

REAL WORLD TESTING RESULTS 2022

Developer Name: Dexter Solutions Inc

Product Name: eZDocs EHR

Version Number: 5.0

CHPL ID: 15.02.02.2708.A110.01.00.1.191230

Testing Page URL: <https://dexter-solutions.com/certification>

USCDI Version: USCDI Version 1.0

No current standards have been updated under the standards version advancement process.

Summary:

Real world testing was performed with different specialties with the intention to learn about any difficulties end users face to complete the intended workflows. It gave us an real time feedback to understand the issues (if any) and time taken to complete the workflows in order for us to make the workflows more user friendly

Care Setting:

Real world testing was carried out in an ambulatory setting in different specialties i.e. primary care and specialist.

Changes to Original Plan:

Summary of Change:

Ongoing metrics were not collected for successful testing. Users were asked for periodic confirmation / feedback / issues and their resolutions from users were collected.

Users reported any failed transaction which were then analysed, resolved and retested

Reason:

All measures tested were being used on a daily basis and reports can be generated at any given point of time for denominators and numerators. Specific measures which were done either one time or quarterly were conducted together

Impact:

There was no impact and the users were more co-operative when asked to notify only issues that were faced.

Metrics and Outcomes:

Certification Criteria:

- 170.315(b)(1) Transitions of care
- 170.315(h)(1) Direct Project

Description of Measurement / Metric

Demonstration of creation of a C-CDA at the end of an ambulatory encounter with transmission to the next provider of care via Direct Messaging with a confirmation of receipt in a client production environment

Relied Upon Software: EMRDirect [phiMail® Direct Messaging](#)

Testing Scenarios:

1. Test if user can send DIRECT message to a non eZDocs user when the DIRECT email id was not known.
2. Search for DIRECT email utilizing Directory lookup tool
3. Test if user can receive and process DIRECT Emails from external providers in eZDocs.

Outcomes:

1. User could successfully lookup for a non eZDocs provider and transmit the Clinical Summary.
2. A verbal confirmation from the external practice was also obtained for receipt of the DIRECT email
3. User could successfully receive and process discharge summaries and clinical summaries from external sources.

Challenges Encountered:

- 1) Directory look up based on provider last name and zip code took more than 30 seconds leading to frustration with the user.

Resolutions Suggested:

- 1) More training to users was provided on how to update the DIRECT email id for referring providers in eZDocs which will ease the process of sending DIRECT emails to providers.

Failed Direct Messages:

Users reported 10 failed instances when they could not send DIRECT email.

Users reported 100+ DIRECT emails received from one hospital which could not be processed.

Certification Criteria:

170.315(b)(2) Clinical Information reconciliation and incorporation

Description of Measurement / Metric

Demonstration of incorporation and reconciliation of problem list, medications and allergies from received C-CDA data file with the data present in the EHR (if Any)

Relied Upon Software: EMRDirect [phiMail® Direct Messaging](#)

Testing Scenarios:

- 1) User Receives discharge summaries from Hospitals and incorporates the necessary data elements in eZDocs
- 2) User performs reconciliation of problems, medications and allergies

Outcomes:

- 1) Discharge summaries were successfully received in eZDocs
- 2) User could view the data in human readable format.
- 3) For new patients users could successfully import the chart in eZDocs, no reconciliation was required.
- 4) For existing patients user could map the data to the chart and perform reconciliation successfully

Challenges Encountered:

- 1) As eZDocs utilizes NewCropRx for eRX medication and allergy reconciliation resulted in mismatch of data in the two systems. Allergies and medications received from external systems were not updated in NewCropRx database which resulted in confusion for the users.

Resolutions Suggested:

- 1) No resolution suggested

Failed Reconciliation Metrix:

- 1) Users reported 20 Discharge Summaries that were received but were having issues processing the files.

Certification Criteria:

170.315(b)(3) Electronic Prescribing

Description of Measurement / Metric

Demonstrate creation and transmission of an electronic prescription in a client production environment

Relied Upon Software: NewCropRx

Testing Scenarios:

- 1) User creates and transmits new prescriptions
- 2) User receives and processes refill request
- 3) User denies prescription refill request with appropriate reasons.

Outcomes:

- 1) User could successfully prescribe and transmit new prescriptions.
- 2) User could successfully process refill request.
- 3) User could successfully deny refill request.

Challenges Encountered:

- 1) User found adding a new pharmacy in the system confusing.
- 2) Refill request where patient names or date of birth did not match in eZDocs needed extra process to map the refill request to correct patients.

Resolutions Suggested:

- 1) More user training needs to be provided for entering new pharmacies (especially mail order pharmacy) and mapping refill request to existing patients.

