Sophrona e2015 Portal Technology 2023 Real-World Test Results

Introduction

Document last updated: 2/20/2024

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 2023 Real-World Test Results for Sophrona Solutions, Inc. Portal Technology v10.10.

General Information:

Developer Name:	Sophrona Solutions, Inc.
Product Name:	Sophrona e2015 Portal Technology
Version Number:	Version R10.10
Certified Health IT Product List (CHPL) ID(s):	15.04.04.2355.Soph.10.01.1.221227
ONC-ACT Certification ID:	15.04.04.2355.Soph.10.01.1.221227
Developer Real World Testing Page URL:	https://sophrona.com/products/certifications/

The following are the applicable Real World Testing Certification Criteria that Sophrona Solutions documented in its Real-World Test Plan for 2023.   The 2023 Test Plan Status column depicts the current status of testing for each criterion.

Regulation Text Citation	Certification Criterion	2023 Test Plan Status
§170.315(e)(1)	View, download, and transmit to 3rd party	Testing complete - End of Q4-2023.

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	*Practice Name Redacted* Las Vegas, NV

	smallest practices have the time to complete testing logs as requested.	
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.	*Practice Name Redacted* 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 Q2-2023.

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 in 2023

Q2-2023 test timeframe:	4/18 – 6/30	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXXX Associates**
Unable to View	.0 (source: API log file review 0 error / 85 success)	.013 (source: API log file review 39 error / 2909 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)
Q3-2023 test timeframe:	**7/1 – 9/30**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXXX Associates**
Unable to View	.0 (source: API log file review 0 error / 26 success)	.012 (source: API log file review 50 error / 4114 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)
Q4-2023 test timeframe:	**10/01 – 10/19**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXXX Associates**
Unable to View	.0 (source: API log file review 0 error / 1 success)	.010 (source: API log file review 5 error / 498 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)
Year 2023 test timeframe:	**4/18 – 12/31**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXXX Associates**

Unable to View	.0 (source: API log file review 0 error / 117 success)	.014 (source: API log file review 130 error / 9465 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 in 2023

Q2-2023 test timeframe:	4/18 – 6/30	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXXX Associates**
Unable to Download in human readable format	.0 (source: API log file review 0 error / 1 success)	.0 (source: API log file review 0 error / 407 success)
Unable to Download as CCD	.0 (source: API log file review 0 error / 0 success)	.0 (source: API log file review 0 error / 27 success)
Q3-2023 test timeframe:	**7/1 – 9/30**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXXX Associates**
Unable to Download in human readable format	.0 (source: API log file review 0 error / 5 success)	.0 (source: API log file review 0 error / 595 success)
Unable to Download as CCD	.0 (source: API log file review 0 error / 0 success)	.024 (source: API log file review 1 error / 41 success)
Q4-2023 test timeframe:	**10/01 – 10/19**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXXX Associates**
Unable to Download in human readable format	.0 (source: API log file review 0 error / 7 success)	.0 (source: API log file review 0 error / 59 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)
Year 2023 test timeframe:	**4/18 – 12/31**	

Percentage Error Rate	XXXX Eye Care	Eye XXXXXX Associates
Unable to Download in human readable format	.0 (source: API log file review 0 error / 1 success)	.0001 (source: API log file review 1 error / 1234 success)
Unable to Download as CCD	.0 (source: API log file review 0 error / 0 success)	.0 13 (source: API log file review 1 error / 75 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 in 2023

Q2-2023 test timeframe:	4/18 – 6/30	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXX 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 / 0 success)
Q3-2023 test timeframe:	**7/1 – 9/30**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXX 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 / 0 success)
Q4-2023 test timeframe:	**10/01 – 10/19**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXX 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 / 0 success)
Year 2023 test timeframe:	**4/18 – 12/31**	
Percentage Error Rate	**XXXX Eye Care**	**Eye XXXXXX 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 / 0 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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