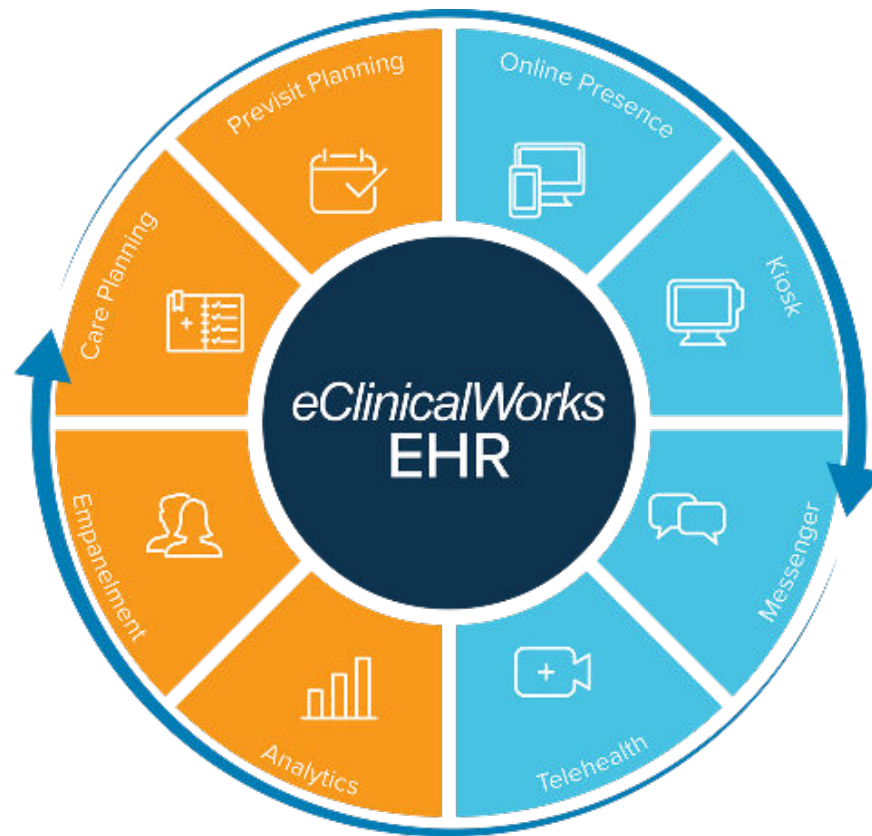


# eClinicalWorks

## REAL WORLD TESTING - 2025 RESULTS REPORT

Version 1.0 - January 2026



# CONTENTS

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<b>REAL WORLD TESTING - 2025 RESULTS REPORT</b>	<b>4</b>
1. Introduction	4
2. General Information	6
3. Milestones	6
4. Acronyms and Terms	7
5. Standards Updates	8
6. Summary of Testing Methods and Key Findings	9
7. Test Results	9
(b)(1) Transitions of Care	9
(b)(2) Clinical Information Reconciliation and Incorporation	10
(b)(3) Electronic Prescribing	13
(b)(10) Electronic Health Information (EHI) Export	16
(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	18
(e)(1) View, Download, and Transmit to Third-Party	21
(f)(1) Transmission to Immunization Registries	24
(f)(2) Transmission to Public Health Agencies - Syndromic Surveillance	26
(f)(5) Transmission to Public Health Agencies - Electronic Case Reporting	28
(f)(7) Transmission to Public Health Agencies - Health Care Surveys	29
(g)(7) Application Access - Patient Selection	30
(g)(9) Application Access - All Data Request	31
(g)(10) Standardized API for Patient and Population Services	32
(h)(1) Direct Project	35



APPENDIX A: DOCUMENTATION TERMS AND CONDITIONS	37
APPENDIX B: NOTICES	38
Trademarks	38
Copyrights	40

# REAL WORLD TESTING - 2025 RESULTS REPORT

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This document describes the results from eClinicalWorks® (eCW) *Real World Testing - 2025 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 described 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)(10) Electronic Health Information (EHI) 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
- (f)(1) Transmission to Immunization Registries
- (f)(2) Transmission to Public Health Agencies - Syndromic Surveillance
- (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 - 2025 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 uses 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 measures data from all settings in which the EHR is 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 that is needed to fulfill the functionality described in the certification criteria.