Failed eRx Transmissions: None

Certification Criteria:

170.315(b)(6) Data export

Description of Measurement / Metric

Demonstrate the ability to generate complete data export of one or all patients in the database. Generated data file will be in C-CDA format and will be stored in a file location at the client site which can be downloaded at any time

Relied Upon Software: N/A

Testing Scenarios:

- 1) Export data in CCDA format for one or more patients.

Outcomes:

- 1) Successfully exported all patients and selected patients data files in CCDA format
- 2) Tested the exported files for compliance

Challenges Encountered:

- 1) Patient chart consists of both discrete data as well as scanned documents. Scanned documents cannot be exported as part of the CCDA hence resulting in incomplete patient data

Resolutions Suggested:

- 1) Users were provided an option to generate pdf files for patient chart along with CCDA file format.

Failed Transactions: None

Certification Criteria:

170.315(c)(1) Clinical quality measures – record and export

Description of Measurement / Metric

Demonstrate of the ability to capture data elements for specific clinical quality measures that the client intends to report data on.

Relied Upon Software: N/A

Testing Scenarios:

- 1) Capture CQM data for eligible measures as per system notification
- 2) Export Data in QRDA1 and QRDA3 formats

Outcomes:

- 1) Users were able to successfully capture CQM data for the configured measures
- 2) Users could successfully generate QRDA1 and QRDA3 data files for each quarter and submit the data to their ACO

Challenges Encountered:

- 1) Exporting of data for a large amount of patient population was taking a lot of time and was timing out

Resolutions Suggested:

- 1) Ability to schedule jobs to run during non office hours was provided

Failed Transactions: None

Certification Criteria:

170.315(c)(3) Clinical quality measures – Report

Description of Measurement / Metric

Demonstration of the ability of the EHR to generate a report to quantify the initial population, denominator, numerator, exclusions and exceptions for each measure as configured by the client.

Relied Upon Software: N/A

Testing Scenarios:

- 1) User generated system provided report to display Initial Population, denominator, Numerator, Exclusions and exceptions for each CQM configured in the system

Outcomes:

- 1) User could successfully generate the reports for each quarter.

Challenges Encountered: None

Resolutions Suggested: N/A

Failed Transactions: None

Certification Criteria:

170.315(e)(1) View, download, and transmit to 3rd party.

Description of Measurement / Metric

Demonstrate the ability of the EHRs patient portal to generate a valid C-CDA clinical summary document for patient review.

Relied Upon Software: N/A

Testing Scenarios:

- 1) User need to register patients or their representatives
- 2) User confirms availability of visit summary once encounter is finalized.
- 3) User confirms ability to generate valid CCDA clinical summary

Outcomes:

- 1) User could easily register patients or their representatives for an portal account
- 2) User confirmed ability to generate CCDA format of visit summaries and clinical summary from within the portal.

Challenges Encountered:

- 1) We could not get access to view the patient portal under a real patient.

Resolutions Suggested:

- 1) Used a staff member who was a patient representative with the practice to verify the above capabilities of generating CCDA

Failed Transactions: Could not determine.

Certification Criteria:

170.315(f)(1) Transmission to public health agencies—immunization registry

Description of Measurement / Metric

Demonstrate the ability of the EHR to generate a VXU message for administered immunization and transmit to immunization registries.

Relied Upon Software: N/A

Testing Scenarios:

- 1) User identifies which immunizations to transmit to the registry
- 2) User transmits immunization to the registry
- 3) User pulls historical immunization records from the registry

Outcomes:

- 1) User successfully identifies and transmits immunization to the registry
- 2) User could successfully request historically immunization records from the registry

Challenges Encountered:

- 1) Data issues were the main reasons for rejections. Incorrect lot numbers or vaccine codes entered did not match with the registry data and caused rejection

Resolutions Suggested:

- 1) More user training is required for data entry

Failed Transactions: None

Certification Criteria:

- 170.315(g)(7) Application access – Patient selection.
- 170.315(g)(8) API - Data Category
- 170.315(g)(9) Application access – All data request.

Description of Measurement / Metric

Demonstrate the ability to request and make a patient selection based on patient name and date of birth via a 3rd party application that is connected to EHR's patient-facing API following authentication.

Demonstrate the ability to make a data category request for one or more data elements from the Common Clinical Data Set via a 3rd party application that is connected to EHR's patient-facing API following authentication.

Demonstrate the ability to fulfill the data request made based on the selected data category and generate the data file in C-CDA format which can be received and incorporated into the 3rd part application.

EHR must be able to receive a request with sufficient information to uniquely identify a patient and return an ID or other token that can be used by an application to subsequently execute requests for that patient's data

Relied Upon Software: EMRDirect [phiMail® Direct Messaging](#)

Testing Scenarios:

Outcomes: Measure Not Tested with 3rd Party

Challenges Encountered: N/A

Resolutions Suggested: N/A