received | 633,042  | 562,313  | 563,571  | 441,104  | 526,606  | 541,385  | 765,672  | 817,407  | 868,304  | 1,107,324 | 1,985,620 | 693,092  |

**(b)(2) Clinical Information Reconciliation and Incorporation**

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

|                            |   |
|----------------------------|---|
| Testing Methodology/Method | <p>The tester will identify customers that have received and incorporated a transition of care/referral summary document into the patient’s record.</p> <p>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.</p> |
|----------------------------|---|

|   |  |
|---|--|
| Metric Definition                           | <p>All customers using eClinicalWorks P2P are able to reconcile and incorporate transition of care/referral summary documents (which includes referrals and patient records) through the eClinicalWorks P2P workflow for:</p> <ul style="list-style-type: none"> <li>▪ Total number of C-CDA documents matched to a correct patient</li> <li>▪ Total number of medications added/reconciled to the patient's record</li> <li>▪ Total number of allergies added/reconciled to the patient's record</li> <li>▪ Total number of problems added/reconciled to the patient's record</li> <li>▪ Ratio of messages matched to a patient of all visits</li> </ul>  |
| Care/Practice Settings                      | <p>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.</p>   |
| Milestones                                  | <p>For a milestone timeline, refer to <a href="#">3. Milestones</a>.</p>   |
| Expected Outcome                            | <p>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.</p>  |
| Summary of Testing Methods and Key Findings | <p>During the validation, it was found that not all patient visits have C-CDAs incorporated into the encounter's Progress Notes, so there will always be an exponentially greater number of patient visits than number of C-CDAs matched to patient. This results in a low ratio that does not accurately reflect the EHR's C-CDA reconciliation functionality. Due to this, the metric has been excluded from the result report. eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the transactions for the total number of C-CDA documents matched to a correct patient, the total number of medications added/reconciled to the patient's record, the total number of allergies added/reconciled to the patient's record and the total number of problems added/reconciled to the patient's record.</p> |

**Transaction Counts for (b)(2):**

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 |
|--|----------|----------|----------|----------|----------|----------|
| Total number of incoming requests matched to a correct patient       | 680,933  | 725,699  | 717,344  | 620,869  | 709,190  | 717,812  |
| Total number of medications added/reconciled to the patient's record | 1,542    | 12,621   | 2,893    | 2,215    | 1,097    | 835      |
| Total number of allergies added/reconciled to the patient's record   | 6,952    | 21,639   | 13,323   | 7,325    | 5,059    | 3,688    |
| Total number of problems added/reconciled to the patient's record    | 1,473    | 6,703    | 6,244    | 4,402    | 1,510    | 1,090    |

| Metric Definition  | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024  | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|-----------|----------|----------|
| Total number of incoming requests matched to a correct patient       | 763,371  | 897,166  | 953,785  | 1,086,193 | 877,594  | 745,840  |
| Total number of medications added/reconciled to the patient's record | 798      | 790      | 534      | 672       | 751      | 684      |
| Total number of allergies added/reconciled to the patient's record   | 3,867    | 3,292    | 3,306    | 3,522     | 3,555    | 2,826    |
| Total number of problems added/reconciled to the patient's record    | 818      | 602      | 517      | 534       | 481      | 428      |

## (b)(3) Electronic Prescribing

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

|   |   |
|---|---|
| Testing Methodology/Method                  | <p>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:</p> <ul style="list-style-type: none"> <li>▪ <b>NewRx</b> - New prescriptions</li> <li>▪ <b>RxChangeRequest and RxChangeResponse</b> - Requests and responses to change prescriptions</li> <li>▪ <b>CancelRx and CancelRxResponse</b> - Requests and responses to cancel prescriptions</li> <li>▪ <b>RxRenewalRequest and RxRenewalResponse</b> - Requests and responses to renew prescriptions</li> <li>▪ <b>RxFill</b> - Responses with fill status notifications</li> <li>▪ <b>RxHistoryRequest and RxHistoryResponse</b> - Requests and responses to medication histories</li> </ul> |
| 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 <a href="#">3. Milestones</a> .  |
| Expected Outcome                            | All transactions performed by the customer’s EHR are accepted and validated by the Surescripts network.   |
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the total number of transactions each month for the NewRx ,RxRenewalResponse (Refills), CancelRx, RxChangeResponse, RxHistoryRequest, RxRenewalRequest, (Refills), CancelRxResponse, RxChangeRequest, RxHistoryResponse and RxFill transaction types from the eClinicalWorks eRx.  |