## 2. General Information

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The following table describes general information:

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 2025 Real World Testing Milestones:

Date/Timeline	Milestone
October 2024	<b>2025 Plan Submission:</b> Submit the 2025 Real World Testing Plan.
February 2025 - January 2026	<b>Monthly Data Collection</b> Conduct data collection on a monthly basis for calendar year 2025.
October 2025	<b>2026 Plan Submission</b>

Date/Timeline	Milestone
	Submit the 2026 Real World Testing Plan with updates to the milestones timeline, certification criteria, or standards for calendar year 2026.
January 2026 - March 2026	<b>Analysis and Results Reporting</b> Review data collected and compile report for 2025 Test Plan.
March 2026	<b>Results Report Submission for Calendar Year 2025</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
P2P	eClinicalWorks P2P®, a provider-to-Provider network
eCW	eClinicalWorks

Acronym/Term	Definition
EHI	Electronic Health Information
EHR	Electronic Health Record
ePHI	Electronic Protected Health Information
FHIR®	Fast Healthcare Interoperability Resources
HIPAA	Health Insurance Portability and Accountability Act
HL7®	Health Level Seven International
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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All criteria listed in the test plan and results report adhere to the standards referenced in the 2015 Edition Cures Update and HTI-1. In 2025, eClinicalWorks updated its certified health IT to USCDI v3, C-CDA Release 4.1, and US Core 6.1.0, as required by the HTI-1 Final Rule.

## 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 2025.

## 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 will identify customers that have sent a transition of care/referral summary to a different provider through the eClinicalWorks P2P network.</li><li>▪ 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 eClinicalWorks P2P).</li></ul>
Metric Definition	All customers using eClinicalWorks P2P can 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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of transition of care messages sent	180,160	177,769	191,756	193,229	123,37	185,178	176,153	193,002	193,002	175,490	135,708	133,922
Total number of transition of care messages received	897,285	786,885	728,321	663,981	622,156	695,476	698,334	756,702	756,702	805,089	663,853	604,270

**(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 recognized 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>
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Metric Definition	<p>All customers using P2P can 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 across 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 observed that not all patient visits have C-CDAs incorporated into the encounter's Progress Notes. As a result, the number of patient visits will always be significantly higher than the number of C-CDAs matched to a 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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
Total number of incoming requests matched to a correct patient	888,382	893,449	894,915	839,819	902,179	895,066
Total number of medications added/reconciled to the patient's record	1,057	3,415	810	1,728	728	970
Total number of allergies added/reconciled to the patient's record	16,219	4,504	2,912	5,277	3,473	9,492
Total number of problems added/reconciled to the patient's record	304	929	609	1,553	550	300

Metric Definition	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of incoming requests matched to a correct patient	996,420	919,038	707,282	1,017,550	888,209	782,651
Total number of medications added/reconciled to the patient's record	522	343	419	460	339	180
Total number of allergies added/reconciled to the patient's record	2,255	1,444	1,465	1,359	987	771
Total number of problems added/reconciled to the patient's record	318	168	212	222	192	132

## (b)(3) Electronic Prescribing

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

<p>Testing Methodology/Method</p>	<p>eClinicalWorks partners with Surescripts® to validate and transmit electronic prescription orders to pharmacies. For the (b)(3) criterion, the tester identified 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>
<p>Metric Definition</p>	<p>For all customers using e-prescription, the number of transactions sent for each transaction type listed above.</p>
<p>Care/Practice Settings</p>	<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>
<p>Milestones</p>	<p>For a milestone timeline, refer to <a href="#">3. Milestones</a>.</p>
<p>Expected Outcome</p>	<p>All transactions performed by the customer’s EHR are accepted and validated by the Surescripts network.</p>
<p>Summary of Testing Methods and Key Findings</p>	<p>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.</p>

