Real World Testing Report

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General Information

Developer Name:	OT EMR Inc.
Product Name(s):	OneTouch EMR
Version Number(s):	3
Certified Health IT Product List (CHPL) ID(s):	15.04.04.2821.OneT.03.00.1.180411 Product was certified with a new ACB in Feb 2025 as CHPL ID 15.04.05.2821.OTEM.01.00.1.250224
Developer Real World Testing Page URL:	https://www.onetouchemr.com/mu_disclosure.html

Justification For Real World Testing Approach

Currently, OneTouch EMR is marketed and sold in the ambulatory care settings for out patients only. For this reason, the Real World Testing report only applies to this specialty care setting only. This Real World Testing report of OneTouch EMR is for the following certification criteria for which OneTouch EMR is currently certified.

Care Coordination

§ 170.315(b)(1) Transitions of care
§ 170.315(b)(2) Clinical information reconciliation and incorporation
§ 170.315(b)(3) Electronic prescribing
§ 170.315(b)(6) Data export

Clinical Quality Measures

§ 170.315(c)(1)—record and export
§ 170.315(c)(2)—import and calculate
§ 170.315(c)(3)—report

Patient Engagement

§ 170.315(e)(1) View, download, and transmit to 3rd party Public Health

Application Programming Interfaces

§ 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

Electronic Exchange

§ 170.315(h)(1) Direct Project

Public Health Reporting

§170.315(f)(1) Transmission to immunization registries

Electronic Case Reporting

§170.315(f)(5) Transmission to public health agencies — electronic case reporting

Use Case 1 - Patient Data Services

Since OneTouch EMR works with ambulatory care settings, it provides functions to import, export and transmit clinical documents to third parties. Due to this, there are several certification criteria that are tested simultaneously. All criteria involving the Consolidated Clinical Document Architecture (C-CDA) documents are tested, including § 170.315(b)(1) Transitions of care, § 170.315(e)(1) View, download, transmit to 3rd party and § 170.315(h)(1) Direct Project and § 170.315(b)(6) Data export.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and email logs are reviewed to determine the frequency and the transport mechanism used by providers for sending/receiving transitions of care using Edge protocols and downloading or transmitting EHI by patients using the patient portal. Log files obtained during Real World Testing are de-identified and used for analysis in several areas to validate the proper operation of the transport mechanisms and input for the calculation of the metric on the specific types of transport mechanisms used. This test methodology tested the conformance of the implementation.

Use Case 2 - Referrals

OneTouch EMR provides an “Application Programming Interface” API to providers to look up a patient's record and access patient data when a Transition of Care document or a Referral Note is received. OneTouch can also receive transition of care/referral summary documents formatted according to the standards adopted § 170.205(a)(3) and § 170.205(a)(4) and incorporate them into the correct patient chart. This includes all the criteria including § 170.315(g)(7) Application access—patient selection, and § 170.315(g)(9) Application access— all data request and § 170.315(b)(2) Clinical information reconciliation and incorporation.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and email logs are reviewed to ensure that the APIs are operating properly and to determine the frequency of use. Log files obtained during Real World Testing are de-identified and used for analysis in several areas to validate the proper operation of the APIs and validation that all required USCDI data elements are supported. This test methodology tested the conformance of the implementation and frequency of use.

Use Case 3 - MIPS Reporting

OneTouch EMR provides Clinical Quality Measures (CQM) which are used for MIPS to measure the quality of health care provided. OneTouch provides functionality to record and export data that would be necessary to calculate each CQM for which OneTouch is certified. OneTouch also provides a function to export patient-level eCQM data formatted to the HL7 QRDA Category I standard specified at §170.205(h)(2) that includes all of the data captured for each and every eCQM without the developer assistance.

