# Sophrona e2015 Portal Technology
# 2022 Real-World Test Results

## General Information

*Document last updated: 2/6/2023*

Certified Health IT developers are required to conduct Real World Testing of their Certified Health IT products under the ONC Health IT Certification Program.  This document is the 2022 Real-World Test Results for Sophrona Solutions, Inc. Portal Technology **v10.5.**

General Information:

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|---|---|
| Developer Name: | Sophrona Solutions, Inc. |
| Product Name: | Sophrona e2015 Portal Technology |
| Version Number: | Version **R10.5** |
| Certified Health IT Product List (CHPL) ID(s): | 15.04.04.2355.Soph.10.00.0.171108 |
| ONC-ACT Certification ID: | 15.04.04.2355.Soph.10.00.0.171108 |
| Developer Real World Testing Page URL: | https://sophrona.com/products/meaningful-use-portal/#drummond-certification |

## Summary of Testing Methods and Key Findings

The Real-World Testing is designed around "use cases," which describe how the user interacts with the system for performing a specific task. In this Real-World Testing Plan, the use cases are mapped to individual groups of related certification criteria associated with those user tasks. The test design for each such use case specifies and justifies an approach to real world testing and specifies one or metrics, which are intended to facilitate meaningful evaluation of the system in a real-world environment.

The following table provides a summary of the use cases and the associated RWT metrics.  Details for each use case are defined in detail in this test plan.

| Use Case | Metric | Relied Upon Software |
|---|---|---|
| 1. View electronic health information | 1A – Percentage of error rate of users unable to view their available chart information. | None |
| | 1B – Percentage of error rate of users unable to view their chart information for a specific date. | |
| | 1C – Percentage of error rate of users unable to find chart information within a chosen date range. | |

| Use Case | Metric | Relied Upon Software |
|---|---|---|
| | 1D – Percentage of error rate of users unable to view provider name and office contact info (ambulatory specific setting) | |
| 2. Download electronic health information | 2A – Percentage of error rate for users downloading their human readable chart information. | None |
| | 2B – Percentage of error rate for users downloading chart information as CCD. | |
| 3. Transmit electronic health information | 3A – Percentage of error rate for users transmitting their chart information using the encrypted process. | None |
| | 3B – Percentage of error rate for users transmitting their chart information using the unencrypted process. | |
| 4. Patient Selection API Request | 4A – Percentage of error rate of API requests for patient identification. | None |
| 5. Patient Data Category API Request | 5A – Percentage of error rate of API requests for patient data category request for *Assessment and Plan of Treatment.* | None |
| 6. Patient Data All API Request | 6A – Percentage of error rate of API requests for patient all-data requests. | None |

The following table provides a summary of the use cases testing methods.

| Use Case | Method |
|---|---|
| 1. View electronic health information | Log files will be used to determine the number of successful views. Additionally, the Issue management system will be used to report and document any instances regarding the inability to view, download or transmit. |
| 2. Download electronic health information | |
| 3. Transmit electronic health information | |
| 4. Patient Selection API Request | Log files of the API will be used to determine the number of instances where a patient identifier was returned or not. |
| 5. Patient Data Category API Request | |
| 6. Patient Data All API Request | |

The following are the applicable Real World Testing Certification Criteria that Sophrona Solutions documented in its Real-World Test Plan for 2022.   The 2022 Test Plan Status column depicts the key findings/plan status of testing for each criterion.

| Regulation Text Citation | Certification Criterion | 2022 Test Plan Status |
|---|---|---|

| §170.315(e)(1) | View, download, and transmit to 3rd party | Testing current as of Q4-2022 |
|---|---|---|
| §170.315(g)(7) | Application access – patient selection | As of Q4-2022 there are no clients using the technology. |
| §170.315(g)(8) | Application access – data category request | As of Q4-2022 there are no clients using the technology. |
| §170.315(g)(9) | Application access – all data request | As of Q4-2022 there are no clients using the technology. |

## Standards Updates

No, none of my products include these voluntary standards.

| Standard (and version) | Web Content Accessibility Guidelines (WCAG) 2.0 Level A Conformance (no change) |
|---|---|
| Updated certification criteria and associated product | Sophrona Solutions, Inc. Portal Technology **v10.5** |
| CHPL Product Number | 15.04.04.2355.Soph.10.00.0.171108 |
| Conformance measure | None |

## Care Settings

Sophrona Solutions is a leading provider of patient engagement solutions to eye care doctors in the US. The Real-World Testing specified in this test plan is restricted to an ambulatory setting within three different sized practices to best reflect Sophrona's client base of providers.

| Care Setting Type | Justification | Client Selected |
|---|---|---|
| Small Group Practice (solo physician up to 3 physicians) | Because of their small size, the smaller practices often have a greater pulse on patient experiences with the Patient Portal. The challenge will be whether the smallest practices have the time to complete testing logs as requested. | Ideal Eye Care Las Vegas, NV |
| Medium Group Practice (4 to 15 physicians) | The medium group practice will have a good blend of patient experience along with enough staff to be able to provide feedback and complete testing logs as requested. | Eye Surgeons Associates Bettendorf IA |
| Large Group Practice (16 or more physicians) | The larger group practices will be the most useful for the API testing as these groups are most typically the ones utilizing the functionality with their referral network. | N/A – no RWT for Application Access as of Q2-2022. |