**Transaction Counts for (b)(3) Sent:**

| Metric Definition           | Jan 2024   | Feb 2024   | Mar 2024   | Apr 2024   | May 2024   | Jun 2024   |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| NewRx                       | 25,425,739 | 24,158,641 | 23,419,000 | 24,441,088 | 23,960,261 | 21,291,541 |
| RxRenewalResponse (Refills) | 6,429,455  | 5,605,314  | 5,727,525  | 6,232,402  | 6,101,995  | 5,580,616  |
| CancelRx                    | 354,586    | 340,447    | 337,350    | 347,301    | 352,571    | 321,576    |
| RxChangeResponse            | 225,907    | 212,830    | 212,203    | 229,647    | 244,366    | 212,801    |
| RxHistoryRequest            | 21,338,169 | 21,670,189 | 21,624,680 | 23,380,475 | 22,658,048 | 21,523,784 |

| Metric Definition           | Jul 2024   | Aug 2024   | Sep 2024   | Oct 2024   | Nov 2024   | Dec 2024   |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| NewRx                       | 22,984,350 | 23,231,244 | 22,331,042 | 24,905,110 | 22,105,836 | 23,710,299 |
| RxRenewalResponse (Refills) | 6,367,226  | 6,045,464  | 5,824,360  | 6,080,740  | 5,272,944  | 6,136,354  |
| CancelRx                    | 347,002    | 358,885    | 342,744    | 379,571    | 336,906    | 346,800    |
| RxChangeResponse            | 226,511    | 218,232    | 214,823    | 236,836    | 206,439    | 228,452    |
| RxHistoryRequest            | 23,285,802 | 23,970,804 | 22,622,050 | 25,959,743 | 22,415,803 | 22,477,231 |

**Transaction Counts for (b)(3) Received:**

| Metric Definition           | Jan 2024   | Feb 2024   | Mar 2024   | Apr 2024   | May 2024   | Jun 2024   |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| RxRenewalResponse (Refills) | 6,547,539  | 5,906,856  | 6,297,950  | 6,503,515  | 6,563,101  | 6,180,280  |
| CancelRxResponse            | 318,456    | 304,278    | 302,943    | 313,850    | 306,417    | 280,721    |
| RxChangeRequest             | 566,111    | 558,347    | 574,969    | 598,037    | 588,837    | 497,421    |
| RxHistoryResponse           | 21,128,349 | 21,656,942 | 21,612,168 | 23,361,191 | 22,641,513 | 21,513,647 |
| RxFill                      | 176,704    | 170,838    | 172,716    | 178,882    | 180,570    | 174,232    |

| Metric Definition           | Jul 2024   | Aug 2024   | Sep 2024   | Oct 2024   | Nov 2024   | Dec 2024   |
|-----------------------------|------------|------------|------------|------------|------------|------------|
| RxRenewalResponse (Refills) | 6,691,094  | 6,638,732  | 6,221,214  | 6,723,401  | 6,185,327  | 6,725,612  |
| CancelRxResponse            | 304,916    | 315,337    | 300,690    | 330,918    | 291,362    | 302,105    |
| RxChangeRequest             | 535,478    | 529,911    | 508,344    | 569,663    | 521,660    | 549,033    |
| RxHistoryResponse           | 23,257,676 | 23,959,786 | 22,611,321 | 25,944,478 | 22,400,869 | 22,462,679 |
| RxFill                      | 196,830    | 200,922    | 194,085    | 269,147    | 253,785    | 227,898    |

