

REAL WORLD TESTING RESULTS REPORT TEMPLATE

GENERAL INFORMATION

Report ID Number	20211123DOX
Developer Name	DOX EMR
Product Name(s)	DOX EMR
Version Number(s)	5.2
Certified Health IT Product List (CHPL) ID(s)	15.02.05.1317.DOXE.01.01.1.220131 (current), 15.02.02.1317.A059.01.00.1.180315 (previous)
Developer Real World Testing PLAN Page URL	https://www.doxemr.com/copy-of-contact-us
Developer Real World Testing RESULTS Page URL	https://www.doxemr.com/copy-of-contact-us

[OPTIONAL] CHANGES TO ORIGINAL PLAN

If a developer has made any changes to their approach for Real World Testing that differs from what was outlined in their plan, note these changes here.

Summary of Change [Summarize each element that changed between the plan and actual execution of Real World Testing]	Reason [Describe the reason this change occurred]	Impact [Describe what impact this change had on the execution of your Real World Testing activities]
Care setting was changed to medical offices	broaden scope of testing	broadened scope of testing

[OPTIONAL] WITHDRAWN PRODUCTS

If a developer withdrew any products within the past year that were previously included in their Real World Testing plan, please provide the following information.

Product Name(s):	None
Version Number(s):	
CHPL ID(s):	
Date(s) Withdrawn:	
Inclusion of Data in Results Report: [Provide a statement as to whether any data was captured on the withdrawn products. If so, this data should be identified in the results report.]	

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Provide a summary of the Real World Testing methods deployed to demonstrate real-world interoperability, including any challenges or lessons learned from the chosen approach. Summarize how the results that will be shared in this report demonstrate real-world interoperability.

If any non-conformities were discovered and reported to the ONC-ACB during testing, outline these incidences and how they were addressed.

Note: A single Real World Testing results report may address multiple products and certification criteria for multiple care settings.

Summary of testing methods - All as listed in RW test plan spreadsheet.

Key Finding: DOX monitored independent use of all certification criteria and found that no users/customers used most features on their own. DOX contacted customers and queried as to why features were not used- customers were resistant to using features and stated they " slowed them down too much and required too much additional work."

Result- DOX noted considerable resistance by users/ customers to change/acceptance of technology. DOX did assist/ walk 2 users/ customers through each certification criteria/ feature, to assure accuracy of functionality. All certification criteria/features worked successfully and as anticipated. See individual reports in spreadsheet for additional/ specific details on each criteria/feature



STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

Both required and voluntary standards updates must be addressed in the Real World Testing plan. Real World Testing plans must include all certified health IT updated to newer versions of standards prior to August 31 of the year in which the updates were made.

Indicate as to whether optional standards, via SVAP and/or USCDI, are leveraged as part of the certification of your health IT product(s).

☐ Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below).

☒ No, none of my products include these voluntary standards

Standard (and version)	
Updated certification criteria and associated product	
Health IT Module CHPL ID	
Conformance measure	

Care Setting(s)

The expectation is that a developer's Real World Testing is conducted within each type of clinical setting in which their certified health IT is marketed. Health IT developers are not required to test their certified health IT in every setting in which it is marketed for use.

List each care setting that was tested.

All RW testing was performed in Medical offices, which are the market setting for its intended use

Metrics and Outcomes

Health IT developers should detail outcomes from their testing that successfully demonstrate that the certified health IT:

1. is compliant with the certification criteria, including the required technical standards and vocabulary codes sets;

2. is exchanging electronic health information (EHI) in the care and practice settings for which it is marketed for use; and/or,
3. EHI is received by and used in the certified health IT.

(from 85 FR 25766)

Health IT developers could also detail outcomes that did not result from their measurement approach if that better describes their efforts.

Within this section, health IT developers should also describe how the specific data collected from their Real World Testing measures demonstrate their results. Where possible, context should be provided to the measures and results to understand the number of sites/users/transactions tested for the specified measures (i.e., the denominator for comparison to the reported results). If applicable, any Relied Upon Software that is used to meet a criterion's requirements should be included in this section.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software (if applicable)	Outcomes	Challenges Encountered (if applicable)
Details in spreadsheet	Details in spreadsheet	Details in spreadsheet	Details in spreadsheet	Details in spreadsheet

KEY MILESTONES

Include a list of key milestones that were met during the Real World Testing process. Include details on how and when the developer implemented measures and collected data. Key milestones should be relevant and directly related to outcomes discussed.

For each key milestone, describe when Real World Testing began in specific care settings and the date/timeframe during which data was collected.

Key Milestone	Care Setting	Date/Timeframe
Quarterly testing and results- data collected Start date Q1 – 1/1/22 Q2 – 4/1/22 Q3 – 7/1/22 Q4 – 10/1/22	medical offices	4/1/22 - Q1 7/1/22 - Q2 10/1/22 - Q3 1/1/23 - Q4



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CERTIFICATION PROGRAM

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