# Test Results Use Case 1 (View Conformance Metrics)

This use case demonstrates the ability for a patient and authorized user of the patient to view their electronic health information on the Patient Portal.

| Regulation Text Citation | Certification Criterion |
|---|---|
| §170.315(e)(1) View, download, and transmit to 3rd party | (i)(A)(1) View Common Clinical Data Set |
| | (i)(A)(2) Ambulatory setting Only |
| | (i)(D)(1) Specific Date |
| | (i)(D)(2) Date Range |

## Real-World Test Results by Quarter in 2022

| Q1-2022 test timeframe: | 3/16 – 3/30 | |
|---|---|---|
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to View | .0 (source: API log file review 0 error / 34 success) | .011 (source: API log file review 4 error / 337 success) |
| Unable to View:  Specific Date | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Date range | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Provider Name and Office Contact | .0 (source: client support logs) | .0 (source: client support logs) |
| **Q2-2022 test timeframe:** | **4/25 – 5/09** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to View | .0 (source: API log file review 0 error / 22 success) | .019 (source: API log file review 6 error / 308 success) |
| Unable to View:  Specific Date | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Date range | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Provider Name and Office Contact | .0 (source: client support logs) | .0 (source: client support logs) |
| **Q3-2022 test timeframe:** | **9/11 – 9/21** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to View | .0 (source: API log file review 0 error / 4 success) | .019 (source: API log file review 6 error / 344 success) |
| Unable to View:  Specific Date | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Date range | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Provider Name and Office Contact | .0 (source: client support logs) | .0 (source: client support logs) |
| **Q4-2022 test timeframe:** | **10/25 – 11/1** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |

| | | |
|---|---|---|
| Unable to View | .0 (source: API log file review 0 error / 0 success) | .017 (source: API log file review 7 error / 405 success) |
| Unable to View: Specific Date | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Date range | .0 (source: client support logs) | .0 (source: client support logs) |
| Unable to View: Provider Name and Office Contact | .0 (source: client support logs) | .0 (source: client support logs) |

# Test Results Use Case 2 (Download Conformance Metrics)

This use case demonstrates the ability for a patient and authorized user of the patient to download their electronic health information from the Patient Portal and view the downloaded information using a mechanism outside of the Patient Portal.

| Regulation Text Citation | Certification Criterion |
|---|---|
| §170.315(e)(1) View, download, and transmit to 3rd party | (i)(B)(1)(i) Download in Human Readable Format |
| | (i)(B)(1)(ii) Download as CCD |
| | (i)(B)(2) Download CCD in Human Readable Format |

## Real-World Test Results by Quarter in 2022

| Q1-2022 test timeframe: | 3/16 – 3/30 | |
|---|---|---|
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to Download in human readable format | .0 (source: API log file review (0 error / 8 success) | .0 (source: API log file review 0 error / 69 success) |
| Unable to Download as CCD | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 2 success) |
| **Q2-2022 test timeframe:** | **4/25 – 5/09** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to Download in human readable format | .0 (source: API log file review 0 error / 6 success) | .0 (source: API log file review 0 error / 56 success) |
| Unable to Download as CCD | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 0 success) |
| **Q3-2022 test timeframe:** | **9/11 – 9/21** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to Download in human readable format | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 39 success) |
| Unable to Download as CCD | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 1 success) |
| **Q4-2022 test timeframe:** | **10/25 – 11/1** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |

| Unable to Download in human readable format | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 84 success) |
|---|---|---|
| Unable to Download as CCD | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 2 success) |

# Test Results Use Case 3 (Transmit Conformance Metrics)

This use case demonstrates the ability for a patient and authorized user of the patient to transmit their electronic health information from the Patient Portal using unencrypted and encrypted methods.

| Regulation Text Citation | Certification Criterion |
|---|---|
| §170.315(e)(1) View, download, and transmit to 3rd party | (i)(C)(1)(i) Transmit using Unencrypted Email |
| | (i)(C)(1)(ii) Transmit using Encrypted Method |

## Real-World Test Results by Quarter in 2022

| Q1-2022 test timeframe: | 3/16 – 3/30 | |
|---|---|---|
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to Transmit Encrypted | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 1 success) |
| Unable to Transmit Unencrypted | .0 (source: API log file review 0 error / 2 success) | .0 (source: API log file review 0 error / 9 success) |
| **Q2-2022 test timeframe:** | **4/25 – 5/09** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to Transmit Encrypted | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 0 success) |
| Unable to Transmit Unencrypted | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 6 success) |
| **Q3-2022 test timeframe:** | **9/11 – 9/21** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to Transmit Encrypted | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 0 success) |
| Unable to Transmit Unencrypted | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 6 success) |
| **Q4-2022 test timeframe:** | **10/25 – 11/1** | |
| **Percentage Error Rate** | **Ideal Eye Care** | **Eye Surgeons Associates** |
| Unable to Transmit Encrypted | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 0 success) |
| Unable to Transmit Unencrypted | .0 (source: API log file review 0 error / 0 success) | .0 (source: API log file review 0 error / 3 success) |

# Attestation

This Real-World Test Results 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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