All of the above functionality is tested against these Clinical Quality Measures criteria i.e. § 170.315(c)(1)—record and export, § 170.315(c)(2)—import and calculate and § 170.315(c)(3)—report.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and email logs are reviewed to determine the frequency of use and the list of different CQM measures reported by providers. Log files obtained during Real World Testing were de-identified and used for analysis in several areas to see if each CQM measure was calculated correctly and to record the frequency of use of each CQM measure. This test methodology provided insight into which CQM measures were reported the most and identified any issues related to the calculation of the CQM measure.

Use Case 4 - Electronic Prescribing

OneTouch provides an Electronic Prescribing or eRX module which enables user to create electronic prescriptions in accordance with (b)(3)(ii)(A)(1) and (b)(3)(ii)(A)(2) and send them to the pharmacy. OneTouch also respond to change prescriptions (RxChangeRequest, RxChangeResponse), cancel prescriptions (CancelRx, CancelRxResponse) and renew prescriptions (RxRenewalRequest, RxRenewalResponse). Further, OneTouch relays back transaction status or error messages and verify transactions as per (b)(3)(ii)(A)(7) and (b)(3)(ii)(A)(8) and (b)(3)(ii)(A)(9).

All of the above functionality is tested for real world interoperability and conformance as per the criteria related to § 170.315(b)(3) Electronic prescribing.

These criteria are met using the Surescripts eRx and MDToolbox, as relied upon software to perform electronic prescribing in this use case.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and prescription logs are reviewed to determine the frequency electronic prescribing and transaction types. Log files obtained during Real World Testing are de-identified and used for analysis in several areas to see whether each NewRx was successful or RXCHG/CANRX was subsequently used. This test methodology provided insight into Rx transactions types used and status of these transactions.

Use Case 5 - Public Health Reporting

OneTouch provides a public health reporting module which enables users to create and send immunization data to immunization registries in accordance with (f)(1)(i)(A) standard defined in § 170.205(e)(4), (f)(1)(i)(B) standard specified in § 170.207(e)(3) for historical vaccines and (f)(1)(i)(C) § 170.207(e)(4) for administered vaccines. Further, it enables users to request, access, and display a patient's evaluated immunization history and the immunization forecast from an immunization registry in accordance with the standard at § 170.205(e)(4).

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and immunization logs are reviewed to determine the frequency of public health reporting. Log files obtained during Real World Testing are de-identified and used for analysis in identifying the numbers of immunization records are sent to the immunization registries and error rate.

Use Case 6 - Electronic Case Reporting

OneTouch provides a public health reporting module which enables users to create a case report for electronic transmission as part of the §170.315(f)(5) Transmission to public health agencies — electronic case reporting criterion.

Testing Methodology

OneTouch EMR logs, audit logs, system logs, and case reporting logs are reviewed to determine the frequency of electronic case reporting. Log files obtained during Real World Testing are de-identified and used for analysis in identifying the numbers of cases created and error rate.

Standards Updates (SVAP and USCDI)

Standard (and version)	All standard versions are those specified in USCDI v1.
Date of ONC ACB notification	Not applicable
Date of customer notification (SVAP only)	Not applicable
USCDI updated certification criteria	None

Care Setting(s)

Ambulatory Care Setting: The Certified Health IT Developer, OT EMR Inc., markets its Modules in ambulatory care settings only, so this is the only care setting in which Real World Testing occurred.

Metrics and Outcome(s)

Use Case 1a

Associated Criterion

§ 170.315(b)(1) Transitions of care
§ 170.315(e)(1) View, download and transmit
§ 170.315(h)(1) Direct Project

Outcomes

Measure [attribute]	**Outcome**	**Performed By Practice(s)**
Measure 1: Sharing Data (Send transition of care/referral summaries)	Successfully sent CCDAs to providers with 100% accuracy.	nflmedical01 dla3472 bllc5312 mpediatrics6500

Measure 2: Sharing Data (Receive transition of care/referral summaries)	Successfully received CCDAs from providers with 100% accuracy.	iassociates6824 pctr4333 lferrell1718 cmedicine7075 lcenter2553 lllc1163

All the practices were able to verify the functionality of medical record interop (sending and receiving of care/referral summaries). A total of **21436** CCDAs were sent by these practices and received **137** referrals successfully during the year 2024. We relied upon **SureScripts and kno2** as third party software when sending and receiving the CCDAs using secure messaging protocols. No errors or issues were found in system and audit logs of OneTouch.

