Real World Testing Report

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General Information

Developer Name:	OT EMR Inc.
Product Name(s):	OneTouch EMR
Version Number(s):	3
Certified Health IT Product List (CHPL) ID(s):	15.04.04.2821.OneT.03.00.1.180411
Developer Real World Testing Page URL:	https://www.onetouchemr.com/mu_disclosure.html

Justification For Real World Testing Approach

Currently, OneTouch EMR is marketed and sold in the ambulatory care settings for out patients only. For this reason, the Real World Testing report only applies to this specialty care setting only. This Real World Testing report of OneTouch EMR is for the following certification criteria for which OneTouch EMR is currently certified.

Care Coordination

§ 170.315(b)(1) Transitions of care
§ 170.315(b)(2) Clinical information reconciliation and incorporation
§ 170.315(b)(3) Electronic prescribing
§ 170.315(b)(6) Data export

Clinical Quality Measures

§ 170.315(c)(1)—record and export
§ 170.315(c)(2)—import and calculate
§ 170.315(c)(3)—report

Patient Engagement

§ 170.315(e)(1) View, download, and transmit to 3rd party Public Health

Application Programming Interfaces

§ 170.315(g)(7) Application access— patient selection

§ 170.315(g)(8) Application access— data category request
§ 170.315(g)(9) Application access— all data request

Electronic Exchange

§ 170.315(h)(1) Direct Project

Scenario 1 - Patient Data Services

Since OneTouch EMR works with ambulatory care settings, it provides functions to import, export and transmit clinical documents to third parties. Due to this, there are several certification criteria that are tested simultaneously. All criteria involving the Consolidated Clinical Document Architecture (C-CDA) documents are tested, including § 170.315(b)(1) Transitions of care, § 170.315(e)(1) View, download, transmit to 3rd party and § 170.315(h)(1) Direct Project and § 170.315(b)(6) Data export.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and email logs are reviewed to determine the frequency and the transport mechanism used by providers for sending/receiving transitions of care using Edge protocols and downloading or transmitting EHI by patients using the patient portal. Log files obtained during Real World Testing are de-identified and used for analysis in several areas to validate the proper operation of the transport mechanisms and input for the calculation of the metric on the specific types of transport mechanisms used. This test methodology tested the conformance of the implementation.

Scenario 2 - Referrals

OneTouch EMR provides an “Application Programming Interface” API to providers to look up a patient's record and access patient data when a Transition of Care document or a Referral Note is received. OneTouch can also receive transition of care/referral summary documents formatted according to the standards adopted §

170.205(a)(3) and § 170.205(a)(4) and incorporate them into the correct patient chart. This includes all the criteria including § 170.315(g)(7) Application access— patient selection, § 170.315(g)(8) Application access— data category request and § 170.315(g)(9) Application access— all data request and § 170.315(b)(2) Clinical information reconciliation and incorporation.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and email logs are reviewed to ensure that the APIs are operating properly and to determine the frequency of use. Log files obtained during Real World Testing are de-identified and used for analysis in several areas to validate the proper operation of the APIs and validation that all required USCDI data elements are supported. This test methodology tested the conformance of the implementation and frequency of use.

Use Case 3 - MIPS Reporting

OneTouch EMR provides Clinical Quality Measures (CQM) which are used for MIPS to measure the quality of health care provided. OneTouch provides functionality to record and export data that would be necessary to calculate each CQM for which OneTouch is certified. OneTouch also provides a function to export patient-level eCQM data formatted to the HL7 QRDA Category I standard specified at §170.205(h)(2) that includes all of the data captured for each and every eCQM without the developer assistance.

All of the above functionality is tested against these Clinical Quality Measures criteria i.e. § 170.315(c)(1)—record and export, § 170.315(c)(2)—import and calculate and § 170.315(c)(3)—report.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and email logs will be reviewed to determine the frequency of use and the list of different CQM measures reported by providers. Log files obtained during Real World Testing will be de-identified and used for analysis in several areas to see if each CQM measure is calculated

correctly and to record the frequency of use of each CQM measure . This test methodology will provide insight into which CQM measures are reported the most and identify any issues related to calculation of the CQM measure.

Use Case 4 - Electronic Prescribing

OneTouch provides an Electronic Prescribing or eRX module which enables user to create electronic prescriptions in accordance with (b)(3)(ii)(A)(1) and (b)(3)(ii)(A)(2) and send them to the pharmacy. OneTouch also respond to change prescriptions (RxChangeRequest, RxChangeResponse), cancel prescriptions (CancelRx, CancelRxResponse) and renew prescriptions (RxRenewalRequest, RxRenewalResponse). Further, OneTouch relays back transaction status or error messages and verify transactions as per (b)(3)(ii)(A)(7) and (b)(3)(ii)(A)(8) and (b)(3)(ii)(A)(9).

All of the above functionality is tested for real world interoperability and conformance as per the criteria related to § 170.315(b)(3) Electronic prescribing.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and prescription logs are reviewed to determine the frequency electronic prescribing and transaction types. Log files obtained during Real World Testing are de-identified and used for analysis in several areas to see whether each NewRx was successful or RXCHG/CANRX was subsequently used. This test methodology provided insight into Rx transactions types used and status of these transactions.

Standards Updates (SVAP and USCDI)

Standard (and version)	All standard versions are those specified in USCDI v1.

Date of ONC ACB notification	Not applicable
Date of customer notification (SVAP only)	Not applicable
USCDI updated certification criteria	None

Care Setting(s)

Ambulatory Care Setting: The Certified Health IT Developer, OT EMR Inc., markets its Modules in ambulatory care settings only, so this is the only care setting in which Real World Testing occurred.