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

Metric Definition	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
NewRx	26,527,594	24,140,194	24,949,661	24,949,661	24,949,661	24,949,661
RxRenewalResponse (Refills)	6,040,642	5,333,965	5,764,992	5,709,975	5,703,029	5,758,844
CancelRx	383,234	362,934	380,724	384,926	376,130	379,020
RxChangeResponse	212,674	197,817	208,435	214,498	188,432	189,845
RxHistoryRequest	25,009,164	23,087,830	24,201,041	25,001,831	24,443,198	24,281,213

Metric Definition	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
NewRx	24,229,934	23,271,186	24,451,463	25,357,030	21,751,607	25,566,436
RxRenewalResponse (Refills)	5,919,312	5,528,399	5,855,932	5,923,468	5,114,900	6,185,036
CancelRx	397,486	379,049	391,114	413,073	348,401	391,108
RxChangeResponse	201,476	190,730	192,429	194,833	169,877	203,625
RxHistoryRequest	25,925,584	25,009,923	25,871,158	27,826,311	23,030,975	25,253,360

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

Metric Definition	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
RxRenewalResponse (Refills)	6,782,845	6,166,712	6,718,364	6,675,269	6,893,355	6,711,719
CancelRxResponse	348,199	330,172	346,010	350,256	343,682	346,309
RxChangeRequest	585,169	557,252	591,891	618,372	555,528	556,865
RxHistoryResponse	24,799,422	23,067,060	24,177,869	24,941,676	24,375,311	24,271,524
RxFill	263,709	246,193	256,538	356,250	699,621	2,132,180

Metric Definition	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
RxRenewalResponse (Refills)	7,037,413	6,872,743	6,853,070	7,168,882	6,558,348	7,226,633
CancelRxResponse	360,553	344,267	353,449	374,538	318,453	355,120
RxChangeRequest	608,744	588,653	578,643	611,939	554,018	648,596
RxHistoryResponse	25,915,051	24,996,397	25,841,050	27,811,639	22,992,414	25,166,798
RxFill	2,148,648	1,968,493	2,034,272	2,696,247	2,048,999	2,350,989

## (b)(10) Electronic Health Information (EHI) Export

The following table outlines the test plan and findings for the (b)(10) Electronic Health Information (EHI) Export criterion:

Testing Methodology/Method	<p>The tester will identify customers who have utilized the EHI export functionality within the EHR. The tester will run a query to determine the number of times the user has requested and generated successful single patient EHI 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)(10) 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 successful single patient EHI exports</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 EHI export file is requested and successfully generated across all identified customers.</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 single-patient EHI export requests and successful EHI exports.</p>

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

Metric Definition	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
Number of successful single patient EHI exports	3	3	2	6	6	3

Metric Definition	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Number of successful single patient EHI exports	2	5	7	13	12	12

## (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 will identify customers who have enabled the CQM functionality within the EHR and runs 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 is 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 can 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 the (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 the (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 the (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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of customers that enabled the QRDA I export	709	736	765	796	915	940	972	1011	1054	1092	1135	617
Total number of requests made for a QRDA I export	208	105	92	165	277	176	280	223	313	421	264	114

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

Metric Definition	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of customers that enabled the QRDA I import	680	707	736	768	887	914	1086	985	1030	1068	1112	519
Total number of requests made for a QRDA I import	3	29	8	3	2	12	58	56	10	312	102	5

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

Metric Definition	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of customers that enabled the QRDA III export	829	854	884	915	1032	1055	946	1121	1160	1199	1241	818
Total number of requests made for a QRDA III export	55	172	40	26	2	0	2	2	1	2	1	0

## (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 an 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 into their 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 can 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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
Total number of patients that have a eClinicalWorks Patient Portal account	142,826,222	162,739,233	146,443,043	160,009,104	161,439,780	164,629,041
Total number of times patients viewed their health information through the Visit Summary	664,301	739,271	689,383	780,868	763,521	809,617
Total number of times patients downloaded their health information	152,925	166,763	154,430	174,802	173,103	181,709
Total number of times patients transmitted their health information to a third-party using Direct/email	7,937	8,296	7,737	8,431	8,549	9,266
Total number of times patients logged into their portal account	11,809,903	12,472,641	11,457,280	12,795,219	13,092,494	13,045,76