Use Case 1b

Associated Criterion

§ 170.315(b)(6) Data Export

Outcomes

Measure [attribute]	**Outcome**	**Performed By Practice(s)**
Measure: Data Export of health information	Practices were able to export patient health information with 100% accuracy and encountered no errors during the data export process.	ssinha6330 tsmith75301 jdangelo2982

All the three practices were able to export the health information successfully during the testing period. A total of 164 health information records were exported by the practice successfully during the year 2024. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Use Case 2a

Associated Criterion

§ 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

Outcomes

Measure [attribute]	**Outcome**	**Performed By Practice(s)**
Measure: Patient Information Lookup	Lack of data for this measure, so we rely upon the simulated/test scenarios on mirrored production environments.	None

As there are no real users using OneTouch APIs so we were unable to verify the functionality in a real world scenario and are forced to pass our real world testing scenarios due to the lack of users using this function of the system. However, we did validate the functionality of the system by using simulated/test scenarios on mirrored production environments. The testing of OneTouch APIs resulted in conformance to § 170.315(g)(7) Application access— patient selection, and § 170.315(g)(9) Application access— all data request and that successful response rate of the API was more than 99%.

As part of the conformance testing for § 170.315(g)(10) Standardized API for patient and population services, we successfully registered **two** different FHIR applications with our servers by using our mirrored production environments. FHIR server responded to 100% of the patient access requests as well as App Registration requests successfully.

Use Case 2b

Associated Criterion

§ 170.315(b)(2) Clinical information reconciliation and incorporation

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)
Measure: Clinical information reconciliation and incorporation	Practices were able to reconcile and incorporate patient data with 100% accuracy. No errors or issues were encountered during this process.	Multiple practices

The practice was able to receive and incorporate clinical information in the form of CCDA files successfully during the testing period. A total of **137** CCDAs were received and **41** were reconciled successfully during the year 2024. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Use Case 3

Associated Criterion

§ 170.315(c)(1)—record and export
§ 170.315(c)(2)—import and calculate
§ 170.315(c)(3)—report

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)

Measure: Record and Calculate CQMs	Practice was able to record data and generate QRDA files successfully. However, there were some challenges faced as outlined below.	Multiple practices

The practices were able to perform CQM calculations **103** times in 2024. Out of that they exported **9** QRDA Category I files and **19** QRDA Category III aggregate report(s) created over the period of Jan 1 till December 31st 2024. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Challenges

- Practice/user needs to understand the OneTouch system completely in order to record the data at correct locations.
- We prepared a lengthy documentation for each Clinical Quality Measures (CQM)
- Encountered lots of data entry and code entry issues.

Use Case 4

Associated Criterion

§170.315(b)(3) Electronic prescribing

Outcomes

Measure [attribute]	**Outcome**	**Performed By Practice(s)**
Measure: Create, change, cancel or renew prescription	Different eRX Transactions were performed by the practice with an error rate of 1.10%.	Multiple practices

In this use case, we demonstrate the required certified capabilities are effective by demonstrating how often eRx transactions are performed by examining reports from our eRx partner. The following table demonstrates that not only are the eRx transactions sent from the certified Health IT module, but that the transactions are successfully received by the eRx clearinghouse.

eRX Type	Q1	Q2	Q3	Q4	Total
NewRx	47940	45129	33372	34109	**160550**
CancelRx	1032	747	590	608	**2977**
Renewal Rx	11493	11523	10271	9600	**42887**
Refill Rx	1163	1220	1347	1423	**5153**
Change Rx	357	396	297	341	**1391**
Error Rate	330	770	322	346	**1768**

In this measure, we tested the usage of the electronic prescription system and assessed the errors when creating prescriptions. Currently the error rate is around 1.10%. We did not analyze the error rate further to see how much was caused by user error, data entry issues or system connectivity issues. We only captured the total number of errors we received back when sending an eRx or receiving.