## (b)(6) Data Export

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

|   |  |
|---|--|
| Testing Methodology/Method                  | <p>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.</p> <p>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.</p> |
| Metric Definition                           | <ul style="list-style-type: none"> <li>▪ Number of C-CDA documents in all exports generated</li> <li>▪ Number of export requests across all customers</li> </ul>   |
| Care/Practice Settings                      | <p>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.</p>   |
| Milestones                                  | <p>For a milestone timeline, refer to <a href="#">3. Milestones</a>.</p>   |
| Expected Outcome                            | <p>The data export file (C-CDA) was successfully generated for each of the scenarios listed in the testing method (real-time/on-demand and specific date range defined by the user).</p>   |
| Summary of Testing Methods and Key Findings | <p>During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the transactions based on the total number of successful C-CDA documents in all exports generated, along with the total number of export requests across all customers of eClinicalWorks either on-demand or in real time.</p>   |



**Transaction Counts for (b)(6):**

| Metric Definition                                  | Jan 2024  | Feb 2024  | Mar 2024  | Apr 2024  | May 2024  | Jun 2024  |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of C-CDA documents in all exports generated | 7,217,570 | 4,688,898 | 5,104,584 | 5,397,598 | 4,236,770 | 4,698,413 |
| Number of export requests across all customers     | 4,093     | 3,670     | 3,309     | 3,025     | 6,094     | 6,013     |

| Metric Definition                                  | Jul 2024  | Aug 2024  | Sep 2024  | Oct 2024  | Nov 2024  | Dec 2024  |
|--|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of C-CDA documents in all exports generated | 3,925,861 | 3,391,927 | 4,249,227 | 3,542,155 | 2,363,076 | 3,756,429 |
| Number of export requests across all customers     | 3,670     | 3,436     | 3,613     | 2,928     | 1,549     | 3,148     |

## (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 and findings 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 | <p>The tester identifies 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.</p> <p>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.</p>  |
| Metric Definition          | <p>(c)(1) Clinical Quality Measures (CQMs) - Record and Export:</p> <ul style="list-style-type: none"> <li>▪ Number of customers that enabled this functionality</li> <li>▪ Number of customers who made requests for a QRDA I export</li> </ul> <p>(c)(2) Clinical Quality Measures (CQMs) - Import and Calculate:</p> <ul style="list-style-type: none"> <li>▪ Number of customers that enabled this functionality</li> <li>▪ Number of customers who made requests for a QRDA I import</li> </ul> <p>(c)(3) Clinical Quality Measures (CQMs) - Report:</p> <ul style="list-style-type: none"> <li>▪ Number of customers that enabled this functionality</li> <li>▪ Number of customers who made requests for a QRDA III export</li> </ul> |
| Care/Practice Settings     | <p>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.</p>   |
| Milestones                 | <p>For a milestone timeline, refer to <a href="#">3. Milestones</a>.</p>   |
| Expected Outcome           | <p>Users are able to generate an export/import file for each clinical quality measure used by the customer.</p>  |

Summary of Testing Methods and Key Findings

During the validation for (c)(1) criterion, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the number of practices which successfully enabled the QRDA I export for the given year. Out of the customers who enabled the QRDA I export, eClinicalWorks gathered the customers who made a successful QRDA I export each month for at least one export file created, which can consist of more than one measure. For (c)(2) criterion, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the number of practices which successfully enabled the QRDA I Import for the given year. Out of the customers who enabled the QRDA I Import, eClinicalWorks gathered the customers who made a successful QRDA I Import each month for at least one export file created, which can consist of more than one measure. For (c)(3) criterion eClinicalWorks followed a similar approach; eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the number of practices which successfully enabled the QRDA III export for the given year. Out of the customers who enabled the QRDA III export, we gathered the customers who made a successful QRDA III export each month for at least one export file created, which can consist of more than one measure.