Metric Definition	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of patients that have a eClinicalWorks Patient Portal account	166,709,935	168,471,454	175,596,583	175,597,111	175,597,351	175,597,113
Total number of times patients viewed their health information through the Visit Summary	836,610	853,660	839,681	869,132	803,710	774,151
Total number of times patients downloaded their health information	188,719	198,068	187,412	193,467	178,240	177,927
Total number of times patients transmitted their health information to a third-party using Direct/email	9,782	10,591	9,901	10,015	8,852	8,781
Total number of times patients logged into their eClinicalWorks Patient Portal account	12,988,817	13,472,523	13,297,396	14,008,824	12,512,228	12,682,661

## (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>▪ 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 can 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 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 to determine which value-set data elements needed to be included in the message. In addition, eClinicalWorks gathered the total number of monthly transactions of immunizations documented and immunization queries sent.

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

Metric Definition	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
Number of practices with a live Immunization Interface	5,231	5,249	5,238	5,232	5,257	5,266
Number of VXU messages sent	1,163,842	1,365,995	1,148,787	1,126,864	662,661	1,113,200
Number of QBP messages sent	3,480,453	232,444	187,498	176,413	105,819	173,596
Total number of VXU messages sent for a historical immunization	233,975	3,873,148	3,699,167	4,212,735	2,945,615	4,194,874

Metric Definition	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Number of practices with a live Immunization Interface	5,237	5,242	5,248	5,250	5,267	5,290
Number of VXU messages sent	1,405,646	1,601,369	2,457,469	2,817,437	2,153,501	909,001
Number of QBP messages sent	211,106	239,975	5,989,531	6,635,296	5,773,072	2,973,708
Total number of VXU messages sent for a historical immunization	5,000,395	5,639,431	268,636	274,353	231,226	101,585

## (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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025
Number of ADT syndromic surveillance messages sent	419,145	391,138	425,159	431,573	391,546	383,763
Number of practices with a live syndromic surveillance interface	52	51	53	55	44	52

Metric Definition	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Number of ADT syndromic surveillance messages sent	381,169	360,520	362,330	428,176	434,530	397,099
Number of practices with a live syndromic surveillance interface	51	50	53	50	49	48

## (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	The 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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Number of practices activated with a live electronic case reporting interface	159	170	214	232	129	228	227	224	227	229	226	227
Total number of case reports sent electronically	63333	78048	108278	127642	130198	116228	110383	109383	153123	173703	175873	193756

**(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 identifies 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	The 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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of APUs that generated a health care survey	8	14	26	17	21	28	21	24	22	9	11	0

**(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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025
Total number of API requests for all patient IDs	3,188	3,164	3,803	3,471	3,746	3,541	3,777	3,413	3,634	2,971	2,834	2,721

### (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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025
Total number of API requests for a patient's full set of USCDI v1 data	97	80	110s	55	35	23	41	18	20	35	20	24

**(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).
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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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025
Number of APUs that activated patient-centric APIs	108	196	163	219	136	302	196	169	174	316	154	156
Number of APUs that activated provider-centric APIs	98	105	153	207	126	286	190	158	166	294	136	136

Number of APUs that activated bulk/backend services APIs	98	105	153	207	126	286	190	158	166	294	136	136
Number of APUs that have configured apps for patients	108	196	163	219	136	302	196	169	174	316	154	156
Number of APUs that have configured apps for providers	37	42	82	41	39	83	119	88	58	182	82	77
Number of APUs that have configured apps for bulk/backend services	37	42	82	41	39	83	119	88	58	182	82	77

## (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 the 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 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025
Number of messages sent	391,752	335,521	316,250	341,392	338,104	321,523	277,382	363,888	353,481	391,795	409,821	549,111
Number of messages received	364,726	307,020	292,795	213,370	246,249	321,522	168,633	259,552	234,285	392,209	347,721	548,666

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