



Real World Test Plan

General Information

Plan Report ID Number:

Developer Name: Networking Technology Inc., dba RXNT

Product Name(s): RXNT Electronic Health Records

Version Number(s): 7.2

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2046.RxNT.72.00.1.171228

Developer Real World Testing Page URL: <https://info.rxnt.com/2015-onc-certification>

Justification for RWT Approach

The following Real World Testing Plan includes measurements that focus on quantifying the successful utilization of functionality supporting each of the Health IT requirements. This approach allows RXNT to demonstrate that, in addition to functionally meeting the requirements for the Certified EHR Technology (CEHRT) criteria listed in this plan, customers using the Electronic Health Records (EHR) are able to successfully interact with the associated features in order to support interoperability in patient care.

Measurements reported are presented as either the number of instances occurring during the measurement period or as a percentage of the instances that were either successful or unsuccessful during the measurement period. Number of instances allows RXNT to demonstrate the volume of activity being supported by the product for all active customers. Successful and unsuccessful measurements allow demonstration of the reliability of the software as it relates to CEHRT criteria.

Measures Used in Overall Approach

Description of Measurement, Associated Certification Criteria, and Justification

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Transitions of care - send	Report the number of instances where a successful outgoing direct email included an attached XML file.	170.315(b)(1)	Confirms that XML files are able to be included on outgoing direct email messages. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations .	More than 1 instance during each measurement period
Transitions of care - receive	Report the number of instances where a successfully received direct email included an attached XML file.	170.315(b)(1)	Confirms that XML files are able to be included on incoming direct email messages. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations .	More than 1 instance during each measurement period
Invalid CCD Received	Report the percent of XML files received by direct email and rejected as invalid. The data will be presented as a percentage with the following parameters: Numerator - The number of direct emails received that included a XML file and were flagged as invalid format. Denominator - The total number of direct emails received that included a XML file attachment.	170.315(b)(1)	Validates that CCD files are being received by direct email and successfully validated for the correct format. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations .	Less than 10% for each measurement period; some errors are expected due to inappropriate format, poor internet connection, etc.

Measurement	Description	Associated Criteria	Justification	Expected Outcome
View Received CCD	<p>Report the percent of received XML files that were viewed in the EHR after being received by direct email. The data will be presented as a percentage with the following parameters:</p> <p>Numerator - The total number of received CCDs that were viewed by a user in human-readable format.</p> <p>Denominator - The total number of direct emails received that included a valid XML file attachment.</p>	170.315(b)(1)	<p>Confirms that CCD files are received in such a way that users are able to review the human-readable format within the EHR system. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations.</p>	<p>Greater than 75% for each measurement period; some "abandoned" CCD files are expected due to users no longer providing care for the given patient, providers not checking their direct email messages in a timely manner, etc.</p>
Create Single Patient CCD	<p>Report the percent of CCD files successfully sent via direct email using the Chart Summary CCD functionality for a specific patient. The data will be presented as a percentage with the following parameters:</p> <p>Numerator - The number of direct emails successfully sent from the Chart Summary CCD tool that contained a CCD file.</p> <p>Denominator - The total number of attempts to send a direct email containing a CCD file from the Chart Summary CCD tool.</p>	170.315(b)(1)	<p>Validates that a user is able to generate, without assistance from a developer, a CCD file for a single patient and transmit the file via direct email. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations.</p>	<p>Greater than 90%; some errors are expected due to poor internet connection, request time-outs, etc.</p>
Save CCD to Patient	<p>Report the number of instances where a CCD file is saved from a direct email to a specific patient's chart in the EHR.</p>	170.315(b)(2)	<p>Confirms that users are appending received CCD files to a patient chart for reconciliation.</p>	<p>More than 1 instance during the measurement period</p>

