



AdvancedMD
Real World Test Results for 2024

Summary and key findings:

AdvancedMD is pleased to submit this Real World Testing Result Report for 2024 per ASTP/ONC Health IT Certification criteria. Reviewing the deployed certified features' interoperability and functionality, our findings show the following key points.

- Patient Engagement with Chart Summary Tool: In 2024, approximately 7,000 practices saw average monthly access to the Chart Summary screen at 15,256 times, totaling 183,083 for the year. Patients viewed records 77% of the time and downloaded PDFs 22%.
- Error Rates in Data Transmission: The expected monthly error rate for inbound and outbound transmissions is less than 5%. The average monthly error rate was 1.6, with 900,000 exchanged files in 2024. Inbound files had a 98% validation success rate, while outbound files improved from 87.55% to 92%.
- Decrease in Practices Reconciling Care Documents: The average number of practices reconciling transfer of care documents decreased from 357 in 2023 to 333 in 2024, potentially influenced by the Change Healthcare cyberattack affecting MIPS performance year concerns.
- Error Rates on NewRx Retail Prescriptions: For 2024, the expected error rate was under 2%, with most months reporting less than 1%. However, there were errors in September and October due to technical issues, which were subsequently addressed.
- Developer Application Process Improvements: Ongoing changes are needed to enhance the application approval workflow for developers, including better notifications for finalizing configurations and clarifications in authorization documentation.
- Engagement Reports and Trends: The highest engagement in QRDA III file downloads occurred from January to April, coinciding with the CMS MIPS attestation period. However, due to the cyber-attack, comparing the 2024 engagement to previous years was deemed ineffective.



Product Name(s)/Versions:

1. AdvancedMD 24
CHPL 15.04.04.2666.Adva.24.06.1.241216
2. AdvancedMD Mobile 6
CHPL 15.04.04.2666.AdvM.06.02.1.231120

This report includes an analysis of the real-world testing for the following certified interoperable modules:

1. 170.315 (e)(1): View, Download, and Transmit to 3rd Party
2. 170.315 (b)(1): Transitions of Care
3. 170.315 (h)(1): Direct Project
4. 170.315 (b)(2): Clinical Information Reconciliation and Incorporation
5. 170.315 (b)(3): Electronic Prescribing*
6. 170.315(f)(1) Transmission to Immunization Registries
7. 170.315 (g)(7): Application Access - Patient Selection
8. 170.315 (g)(9): Application Access - All Data Request
9. 170.315 (g)(10) Standardized API for Patient and Population Services
10. 170.315 (c)(1): Clinical Quality Measures - Record and Export
11. 170.315 (c)(2): Clinical Quality Measures - Import and Calculate
12. 170.315 (c)(3): Clinical Quality Measures – Report

*AdvancedMD Mobile and AdvancedMD tested for real-world interoperability

SVAP: None of the products include voluntary SVAP standards

Developer Real World Testing Plan/Results Page URL:

www.advancedmd.com/emr-ehr-software/meaningful-use/ehr-certification

Schedule of Key Milestones:

Milestones	Dates/Timeframe
Collection of Data	Quarterly 2024
Analysis and report creation	January 2025