**Transaction Counts for (c)(1):**

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total number of customers that enabled the QRDA I export | 410      | 436      | 437      | 452      | 477      | 520      | 560      | 601      | 610      | 640      | 659      | 649      |
| Total number of requests made for a QRDA I export        | 100      | 60       | 34       | 62       | 96       | 68       | 98       | 82       | 53       | 92       | 93       | 50       |

**Transaction Counts for (c)(2):**

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total number of customers that enabled the QRDA I import | 379      | 403      | 403      | 419      | 476      | 488      | 528      | 569      | 580      | 610      | 630      | 621      |
| Total number of requests made for a QRDA I import        | 1        | 26       | 46       | 0        | 0        | 1        | 1        | 1        | 4        | 4        | 3        | 3        |

**Transaction Counts for (c)(3):**

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total number of customers that enabled the QRDA III export | 552      | 575      | 576      | 584      | 610      | 654      | 692      | 734      | 741      | 766      | 783      | 767      |
| Total number of requests made for a QRDA III export        | 10       | 84       | 26       | 8        | 0        | 2        | 0        | 0        | 3        | 2        | 0        | 2        |

## (e)(1) View, Download, and Transmit to Third-Party

The following table outlines the test plan and findings for the (e)(1) View, Download, and Transmit to Third-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 eClinicalWorks Patient Portal and were able to view, download, or transmit their health information.   |
| Metric Definition                           | <ul style="list-style-type: none"> <li>▪ Total number of patients that have a eClinicalWorks Patient Portal account</li> <li>▪ Total number of times patients viewed their health information through the Visit Summary</li> <li>▪ Total number of times patients downloaded their health information</li> <li>▪ Total number of times patients transmitted their health information to a third party using the Direct or email method</li> <li>▪ Total number of times patients logged in to their eClinicalWorks Patient Portal account</li> </ul> |
| 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 <a href="#">3. Milestones</a> .   |
| Expected Outcome                            | Patients are able to view, download, or transmit their health information using the eClinicalWorks Patient Portal.   |
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the total number of times patients viewed their health information through Visit Summary, the total number of times patients downloaded their health information, and the total number of times patients transmitted their health information to a third party using Direct/email.  |
| Relied Upon Software (if applicable)        | healow®  |

**Transaction Counts for (e)(1):**

| Metric Definition   | Jan 2024    | Feb 2024    | Mar 2024    | Apr 2024    | May 2024    | Jun 2024    |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| Total number of patients that have a eClinicalWorks Patient Portal account                              | 138,506,755 | 134,629,583 | 135,390,983 | 131,152,999 | 173,930,841 | 175,221,399 |
| Total number of times patients viewed their health information through the Visit Summary                | 647,788     | 670,067     | 666,408     | 648,090     | 712,388     | 699,516     |
| Total number of times patients downloaded their health information                                      | 150,792     | 162,078     | 160,159     | 144,119     | 158,062     | 155,085     |
| Total number of times patients transmitted their health information to a third-party using Direct/email | 8,073       | 7,425       | 7,661       | 7,904       | 8,398       | 8,881       |
| Total number of times patients logged into their eClinicalWorks Patient Portal account                  | 11,498,157  | 11,130,907  | 11,284,698  | 10,925,620  | 12,158,498  | 11,571,964  |

| Metric Definition   | Jul 2024    | Aug 2024    | Sep 2024    | Oct 2024    | Nov 2024    | Dec 2024    |
|---|-------------|-------------|-------------|-------------|-------------|-------------|
| Total number of patients that have a eClinicalWorks Patient Portal account                              | 156,165,541 | 157,637,598 | 161,486,905 | 161,847,627 | 162,807,366 | 181,372,735 |
| Total number of times patients viewed their health information through the Visit Summary                | 647,693     | 744,818     | 720,952     | 744,700     | 703,314     | 657,035     |
| Total number of times patients downloaded their health information                                      | 152,137     | 171,536     | 159,177     | 164,353     | 153,892     | 148,090     |
| Total number of times patients transmitted their health information to a third-party using Direct/email | 9,947       | 9,826       | 9,142       | 9,038       | 7,952       | 7,527       |
| Total number of times patients logged into their eClinicalWorks Patient Portal account                  | 11,800,719  | 12,434,388  | 11,956,295  | 12,489,243  | 11,510,769  | 69,310,255  |

