



Sophrona e2015 Portal Technology 2025 Real-World Test Results

Introduction

Document last updated: 01/18/2026

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 2025 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, MDOOffice

The following are the applicable Real World Testing Certification Criteria that Sophrona Solutions documented in its Real-World Test Plan for 2025. The 2025 Test Plan Status column depicts the current status of testing for each criterion.

Regulation Text Citation	Certification Criterion	2025 Test Plan Results Status
§170.315(b)(10)	Electronic Health Information export	Testing complete - 2025
§170.315(e)(1)	View, download, and transmit to 3 rd party	
§ 170.315(g)(7)	Application access — patient selection	
§ 170.315(g)(9)	Application access – all data request	
§ 170.315(g)(10)	Standardized API for patient and population services	

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.	<i>Practice Name Redacted</i> 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.	<i>Practice Name Redacted</i> 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 3 rd 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 2025

Q1-2025 test timeframe: 1/01 – 3/22		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to View	.017 (source: API log file review 1 error / 58 success)	.006 (source: API log file review 18 error / 2995 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)
Q2-2025 test timeframe: 4/01 – 6/30		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to View	.035 (source: API log file review 2 error / 56 success)	.011 (source: API log file review 31 error / 2802 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)
Q3-2025 test timeframe: 7/1 – 9/30		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to View	.000 (source: API log file review 0 error / 69 success)	.008 (source: API log file review 35 error / 4108 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)
Q4-2025 test timeframe: 10/01 – 12/31		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to View	.000 (source: API log file review 0 error / 31 success)	.003 (source: API log file review 13 error / 4263 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 2025 test timeframe: 1/01 – 12/31		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to View	.013 (source: API log file review 3 error / 216 success)	.007 (source: API log file review 103 error / 14531 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 3 rd 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 2025

Q1-2025 test timeframe: 1/01– 3/22		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Download in human readable format	.000 (source: API log file review 0 error / 4 success)	.312 (source: API log file review 54 error / 173 success)
Unable to Download as CCD	.000 (source: API log file review 0 error / 0 success)	.750 (source: API log file review 9 error / 12 success)
Q2-2025 test timeframe: 4/01 – 6/30		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Download in human readable format	.000 (source: API log file review 0 error / 1 success)	.000 (source: API log file review 0 error / 444 success)
Unable to Download as CCD	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 31 success)
Q3-2025 test timeframe: 7/1 – 9/30		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Download in human readable format	.000 (source: API log file review 0 error / 6 success)	.001 (source: API log file review 1 error / 542 success)
Unable to Download as CCD	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 33 success)
Q4-2025 test timeframe: 10/01 – 12/31		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Download in human readable format	.000 (source: API log file review 0 error / 7 success)	.000 (source: API log file review 0 error / 581 success)
Unable to Download as CCD	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 39 success)
Year 2025 test timeframe: 1/01 – 12/31		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Download in human readable format	.000 (source: API log file review 0 error / 18 success)	.030 (source: API log file review 55 error / 1775 success)
Unable to Download as CCD	.000 (source: API log file review 0 error / 0 success)	.073 (source: API log file review 9 error / 122 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 3 rd party	(i)(C)(1)(i) Transmit using Unencrypted Email
	(i)(C)(1)(ii) Transmit using Encrypted Method

Real-World Test Results in 2025

Q1-2025 test timeframe: 1/01 – 3/22		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Transmit Encrypted	.000 (source: API log file review 0 error / 0 success)	.000 (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)
Q2-2025 test timeframe: 4/01 – 6/30		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Transmit Encrypted	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 0 success)
Unable to Transmit Unencrypted	.0 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 0 success)
Q3-2025 test timeframe: 7/1 – 9/30		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Transmit Encrypted	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 0 success)
Unable to Transmit Unencrypted	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 0 success)
Q4-2025 test timeframe: 10/01 – 12/31		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Transmit Encrypted	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 0 success)
Unable to Transmit Unencrypted	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 3 success)
Year 2025 test timeframe: 1/01 – 12/31		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX Associates
Unable to Transmit Encrypted	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 0 success)
Unable to Transmit Unencrypted	.000 (source: API log file review 0 error / 0 success)	.000 (source: API log file review 0 error / 3 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) <i>Functional requirement.</i> 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) <i>Functional requirement.</i> 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
§170.315 (b)(10) Electronic Health Information export	(i) Single patient electronic health information export.
	(ii) Patient population electronic health information export.
§170.315 (g)(10) Standardized API for patient and population services	(i) Authentication and app authorization – The number of API applications that are registered and authenticated.
	(ii) Data response – Respond to requests for single and multiple patient’s data according to the standards adopted.

Real-World Test Results in 2025

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 2025 Outcomes: 1/01 – 12/31		
Percentage Error Rate	XXXX Eye Care	Eye XXXXXXXX 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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