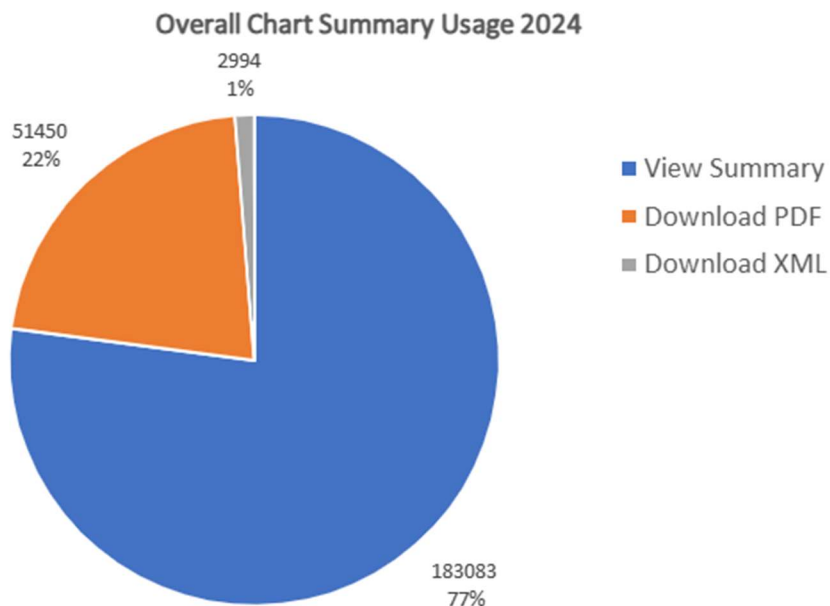
170.315 (e)(1): View, Download, and Transmit to 3rd Party
Relied Upon Software: *Surescripts Clinical Direct Messaging*

Care setting: Ambulatory and Behavioral Health Practices

Measure: This measure tracked the utilization of the Patient Portal Chart Summary screen where patients view, download, or electronically transmit a human-readable C-CDA.

Methodology: Tracking patient analytics with internal reporting tools for each segment (View, Download (PDF and XML), and Transmit (secure/unsecured)).

Results: Using data from our internal tracking tool, we present a breakdown of the engagement percentages with the Chart Summary/VDT tool in the patient portal. Among the approximately 7,000 practices utilizing AdvancedMD, patients accessed the Chart Summary screen to view their records an average of 15,256 times per month, totaling 183,083 times in 2024. When accessing the Chart Summary screen, patients viewed their records 77% of the time and downloaded the PDF file 22% of the time. Due to technical limitations, we are unable to report on how patients engaged with sending the chart in 2024. These results indicate that most engagement is primarily focused on viewing the chart.





170.315 (b)(1): Transitions of Care and 170.315 (h)(1): Direct Project
Relied Upon Software: *Surescripts Clinical Direct Messaging*

Care Settings: All specialties that AdvancedMD supports are included. All EHR providers are assigned a Direct Address if requested at no additional cost.

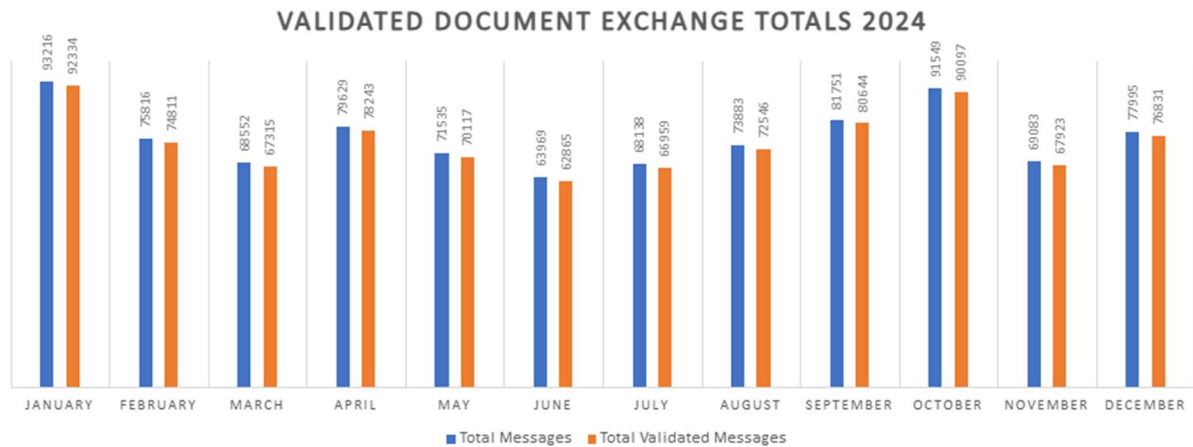
Measure:

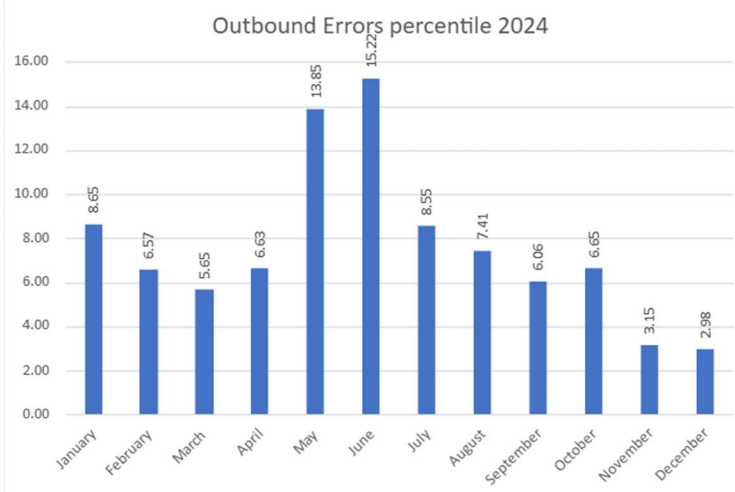
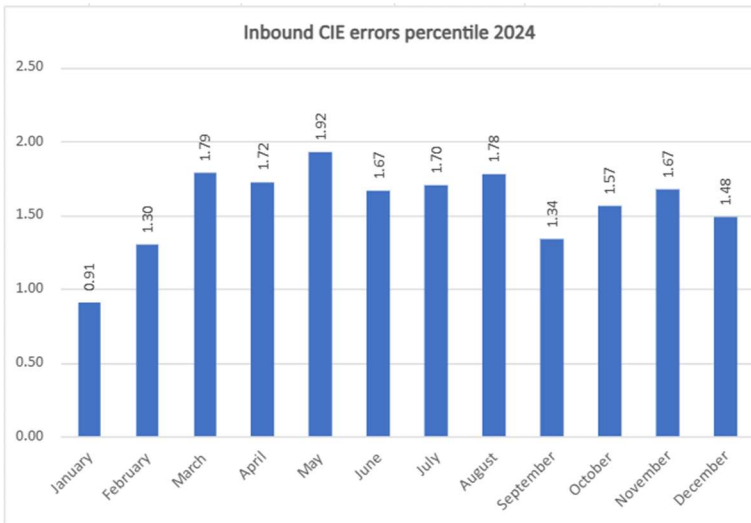
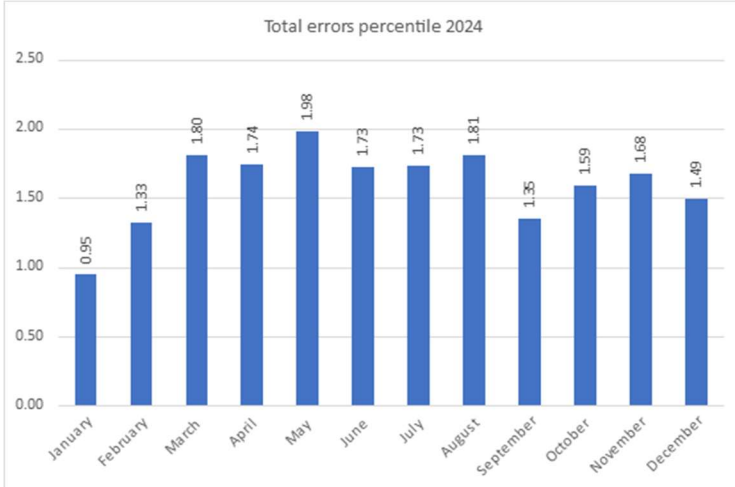
- Transition of Care: Audit sent transition of care/referral summaries and received transition of care/referral summaries for conformance § 170.315(b)(1)(i).
- Direct Project: In coordination with the TOC RWTP, this measure will track the error rate for all inbound and outbound direct message transmissions.