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Reconcile Medications, Allergies, and Problems	Report the number of patients who had at least (1) CCD file saved to their chart from direct email and had medication, allergy, and/or problem reconciliation performed.	170.315(b)(2)	Validates that users have access to reconcile patient information from a received CCD file.	Greater than 5 patients during the measurement period
NewRx Transactions	Report the number of electronic prescription transactions successfully transmitted with NewRx message type.	170.315(b)(3)	Confirms that users are able to successfully send new prescription transactions through Surescripts.	Over 1,000,000 transactions per measurement period
RxChange Transactions	Report the percentage of RxChange requests for which a customer responded. The data will be presented as a percentage, with the following parameters: Numerator - The number of RxChange requests responded to, including, approved, approved with changes, and denied responses. Denominator - The total number of RxChange requests received.	170.315(b)(3)	Validates that users are able to successfully respond to RxChange requests received from a pharmacy through Surescripts.	Greater than 25%; some change requests are expected to be voided by the provider and not returned with an approval
CancelRx Transactions	Report the number of electronic prescription transactions successfully transmitted with CancelRx message type.	170.315(b)(3)	Confirms that users are able to successfully send new prescription cancellation transactions through Surescripts for participating pharmacies.	Over 10,000 transactions per measurement period

Measurement	Description	Associated Criteria	Justification	Expected Outcome
RxRenewal Transactions	<p>Report the percentage of RxRenewal requests for which a customer responded. The data will be presented as a percentage, with the following parameters:</p> <p>Numerator - The number of RxRenewal requests responded to, including, approved, approved with changes, and denied responses.</p> <p>Denominator - The total number of RxRenewal requests received.</p>	170.315(b)(3)	Validates that users are able to successfully respond to RxRenewal requests received from a pharmacy through Surescripts.	Greater than 50%; some renewal requests are expected to be voided by the provider and not returned with an approval
RxHistory Transactions	Report the number of transactions successfully received with RxHistoryResponse message type.	170.315(b)(3)	Confirms that medication history is successfully queried against the Surescripts' system.	Over 75,000 transactions per measurement period
EPA Transactions	Report the number of transactions successfully sent OR received with any one of the prior authorization message types (message type beginning with "PA").	170.315(b)(3)	Confirms that users are able to perform prior authorization tasks electronically through Surescripts.	Over 1,000 transactions per measurement period

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Successful Prescription Transactions	<p>Report the percentage of prescription transactions where a success status is received. The data will be presented as a percentage, with the following parameters:</p> <p>Numerator - The number of prescription transactions that were indicated as successful.</p> <p>Denominator - The total number of attempted prescription transactions.</p>	170.315(b)(3)	Validates that the status of a prescription transaction is confirmed by Surescripts and relayed to the user.	Greater than 99%; some errors are expected due to poor internet connection, request time-outs, etc.
Errored Prescription Transactions	<p>Report the percentage of errored prescription transactions. The data will be presented as a percentage, with the following parameters:</p> <p>Numerator - The number of prescription transactions that were not successfully transmitted (errored).</p> <p>Denominator - The total number of attempted prescription transactions.</p>	170.315(b)(3)	Validates that the status of a prescription transaction is confirmed by Surescripts and relayed to the user.	Less than 1%; some errors are expected due to inaccurate prescription information, poor internet connection, request time-outs, etc.

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Prescription Transactions Including Diagnosis	<p>Report the percentage of successful prescription transactions that include a diagnosis. The data will be presented as a percentage, with the following parameters:</p> <p>Numerator - The number of transactions that included a Primary and/or Secondary diagnosis element.</p> <p>Denominator - The total number of successful prescription transactions.</p>	170.315(b)(3)	Validates that users are able to associate a diagnosis to a prescription transaction when applicable for the medication.	Less than 5%; transactions are expected to be sent without diagnosis since this field is not required on all prescriptions
Prescription Transactions Units	<p>Report the number of electronic prescription transactions for each unit type. The data will be presented as follows:</p> <p>Total - The total number of successful electronic prescription transactions.</p> <p>QUOM List - The complete list of unique values for Quantity Unit of Measure (QUOM) used in successful electronic prescription transactions.</p> <p>QUOM Usage - For each unique QUOM, the number of successful prescription transactions that included that QUOM.</p>	170.315(b)(3)	Confirms that only valid quantity units of measure, as specified in NCPDP 2017071, are used for prescription transactions.	Over 1,000,000 total prescription transactions across only Quantity Units of Measure that are acceptable under NCPDP 2017071 Script standard. QUOM used in transactions is expected to be heavily skewed towards usage of tablet, capsule, and ML

