# Sophrona e2015 Portal Technology 2024 Real-World Test Results

## Introduction

*Document last updated: 3/8/2025*

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 2024 Real-World Test Results for Sophrona Solutions, Inc. Portal Technology vR10.11.

General Information:

| | |
|---|---|
| Developer Name: | Sophrona Solutions, Inc. |
| Product Name: | Sophrona e2015 Portal Technology |
| Version Number: | Version R10.11 |
| Certified Health IT Product List (CHPL) ID(s): | 15.04.04.2355.Soph.10.02.1.231222 |
| ONC-ACT Certification ID: | 15.04.04.2355.Soph.10.02.1.231222 |
| Developer Real World Testing Page URL: | https://sophrona.com/products/certifications/ |
| Relied Upon Software: | EyeMD Electronic Medical Records Ver. 2.0, Medflow EHR, NextGen Enterprise EHR, Nextech, MDOffice |

The following are the applicable Real World Testing Certification Criteria that Sophrona Solutions documented in its Real-World Test Plan for 2024.   The 2024 Test Plan Status column depicts the current status of testing for each criterion.

| Regulation Text Citation | Certification Criterion | 2024 Test Plan Results Status |
|---|---|---|
| §170.315(e)(1) | View, download, and transmit to 3rd party | Testing complete - 2024 |
| § 170.315(g)(7) | Application access — patient selection | |
| § 170.315(g)(9) | Application access – all data request | |

## 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 | Relied Upon Software |
|---|---|---|---|
| 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. | *Practice Name Redacted* Las Vegas, NV | *EyeMD EMR* |
| 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 | NextGen EHR |
| 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. | N/A |

# 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 2024

| Q1-2024 test timeframe: 1/01 – 3/18 | | |
|---|---|---|
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to View | .000 (source: API log file review 0 error / 153 success) | .003 (source: API log file review 8 error / 2671 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) |
| **Q2-2024 test timeframe: 4/01 – 5/20** | | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to View | .000 (source: API log file review 0 error / 31 success) | .006 (source: API log file review 9 error / 1361 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) |
| **Q3-2024 test timeframe: 7/1 – 9/26** | | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to View | .000 (source: API log file review 0 error / 102 success) | .013 (source: API log file review 32 error / 2375 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) |
| **Q4-2024 test timeframe:** | **10/01 – 12/11** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to View | .000 (source: API log file review 0 error / 31 success) | .013 (source: API log file review 24 error / 1795 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 2024 test timeframe:** | **1/01 – 12/31** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to View | .000 (source: API log file review 0 error / 334 success) | .008 (source: API log file review 83 error / 10,231 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 2024

| Q1-2024 test timeframe: | 1/01– 3/18 | |
|---|---|---|
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to Download in human readable format | .000 (source: API log file review 0 error / 2 success) | .000 (source: API log file review 0 error / 151 success) |
| Unable to Download as CCD | .000 (source: API log file review 0 error / 0 success) | .000 (source: API log file review 0 error / 7 success) |
| **Q2-2024 test timeframe:** | **4/01– 5/20** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to Download in human readable format | .000 (source: API log file review 0 error / 2 success) | .000 (source: API log file review 0 error / 91 success) |
| Unable to Download as CCD | .000 (source: API log file review 0 error / 0 success) | .000 (source: API log file review 0 error / 12 success) |
| **Q3-2024 test timeframe:** | **7/1 – 9/26** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to Download in human readable format | .125 (source: API log file review 2 error / 16 success) | .000 (source: API log file review 0 error / 169 success) |
| Unable to Download as CCD | .000 (source: API log file review 0 error / 1 success) | .000 (source: API log file review 0 error / 9 success) |
| **Q4-2024 test timeframe:** | **10/01 – 12/11** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to Download in human readable format | .000 (source: API log file review 0 error / 3 success) | .000 (source: API log file review 0 error / 100 success) |
| Unable to Download as CCD | .000 (source: API log file review 0 error / 0 success) | .000 (source: API log file review 0 error / 6 success) |
| **Year 2024 test timeframe:** | **1/01 – 12/31** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| Unable to Download in human readable format | .083 (source: API log file review 2 error / 24 success) | .000 (source: API log file review 0 error / 553 success) |
| Unable to Download as CCD | .000 (source: API log file review 0 error / 1 success) | .000 (source: API log file review 0 error / 36 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 2024

| Q1-2024 test timeframe: | 1/01 – 3/18 | |
|---|---|---|
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX 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) |
| **Q2-2024 test timeframe:** | **4/01 – 5/20** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX 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) |
| **Q3-2024 test timeframe:** | **7/1 – 9/26** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX 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) |
| **Q4-2024 test timeframe:** | **10/01 – 12/11** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX 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 2024 test timeframe:** | **1/01 – 12/31** | |
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX 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) |

# Test Results Use Case 4 (Application Access Metrics)

This use case will cover two-related patient data access criteria.

| Regulation Text Citation | Certification Criterion |
|---|---|
| §170.315 (g)(7) Application access – patient selection | (i) *Functional requirement.* The technology must be able to receive a request with sufficient information to uniquely identify a patient and return an ID or other token that can be used by an application to subsequently execute requests for that patient's data. |
| | (ii) API Documentation |
| §170.315 (g)(9) Application access – all data request | (i) *Functional requirement.* Respond to requests for patient data  for all of the data classes expressed in the standards in § 170.213 at one time and return such data in a summary record formatted in accordance with § 170.205(a)(4) and (5) following the CCD document template. |
| | (ii) API Documentation |

## Real-World Test Results in 2024

Expected outcome: As noted in the test plan, "Although this functionality will be made available, the adoption or implementation rate of this API is expected to be low. Therefore, if the implementation rate turns out to be zero, a test run may be executed from time-to-time to prove the API continues to be functional and accessible."

Actual Outcome: As anticipated and described in the test plan, there were no external API patient token or data requests. Therefore and because of this, the confirmation that the API was functional and available was confirmed via an indirect API user. That is to say, the Sophrona Patient Portal performs API calls on behalf of the logged in portal user, when requested. Even this functionality via the Sophrona Patient Portal is seldom used but available. By simply checking at any time period across all of the Sophrona customers, it is proven that the functionality existed and was indirectly accessed.

| Year 2024 Outcomes: | 1/01 – 12/31 | |
|---|---|---|
| **Percentage Error Rate** | **XXXX Eye Care** | **Eye XXXXXXX Associates** |
| General Statement | There were no external API patient token or data requests. | |
| API Documentation | Referenced on CHPL Search | |
| Application access – patient selection & all data request | On average, over 1800 patient-specific requests are made on a monthly basis via the Sophrona Patient Portal. - Confirmed | |

## 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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