Methodology

- Using the Surescripts Direct Message Audit Report we will track the monthly error rate for Referral messages sent and all messages received.

Results: For 2024, we expect our monthly error rate for combined outbound and inbound transmissions to be less than 5%. According to data from the Surescripts Direct Message Audit Report, our average monthly error rate has been 1.6% errors. As in previous years, we are experiencing a higher volume of inbound files compared to outbound files. In 2024, the total number of exchanged files reached 900,000, compared to 430,000 in 2023. Inbound files were validated 98% of the time, while outbound files achieved a validation success rate of 92%. Thanks to recent improvements in our data quality, we have increased the outbound validation success rate from 87.55% to 92%.







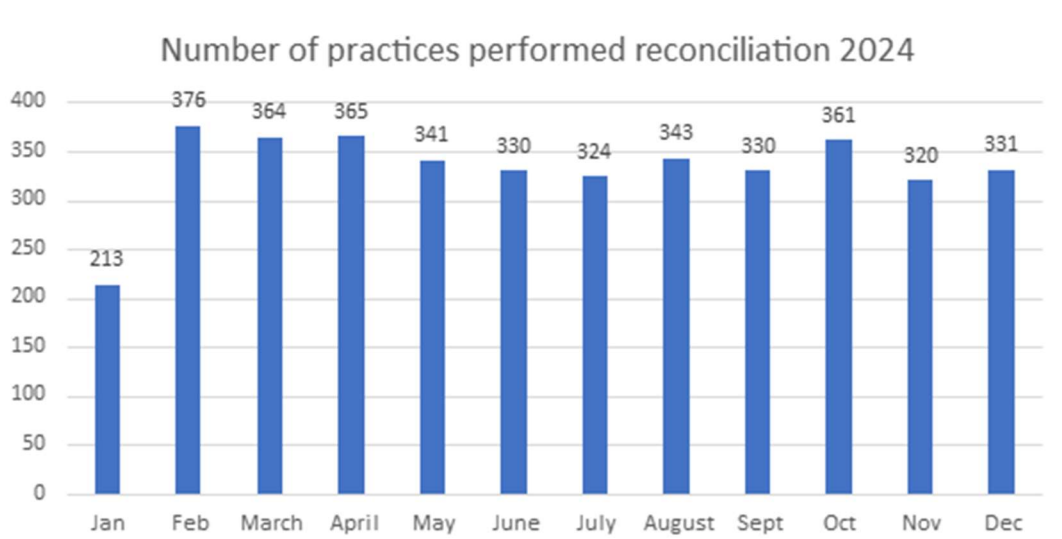
170.315 (b)(2): Clinical Information Reconciliation and Incorporation