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Create Bulk Patient CCD	<p>Report the percent of successfully generated CCD files created from the EHR using the Bulk CCD Export for one or more patients. The data will be presented as a percentage with the following parameters:</p> <p>Numerator - The number of successful attempts to generate a CCD file using the Bulk CCD Export tool in the EHR.</p> <p>Denominator - The total number of attempts to generate a CCD file using the Bulk CCD Export tool in the EHR.</p>	170.315(b)(6)	Validates that a user is able to generate, without assistance from a developer, a CCD file for multiple patients in a single action.	Greater than 90%; some errors are expected due to poor internet connection, request time-outs, etc.
Users Accessing Bulk Patient CCD	<p>Report the percentage of users accessing the Bulk CCD Export tool who have the Clinical Administrator permission associated with their user account. The data will be presented as a percentage with the following parameters:</p> <p>Numerator - The number of users with "Clinical Administrator" permission on their account.</p> <p>Denominator - The total number of unique users (based on DRID) who have accessed the Bulk CCD Export tool.</p>	170.315(b)(6)	Confirms that only users with the appropriate "Clinical Administrator" account permission are able to access the Bulk CCD tool.	100%; users without the correct role are prevented from accessing this tool

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Bulk CCD Scheduled	Report the number of times that a CCD file was scheduled as a recurring export using the Bulk CCD Export Settings.	170.315(b)(6)	Confirms that users are able to schedule recurring CCD Exports	More than 1 time per measurement period
Bulk CCD by Timeframe	Report the percentage of CCD files requested using the Bulk CCD Export where a timeframe was specified by date and/or time. The data will be presented as a percentage with the following parameters: Numerator - The number of CCD requests that included a specified Start Date, Start Time, End Date, and/or End Time. Denominator - The total number of CCD file requests using the Bulk CCD Export tool in the EHR.	170.315(b)(6)	Confirms that Bulk CCD exports are able to be filtered by timeframe.	More than 5 times per measurement period

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Patient Demographics Recorded	<p>Report the number of patient records where demographics impacting CQMs have been recorded. The data will be presented as follows:</p> <p>Total - The total number of patient records for EHR customers.</p> <p>Date of Birth - The number of patient records that include the patient's Date of Birth, allowing RXNT to calculate the patient's age.</p> <p>Gender - The number of patient records that include the patient's Gender.</p>	<p>170.315(c)(1)</p> <p>170.315(c)(2)</p>	Confirms that demographics relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 9 million records at the point of data capture, with more than 98% of the records including date of birth and or gender
Patient Encounters Completed	<p>Report the percentage of signed patient encounters (based on service date). The data will be presented as a percentage with the following parameters:</p> <p>Numerator - The number of encounters that have been signed (based on service date).</p> <p>Denominator - The total number of patient encounters (based on service date).</p>	<p>170.315(c)(1)</p> <p>170.315(c)(2)</p>	Validates that providers are taking appropriate action to ensure that patient encounters are counted for Clinical Quality Measures.	Greater than 75%; some encounters are expected to remain unsigned due to provider abandonment and encounters created towards the end of the measurement period
Patient Vitals Recorded	Report the number of patient records where both height and weight were reported together at least once, allowing RXNT to calculate the patient's BMI.	<p>170.315(c)(1)</p> <p>170.315(c)(2)</p>	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 40,000 records per measurement period

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Patient Smoking Status Recorded	Report the number of patient records where Smoking Status has been recorded in the patient's Social History as a SNOMED code.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 150,000 records per measurement period
Patient Immunization Recorded	Report the number of patient records where an immunization was recorded as administered and included a CVX code.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 1,000 records per measurement period
Patient Allergy Recorded	Report the number of patient records where one or more Allergies have been recorded with an RxNorm and/or SNOMED code.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 40,000 records per measurement period
Patient Prescribed Medication	Report the number of patients who were prescribed a medication that included an RxNorm.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 450,000 records per measurement period
Patient Medication Recorded	Report the number of patient records where one or more Current Medications have been manually recorded with an RxNorm code.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 10,000 records per measurement period