Metrics and Outcome(s)

Use Case 1a

Associated Criterion

§ 170.315(b)(1) Transitions of care
§ 170.315(e)(1) View, download and transmit
§ 170.315(h)(1) Direct Project

Outcomes

Measure [attribute]	**Outcome**	**Performed By Practice(s)**
Measure 1: Sharing Data (Send transition of care/referral summaries)	Successfully sent CCDAs to providers with 100% accuracy.	Iassociates6824, lllc1163
Measure 2: Sharing Data (Receive transition of care/referral summaries)	Successfully received CCDAs from providers with 100% accuracy.	Iassociates6824, lllc1163

Both the practices were able to verify the functionality of medical record interop (sending and receiving of care/referral summaries). A total of 3584 CCDAs were sent to both the practices and received 20 referrals successfully during the year 2022. We relied upon **SureScripts and kno2** as third party software when sending and receiving the CCDAs using secure messaging protocols. No errors or issues were found in system and audit logs of OneTouch.

Use Case 1b

Associated Criterion

§ 170.315(b)(6) Data Export

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)
Measure: Data Export of health information	User was able to export patient health information with 100% accuracy and encountered no errors during the data export process.	dla3472

The practice was able to export the health information successfully during the testing period. A total of 4305 health information records were exported by the practice successfully during the year 2022. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Use Case 2a

Associated Criterion

§ 170.315(g)(7) Application access— patient selection
§ 170.315(g)(8) Application access— data category request
§ 170.315(g)(9) Application access— all data request

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)
Measure: Patient Information Lookup	Lack of data for this measure, so we rely upon the validation we did during the CURES update.	None

As there are no real users using OneTouch APIs so we were unable to verify the functionality in a real world scenario and are forced to pass our real world testing scenarios due to the lack of users using this function of the system. However, we did validate the functionality of the system as part of the CURES Update for “170.315(g)(9) Application access— all data request” as well as certified for “170.315 (g)(10): Standardized API for Patient and Population Services”.

Use Case 2b

Associated Criterion

§ 170.315(b)(2) Clinical information reconciliation and incorporation

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)
Measure: Clinical information reconciliation and incorporation	Practice was able to reconcile and incorporate patient data with 100% accuracy. No errors or issues were encountered during this process.	tgraham8677

The practice was able to receive and incorporate clinical information in the form of CCDA files successfully during the testing period. A total of 1165 CCDAs were

received and 41 were reconciled successfully during the year 2022. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Use Case 3

Associated Criterion

§ 170.315(c)(1)—record and export
§ 170.315(c)(2)—import and calculate
§ 170.315(c)(3)—report

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)
Measure: Record and Calculate CQMs	Practice was able to record data and generate QRDA files successfully. However, there were some challenges faced as outlined below.	nflmedical01

The practice was able to export 24 QRDA Category 1 files and 41 QRDA Category 3 aggregate report(s) created over the period of Jan 1 till December 31st 2022. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Challenges

- Practice/user needs to understand the OneTouch system completely in order to record the data at correct locations.
- We prepared a lengthy documentation for each Clinical Quality Measures (CQM)
- Encountered lots of data entry and code entry issues.

Use Case 4

Associated Criterion

§170.315(b)(3) Electronic prescribing

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)
Measure: Create, change, cancel or renew prescription	Different eRX Transactions were performed by the practice with an error rate of 0.65%.	nflmedical01

In this use case, we demonstrate the required certified capabilities are effective by demonstrating how often eRx transactions are performed by examining reports from our eRx partner. The following table demonstrates that not only are the eRx transactions sent from the certified Health IT module, but that the transactions are successfully received by the eRx clearinghouse.

eRX Type	Q1	Q2	Q3	Q4	Total
NewRx	38951	39911	39119	40863	**158844**
CancelRx	554	599	572	632	**2357**
Renewal Rx	9283	9641	11283	10916	**41123**
Refill Rx	208	113	49	53	**423**
Change Rx	288	349	352	363	**1352**
Error Rate	157	223	169	184	**733**

In this measure, we tested the usage of the electronic prescription system and assessed the errors when creating prescriptions. Currently the error rate is around 0.65%. We did not analyze the error rate further to see how much was caused by

user error, data entry issues or system connectivity issues. We only captured the total number of errors we received back when sending an eRx or receiving.

We relied upon **SureScripts and MDToolBox** as third party software when transmitting/receiving eRX messages.

Key Milestones

Key Milestone	**Date/Time Frame**
Collection of information as laid out by the plan for the period.	January 1, 2022
Data collected for Use Case 1a Measure 1: Sharing Data (Send transition of care/referral summaries) Measure 2: Sharing Data (Receive transition of care/referral summaries)	Quarterly in 2022
Data collected for Use Case 1b Measure: Data Export of health information	Quarterly in 2022
Data collected for Use Case 2a Measure: Patient Information Lookup	N/A
Data collected for Use Case 2b Measure: Clinical information reconciliation and incorporation	Quarterly in 2022
Data collected for Use Case 3 Measure: Record and Calculate CQMs	Quarterly in 2022
Data collected for Use Case 4 Measure: Create, change, cancel or renew prescription	Quarterly in 2022

Data collection and review.	Quarterly, 2022
End of Real-World Testing period/final collection of all data for analysis	January 1, 2023
Analysis and report creation	January 15, 2023
Submit Real World Testing report to ACB (per their instructions)	February 1, 2023