



Real World Testing Plan

GENERAL INFORMATION

Plan Report ID Number:

Developer Name: Cyfluent

Product Name(s): Cyfluent

Version Number(s): 3.2.9

Certified Health IT: 0015ET7SML1PUC3

Product List (CHPL) ID(s): 15.04.04.2975.Cyfl.03.00.1.190813

Developer Real World Testing Page URL: [https://www.cyfluentphr.com/ Files/CURES/](https://www.cyfluentphr.com/Files/CURES/)

REAL WORLD TESTING SUMMARY

- **Justification:** The ability for patients and providers to not only share information within their ecosystem, but also share more seamlessly with external healthcare systems, is essential for patient care, and the main thrust behind the information blocking initiative.
- **Test Methodology:** Case management logs and system logs will be reviewed to ensure the export function is operating properly and to determine the frequency of use. Log files obtained during Real World Testing will be used for analysis in several areas to validate the proper operation of the export. This test methodology will primarily test the conformance of the implementation.
- **Expected Outcome(s):**
 - Demonstrate how patients engaged with the usage of the patient portal:
 - That all patients have access to their data.
 - That all patient operations are logged in an audit log.
 - Hope that patients are actively and aggressively using the ability to download their health data and send secure messages. This is an expectation since we have no control over patient activity.

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

Use Case 1 Overview:

The ability for patients to actively participate in the management of their healthcare data.



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

Standard (and version)	All standards versions are those specified in USCDI v1. The developer plans to use SVAP to update its (e)(1) module to support the new version of the Direct transport protocol (now known as Secure Health Transport) during the testing period.
Method used for standard update	SVAP
Date of ONC-ACB notification	April 2022
Date of customer notification (SVAP only)	April 2022
USCDI-updated criteria	The plan documents the support of all USCDI v1 data elements.

MEASURES USED IN OVERALL APPROACH

Measurement/Metric	Description
§ 170.315 (e)(1) View, download, and transmit to 3 rd party / Measure Success/Error Rates	i. View
	ii. Download
	iii. Transmit
	iv. Record

Associated Certification criteria

Measurement/Metric	Associated Certification Criteria



Justification for selected measurement/metric

The ability for patients and providers to not only share information within their ecosystem, but also share more seamlessly with external healthcare systems, is essential for patient care, and the main thrust behind the information blocking initiative.

Care Setting

Care Setting	Justification
Ambulatory Care	Cyfluent plans to work with an Ophthalmology customer, who receives referrals for all of their business. This makes them a prime candidate for communication with external health information exchanges (HIE) using the Direct secure messaging protocol.

Expected outcomes

- That all patients have access to their data.
- That all patient operations are logged in an audit log.
- Hope that patients are actively and aggressively using the ability to download their health data and send secure messages. This is an expectation since we have no control over patient activity.
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SCHEDULE OF KEY MILESTONES

Key Milestone	Date/Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	December 2022
Collection of information as laid out by the plan for the period.	January 2023
Planned System updates to allow for collection of data after a SVAP update.	March 2023
Follow-up with providers and authorized representatives to understand any issues arising with the data collection.	Quarterly 2023
End of Real World Testing period/final collection of all data for analysis	January 2024
Analysis and report creation	January 2024
Submit Real World Testing report to ACB (Drummond)	February 2024



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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Dan Schneider (Dec 15, 2022 09:59 EST)

Date: 12/15/2022

Real World Test Plan_e1 2022

Final Audit Report

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