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Patient Labs Recorded	Report the number of patient records where lab orders and/or lab results have been recorded. The data will be presented as follows: Orders - The number of patient records where at least one lab order was recorded and included a LOINC and/or SNOMED code. Results - The number of patient records where at least one lab result was recorded and included a LOINC and/or SNOMED code.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 1,000 records per measurement period for both results and orders
Patient Diagnosis Recorded	Report the number of patient records where one or more active diagnoses have been recorded with an ICD-10 and/or SNOMED code.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 250,000 records per measurement period
Patient Procedures Recorded	Report the number of patient records where a procedure was recorded as performed, including a CPT, HCPCS, and/or SNOMED code.	170.315(c)(1) 170.315(c)(2)	Confirms that patient medical information relevant to Clinical Quality Measures are being recorded in patient charts.	Greater than 50,000 records per measurement period
CQM Report	Report the number of customers who have generated a Clinical Quality Measures report, based on the number of unique doctor companies where at least one user in the company has used the Request Quality Measure Reports for 2022 feature.	170.315(c)(2)	Confirms that users are accessing and generating Clinical Quality Measure data for their practice.	More than 5 companies per measurement period; data is expected to be skewed towards the first quarter, when reporting to CMS is due

Measurement	Description	Associated Criteria	Justification	Expected Outcome
QRDA File Generation	<p>Report the number of successfully generated QRDA files created from the electronic health records (EHR) Quality Measures Report. The data will be presented as a percentage, with the following parameters:</p> <p>Numerator - The total number of successful attempts to generate a QRDA file.</p> <p>Denominator - The total number of attempts to generate a QRDA file using the Quality Measures Report in the EHR.</p>	170.315(c)(3)	Validates that QRDA files are successfully generated upon user request.	Greater than 90%; some errors are expected due to poor internet connection, request time-outs, etc.
Patient Portal Health Summary View	<p>Report the amount of patients and/or patient representatives who are viewing the patient's CCD human-readable format. The data will be presented as a percentage, with the following parameters:</p> <p>Numerator - Out of the denominator, the number of unique patients and patient representatives who generated a Health Summary (CCD) at least once.</p> <p>Denominator - The total number of unique patients and patient representatives who have accessed the patient health records (PHR) portal, based on unique user account logins to the PHR.</p>	170.315(e)(1)	Confirms that CCD files are generated in such a way that PHR users are able to review the human-readable format within the PHR system.	More than 200 views per measurement period, representing approximately 5% of the patients and patient representatives who accessed the PHR. Patients and patient representatives predominantly use the PHR for scheduling appointments, accessing telehealth visits, and paying bills

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Patient Portal Health Summary Download	Report the total number of downloaded health summary (CCD) files by patients and/or patient representatives.	170.315(e)(1)	Confirms that PHR users are able to download their CCD files.	More than 50 downloads per measurement period
Patient Portal Health Summary Email	Report the percentage of successful emails and direct emails of health summary (CCD) files sent by patients and/or patient representatives via the PHR portal. The data will be presented as a percentage, with the following parameters: Numerator - Out of the denominator, the number of emails and direct emails that were sent successfully. Denominator - The total number of emails and direct emails that a patient or patient tried to send from the PHR portal containing a CCD file.	170.315(e)(1)	Validates that PHR users are able to successfully email CCD files for healthcare purposes. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations .	Greater than 75%; some errors are expected due to invalid email address, poor internet connection, request time-outs, etc.
Patient Portal Health Summary Events	Report the total number of activity events, across all patients and patient representatives, recorded for CCD actions taken within the PHR portal, including logins to the portal.	170.315.(e)(1)	Confirms that PHR activities surrounding a patient's CCD are actively being recorded and logged. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations .	Greater than 10,000 events per measurement period