## (f)(1) Transmission to Immunization Registries

The following table outlines the test plan and findings 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                           | <ul style="list-style-type: none"> <li>▪ Number of practices with a live immunization interface (either unidirectional (VXU) or bidirectional (QBP/RSP) interface)</li> <li>▪ Number of VXU messages sent</li> <li>▪ Number of QBP messages sent</li> <li>▪ Total number of VXU messages sent for a historical immunization</li> </ul>  |
| 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 detailed milestone timeline, refer to <a href="#">3. Milestones</a> .   |
| Expected Outcome                            | Users are able to document immunizations and receive a response from the registry acknowledging that the VXU or QBP message was successfully received.  |
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the multiple practices who are live with the immunization registry interface and in real time utilizes the interface to send the VXU and QBP messages outbound to the registry. During implementation of the interface, eClinicalWorks worked with registries on what value set data needs to be available in the message. Also, eClinicalWorks gathered the total number of monthly transactions of immunizations documented and immunization queries sent. |



**Transaction Counts for (f)(1):**

| Metric Definition   | Jan 2024  | Feb 2024  | Mar 2024  | Apr 2024  | May 2024  | Jun 2024  |
|---|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of practices with a live Immunization Interface          | 5,865     | 5,868     | 5,143     | 5,151     | 5,176     | 5,192     |
| Number of VXU messages sent                                     | 1,916,323 | 1,563,128 | 1,577,852 | 1,543,785 | 1,459,157 | 1,200,023 |
| Number of QBP messages sent                                     | 3,465,815 | 3,680,246 | 2,358,669 | 2,288,846 | 1,728,508 | 3,766,944 |
| Total number of VXU messages sent for a historical immunization | 364,483   | 298,413   | 294,646   | 287,265   | 261,225   | 229,047   |

| Metric Definition   | Jul 2024  | Aug 2024  | Sep 2024  | Oct 2024 | Nov 2024  | Dec 2024  |
|---|-----------|-----------|-----------|----------|-----------|-----------|
| Number of practices with a live Immunization Interface          | 5,210     | 5,211     | 5,226     | 5,224    | 5,233     | 5,233     |
| Number of VXU messages sent                                     | 1223361   | 1,464,745 | 1,482,263 | 2553747  | 1,999,606 | 1,422,530 |
| Number of QBP messages sent                                     | 3,773,988 | 4,608,170 | 2,809,404 | 2809404  | 4,533,098 | 3,565,772 |
| Total number of VXU messages sent for a historical immunization | 226,785   | 265,337   | 172,504   | 281,893  | 274,658   | 182,795   |

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

The following table outlines the test plan and findings 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                           | <ul style="list-style-type: none"> <li>▪ Number of practices with a live syndromic surveillance interface</li> <li>▪ Number of ADT syndromic surveillance messages sent</li> </ul>  |
| 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 detailed milestone timeline, refer to <a href="#">3. Milestones</a> .   |
| Expected Outcome                            | As defined by the Metric Definition, syndromic surveillance messages transmitted to a registry are successfully received and acknowledged by a state registry.  |
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs every 30 days. eClinicalWorks gathered the transactions from all practices with an active syndromic surveillance interface.   |

**Transaction Counts for (f)(2):**

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 |
|--|----------|----------|----------|----------|----------|----------|
| Number of ADT syndromic surveillance messages sent               | 342,372  | 347,469  | 299,920  | 343,997  | 364,748  | 369,756  |
| Number of practices with a live syndromic surveillance interface | 48       | 49       | 50       | 53       | 49       | 57       |

| Metric Definition  | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024  | Nov 2024  | Dec 2024  |
|--|----------|----------|----------|-----------|-----------|-----------|
| Number of ADT syndromic surveillance messages sent               | 333,344  | 323,880  | 453,242  | 2,256,285 | 3,086,958 | 1,181,314 |
| Number of practices with a live syndromic surveillance interface | 50       | 54       | 51       | 55        | 55        | 53        |