We relied upon **SureScripts and MDToolBox** as third party software when transmitting/receiving eRX messages.

Use Case 5

Associated Criterion

§170.315(f)(1) Transmission to immunization registries

Outcomes

Measure [attribute]	Outcome	Performed By Practice(s)

Measure: Create immunization information for electronic transmission	Practices were able to transmit immunizations to the State Registries with 100% accuracy. No errors or issues were encountered during this process.	Multiple practices

The practices were able to transmit immunization information in the form of HL7 messages successfully during the testing period. A total of **8083** HL7 messages were sent while only **4** messages were sent to request, access, and display a patient's evaluated immunization history and the immunization forecast from immunization registries successfully during the year 2024. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Use Case 6

Associated Criterion

§170.315(f)(5) Transmission to public health agencies — electronic case reporting

Outcomes

Measure [attribute]	**Outcome**	**Performed By Practice(s)**
Measure: Create a case report	Practices were able to create a case reports based on the trigger codes to determine which encounters are reportable with 100% accuracy. No errors or issues were encountered during this process.	nflmedical01 bllc5312 mpediatrics6500 iassociates6824 pctr4333 cmedicine7075 lcenter2553 nmedicine0404 fllc9573 drobinson3631

The practices were able to create case reports based on the trigger codes to determine which encounters were reportable successfully during the testing period. A total of **311 cases were created** successfully during the year 2024. No errors or issues were found in system log and audit logs of OneTouch during the whole period.

Key Milestones

Key Milestone	**Date/Time Frame**
Collection of information as laid out by the plan for the period.	January 1, 2024
Data collected for Use Case 1a Measure 1: Sharing Data (Send transition of care/referral summaries) Measure 2: Sharing Data (Receive transition of care/referral summaries)	Quarterly in 2024
Data collected for Use Case 1b Measure: Data Export of health information	Quarterly in 2024
Data collected for Use Case 2a Measure: Patient Information Lookup	N/A
Data collected for Use Case 2b Measure: Clinical information reconciliation and incorporation	Quarterly in 2024
Data collected for Use Case 3 Measure: Record and Calculate CQMs	Quarterly in 2024

Data collected for Use Case 4 Measure: Create, change, cancel or renew prescription	Quarterly in 2024
Data collected for Use Case 5 Measure: Create immunization information for electronic transmission	Quarterly in 2024
Data collected for Use Case 6 Measure: Create a case report	Quarterly in 2024
Data collection and review.	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis	January 1, 2025
Analysis and report creation	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	February 1, 2025

Changes to Original Plan

Summary of the Change

The original Real World Testing (RWT) for 2024 plan did not include testing for the "§170.315(f)(5) Transmission to public health agencies — electronic case reporting" criterion. To comply with ONC-ACB certification requirements, testing of the f5 criterion has now been incorporated into the Real World Testing report.

Reason for the Change

During the execution of the Real World Testing process, it was identified that the f5 criterion was inadvertently omitted from the initial testing plan. However, as our certified product includes this criterion and was certified prior to August 31, 2023, it

was required to be tested. This omission was unintentional and is being rectified to ensure full compliance with ONC-ACB requirements.

Impact of the Change

The inclusion of f5 testing ensures that our Real World Testing report fully aligns with certification requirements and accurately reflects the product’s functionality in a real world setting. The additional testing has been conducted to validate the electronic case reporting capability and confirm its proper operation. This update does not affect the overall objectives of the RWT process but strengthens compliance with certification expectations.

Withdrawn Products

Product was certified with a new ACB in Feb 2025 as CHPL ID 15.04.05.2821.OTEM.01.00.1.250224.