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Immunization File Generation	Report the amount of successfully generated immunization HL7 files, created from the EHR. The data will be presented as a percentage, with the following parameters: Numerator - The total number of successful attempts to generate an HL7 file for immunization records. Denominator - The total number of attempts to generate an HL7 file for immunization records in the EHR.	170.315(f)(1)	Validates that immunization registry files are successfully generated upon user request.	Greater than 95%; some errors are expected due to poor internet connection, request time-outs, etc.
Immunization Records Displayed	Report the total number of successfully received immunization records and/or immunization forecasts for a patient in the EHR.	170.315(f)(1)	Confirms that users are actively interacting with immunization information received by the registry.	More than 80 records displayed per measurement period
API Documentation Views	Report the total number of views recorded for the RXNT Clinical Data API documentation landing page.	170.315(g)(7) 170.315(g)(8) 170.315(g)(9)	Confirms that documentation for APIs is available through a public URL link that is easily accessed.	Less than 10 views per measurement period
“Patient Selection” API Usage	Report the total number of API requests received for accessing individual patient data.	170.315(g)(7)	Confirms that users are able to effectively utilize the available patient data APIs.	Less than 1 event per measurement period; this API is rarely used
“Data Category Request” API Usage	Report the total number of API requests received for a specific data category or for a specific date range.	170.315(g)(8)	Confirms that users are able to effectively utilize the available patient data APIs.	Less than 1 event per measurement period; this API is rarely used
“All Data Request” API Usage	Report the total number of API requests received for all patient data.	170.315(g)(9)	Confirms that users are able to effectively utilize the available patient data APIs.	Less than 1 event per measurement period; this API is rarely used

Measurement	Description	Associated Criteria	Justification	Expected Outcome
Provider Direct Emails Outgoing	Report the percentage of successfully transmitted direct emails sent out by providers using EHR. The data will be presented as a percentage, with the following parameters: Numerator - The number of direct emails that successfully transmitted. Denominator - The total number of direct emails sent out by a provider using the EHR.	170.315(h)(1)	Validates the successful transmission of outgoing direct email messages sent through the integrated HISP product and confirms that the messages are being validated for the appropriate format. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations .	Greater than 90%; some errors are expected due to poor internet connection, request time-outs, etc.
Provider Direct Emails Incoming	Report the percentage of successful incoming direct emails received by providers using EHR. The data will be presented as a percentage, with the following parameters: Numerator - The total number of incoming direct emails that were successfully received. Denominator - The total number of incoming direct emails.	170.315(h)(1)	Validates the successful receipt of incoming direct email messages received through the integrated HISP product and confirms that the messages are being validated for the appropriate format. Direct email is further tested by RosettaHealth, the third-party that handles all RXNT secure email traffic. RosettaHealth HISPDirect (Version 3.0) Real World Test Plans and Results can be found at https://rosettahealth.com/accreditations .	Greater than 90%; some errors are expected due to poor internet connection, request time-outs, etc.
List of Specialties	Report the total list of unique specialties that are reported by RXNT EHR users as their primary and/or secondary specialty.	Not applicable	Displays the breadth of ambulatory care specialties that are successfully supported with the EHR solution.	Over 150 different specialties

Care Settings

Care Setting	Justification
Ambulatory	RXNT EHR is intended and designed for providers and staff in the ambulatory setting, including hospice, urgent care and multi-specialty practices. Our solution is designed in a way that providers and staff can choose the workflow that best fits their practice, allowing a multitude of specialties and practice sizes to be supported. This approach allows RXNT to fully support our customers as their organization grows or their needs change. The “List of Specialties” measurement outlined in the previous sections, will provide the full list of ambulatory settings that are associated with current RXNT EHR customers.

Schedule of Key Milestones

Timing	Milestone
March 31, 2023	Complete implementation and testing for all logging and queries related to updated measurements
July 1, 2023	Compile data for the June measurement period and document test results
January 1, 2024	Compile data for the December measurement period and document test results
January 31, 2024	Submit test results

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.

Authorized Representative

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11/1/2022