## (f)(5) Transmission to Public Health Agencies - Electronic Case Reporting

The following table outlines the test plan and findings for the Transmission to Public Health Agencies – Electronic Case Reporting criterion:

|   |   |
|---|---|
| Testing Methodology/Method                  | The tester will identify customers who have implemented an electronic case reporting interface. The tester will run a query to determine the number of case reports sent electronically to a public health agency.  |
| Metric Definition                           | <ul style="list-style-type: none"> <li>▪ Number of practices activated with a live electronic case reporting interface</li> <li>▪ Total number of case reports sent electronically</li> </ul>   |
| 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 detailed milestone timeline, refer to <a href="#">3. Milestones</a> .   |
| Expected Outcome                            | Users can electronically send case reports to a public health agency based on a set of defined trigger codes.   |
| Summary of Testing Methods and Key Findings | Our initial approach was to validate a single customer on the number of electronic case reports sent electronically, but during the validation, eClinicalWorks gathered from a larger sample of reports by running SQL scripts from production unique APU IDs and gathered the transactions of successful total number of case reports sent electronically. |

**Transaction Counts for (f)(5):**

| Metric Definition   | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Number of practices activated with a live electronic case reporting interface | 7        | 20       | 19       | 25       | 24       | 26       | 34       | 44       | 74       | 107      | 137      | 142      |
| Total number of case reports sent electronically                              | 22       | 2,896    | 2,993    | 9,000    | 10,667   | 10,484   | 11,129   | 16,524   | 13,191   | 37,152   | 54,620   | 47,306   |

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

The following table outlines the test plan and findings 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 health care surveys. eCW users generate the health care 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 health care survey functionality within the EHR. The tester will run a query to determine the number of healthcare surveys generated on a monthly basis. |
| Metric Definition          | Number of health care 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 detailed milestone timeline, refer to <a href="#">3. Milestones</a> .  |

|   |  |
|---|--|
| Expected Outcome                            | Users can generate health care surveys that can be successfully submitted to the CDC's NHCS Secure Data Transfer portal.   |
| Summary of Testing Methods and Key Findings | Our initial approach was to validate a single customer on the number of health care surveys generated by the customer, but during the validation, eClinicalWorks gathered from a larger sample of reports by running SQL scripts from production unique APU IDs and gathered the transactions of successful total number of health care surveys generated. |

### Transaction Counts for (f)(7):

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total number of APUs that generated a health care survey | 10       | 9        | 10       | 8        | 2        | 7        | 9        | 3        | 22       | 18       | 24       | 19       |

### (g)(7) Application Access - Patient Selection

The following table outlines the test plan and findings 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 detailed milestone timeline, refer to <a href="#">3. Milestones</a> .   |
| Expected Outcome           | Retrieval of patient IDs, which will be used in subsequent testing for (g)(8) and (g)(9).   |

|   |   |
|---|---|
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the number of practices who have activated third-party API access for their EHR and requested a patient ID through an API. |
| Relied Upon Software (if applicable)        | healow  |

### Transaction Counts for (g)(7):

| Metric Definition                                | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sep 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total number of API requests for all patient IDs | 848      | 2477     | 2750     | 2375     | 2,991    | 3047     | 3,651    | 4120     | 3808     | 3631     | 3299     | 3604     |

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

The following table outlines the test plan and findings 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 categories from the United States Core Data for Interoperability v1 (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 <a href="#">3. Milestones</a> .  |
| Expected Outcome                            | Retrieval of patient data from all data classes of the USCDI v1.  |
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the number of API requests for a patient's full set of USCDI v1 data.  |

|                                      |        |
|--------------------------------------|--------|
| Relied Upon Software (if applicable) | healow |
|--------------------------------------|--------|

