

Real World Testing plan

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Product Information

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| Plan Report ID Number: [For ONC-Authorized Certification Body use only] | 20211213HEA |
| Developer Name: | Health Companion, Inc |
| Product Name(s): | Health Companion |
| Version Number(s): | 4.0 |
| Product List (CHPL) ID(s): | 15.05.02.1584.A055.01.00.1.180124 |
| Developer Real World Testing Page URL: | https://www.healthcompanion.com/ |

Introduction

Health Companion (HC) is a patient portal. In real world, Health Companion integrates with other ONC certified EMRs to receive the reports and other clinical documents for patient distribution. Patients can login and view, download and transmit their clinical documents.

Health Companion also provides an external interface for the third-party applications to register and receive clinical data/documents using FHIR.

Criteria applicable for Real World Testing

E (1) g(7), g(8), g(9), and h(2) are the certified measures in Health Companion eligible for Real World Testing (RWT).

Testing platform

Health Companion will be using our production system (www.healthcompanion.com) for Real world Testing

Testing approach

Use case/scenario based/ Report Metrics

HC will simulate patient-focused real world testing scenarios and use cases. In some cases, real world patient data will be used to confirm compliance with the measures such as transmission status. The steps of use case/scenarios will be mapped to the individual requirements within the certification criteria. HC will also do the data analysis with respect to the patient focused scenarios and provide reports for the same.

HC will be using an end user (EHR) system for conducting the testing scenarios.

Testing plans

e (1) – View, Download and Transmit

Testing approach

- Data analysis (Reports based) – HC will be providing reports for two quarters (Second and third quarter of 2022)

Description of Measurement/ Metric

Following metrics will be shared

- Total number of C-CDA documents made available to patients via a patient portal
- Total number of patient invites to create portal account
- Total number of new patient portal accounts/logins
- Total number of patient portal access events/logins

Justification for selected measurement/metric

- To demonstrate the volume of C-CDAs made available to patients in an automated manner via the patient portal
- To demonstrate the volume of invitations to patients to create a patient portal account
- To demonstrate the volume of new patient portal accounts/logins
- To demonstrate the total volume of successful patient access events/logins.

Care Setting(s)

- Provider system (All specialties)

Expected outcomes

- Identification of total number of CCDAs made available to the patients by Month
- Identification of total number of patient invites to create the portal account by Month
- Identification of total number of new patient portal accounts
- Identification of total number of patient portal access

g(7), g(8) and g(9) – Application Access

Testing approach

- A test patient authenticates to Health Companion and receive the patient consolidated CCDA via an end user application (Scenario based)

Description of Measurement/Metric

- Demonstration of a patient's ability to make an all data request for a C-CDA via an end user application
- Check audit events are correctly logged for the test patient (visual inspection)

Justification for selected measurement/metric

- Demonstrate end to end functionality when a patient makes a request for a CCDA via an end user application.
- The patient will be authenticated, and the CCDA will be returned to the end user application.

Care Setting(s)

- Provider system (All specialties)

Expected outcomes

- Documentation evidencing a patient's ability to request and retrieve a CCDA via an end user application

h(2) Direct Project

Testing approach

- Data analysis using database logs (reports based) – HC will be providing reports for two quarters (Second and third quarter of 2022)

Description of Measurement/Metric

- Total number of successfully transmitted C-CDAs via Direct messaging
- Total number failed C-CDA transmissions
- Total number received C-CDAs via Direct messaging

Justification for selected measurement/metric

- To demonstrate the volume of successfully and unsuccessfully transmitted C-CDAs via Direct messaging (count from the database logs)
- To demonstrate the volume of successful receipt of C-CDAs via Direct Messaging (count from the database logs)

Care Setting(s)

- Provider system (All specialties)

Expected outcomes


- Identification of volume of aggregated successful, and failed transmissions of C-CDAs via Direct Messaging by month.
- Identification of volume of aggregated received transmissions of C-CDAs by month.

Key Milestones

| Milestones | Date/timeframe |
|--|-----------------------|
| RWT plan kick off | January 2, 2022 |
| Prepare data analysis checklist and submit to the project management and customer support team | January 10, 2022 |
| Begin the collection of information (three months duration) – Second quarter 2022 | March 1 2022 |
| Follow-up with providers and authorized representatives to understand any issues arising with the data collection. | Quarterly, 2022 |
| Data collection and review – Second quarter 2022 | June, 2022 |
| Begin data collection – Third quarter 2022 | June, 2022 |
| Data collection review – Third quarter 2022 | September, 2022 |
| Analysis and report creation | October/November 2022 |
| Submit Real World Testing report to ACB | December 5, 2022 |

Attestation

This Real World Testing plan is complete with all required elements, including measures that address all certification criteria and care settings. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

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