**Transaction Counts for (g)(9):**

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sept 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|
| Total number of API requests for a patient's full set of USCDI v1 data | 19       | 306      | 315      | 99       | 71       | 73       | 61       | 60       | 62        | 81       | 72       | 66       |

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

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

|                            |  |
|----------------------------|--|
| 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 the US Core profiles (IG 3.1.1).   |
| Metric Definition          | <ul style="list-style-type: none"> <li>▪ Number of APUs that have activated the FHIR API module: <ul style="list-style-type: none"> <li>♦ Number of APUs that activated patient-centric APIs</li> <li>♦ Number of APUs that activated provider-centric APIs</li> <li>♦ Number of APUs that activated bulk/backend services APIs</li> </ul> </li> <li>▪ Number of APUs that have configured third-party apps: <ul style="list-style-type: none"> <li>♦ Number of APUs that have configured apps for patients</li> <li>♦ Number of APUs that have configured apps for providers</li> <li>♦ Number of APUs that have configured apps for bulk/backend services</li> </ul> </li> </ul> |
| 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 <a href="#">3. Milestones</a> .   |



|   |  |
|---|--|
| 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.   |
| Summary of Testing Methods and Key Findings | During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the number of API calls that requested a FHIR resource from the US Core IG (3.1.1). |

**Transaction Counts for (g)(10):**

| Metric Definition  | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sept 2024 | Oct 2024 | Nov 2024 | Dec 2024 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|
| Number of APUs that activated patient-centric APIs                 | 106      | 188      | 211      | 256      | 425      | 209      | 143      | 126      | 78        | 98       | 212      | 120      |
| Number of APUs that activated provider-centric APIs                | 4        | 168      | 200      | 244      | 442      | 128      | 128      | 111      | 73        | 88       | 200      | 112      |
| Number of APUs that activated bulk/backend services APIs           | 4        | 168      | 200      | 243      | 442      | 128      | 128      | 111      | 73        | 88       | 200      | 112      |
| Number of APUs that have configured apps for patients              | 106      | 188      | 211      | 256      | 425      | 209      | 143      | 126      | 78        | 98       | 212      | 120      |
| Number of APUs that have configured apps for providers             | 2        | 27       | 39       | 23       | 36       | 12       | 32       | 36       | 21        | 44       | 44       | 32       |
| Number of APUs that have configured apps for bulk/backend services | 2        | 27       | 39       | 23       | 36       | 12       | 32       | 36       | 21        | 44       | 44       | 32       |

## (h)(1) Direct Project

The following table outlines the test plan and findings 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                           | <ul style="list-style-type: none"> <li>▪ Number of messages sent</li> <li>▪ Number of messages received</li> </ul>   |
| 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 detailed milestone timeline, refer to <a href="#">3. Milestones</a> .  |
| Expected Outcome                            | Message successfully received with evidence of a successful round trip of a Direct message.  |
| Summary of Testing Methods and Key Findings | To successfully process an inbound or outbound message, the vendor HISP trust anchor must be bound to the domains supported by eClinicalWorks HISP. For outbound messages, a valid clinical summary document conforming to C-CDA format must be attached to the message. During the validation, eClinicalWorks gathered monthly sample reports by running SQL scripts from production unique APU IDs and gathered the transactions of the total number of messages sent and the total number of messages received. |

### Transaction Counts for (h)(1):

| Metric Definition           | Jan 2024 | Feb 2024 | Mar 2024 | Apr 2024 | May 2024 | Jun 2024 | Jul 2024 | Aug 2024 | Sept 2024 | Oct 2024  | Nov 2024 | Dec 2024 |
|-----------------------------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|----------|
| Number of messages sent     | 499,853  | 88,628   | 88,628   | 91,651   | 91,749   | 83,679   | 88,944   | 93,075   | 190,572   | 106,995   | 92,895   | 88,877   |
| Number of messages received | 88,628   | 88,628   | 88,628   | 680,170  | 791,510  | 838,573  | 925,591  | 942,135  | 74,244    | 1,011,621 | 205,123  | 897,055  |

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