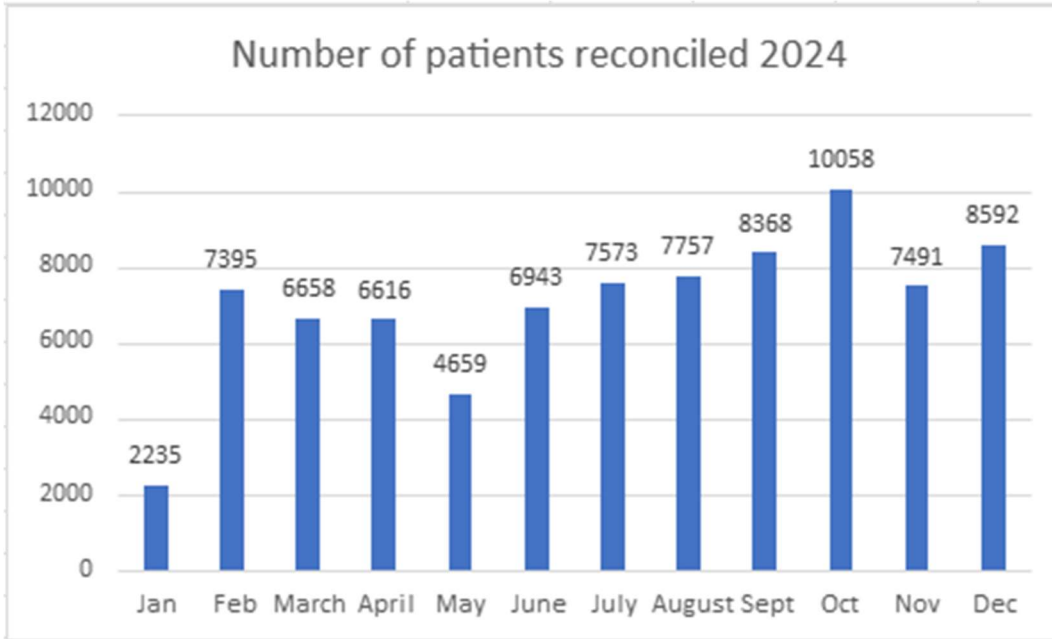
Care settings: All practices supported that have a Direct Address to include practices participating in the CMS QPP MIPS Promoting Interoperability category.

Measure: To determine engagement, this measure will track how often practices reconcile data and incorporate the incoming clinical information into the EHR throughout the year in comparison to the number of inbound messages that are dismissed.

Methodology: Utilizing internal tracking logs, we will track the number of practices that are actively reconciling/saving patient incoming data, and the number of patient charts reconciled per month.

Results: The number of practices reconciling transfer of care documents has decreased. In 2023, an average of 357 practices engaged in reconciling patient data, while in 2024, that number dropped to an average of 333 practices. One potential reason for this decline is the Change Healthcare cyberattack, which has given practices the option to refrain from attesting to the 2024 MIPS performance year. As a result, they may not be concerned about the MIPS Health Information Exchange Promoting Interoperability requirements. We expected practices to reconcile patient data at the same rate as in previous years; however, this has not been the case.







170.315 (b)(3): Electronic Prescribing

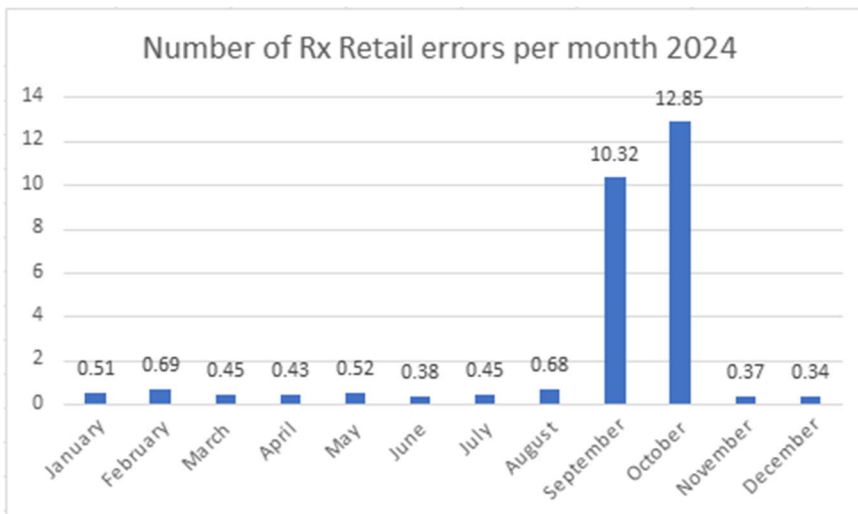
Relied Upon Software: *Surescripts*

Care settings: All ambulatory specialty types are included that AdvancedMD supports that are signed up to send electronic prescriptions.

Measure: This measure will track the monthly average error rate of New Prescription (NewRx) Retail Messages sent from AdvancedMD EHR and AdvancedMD Mobile.

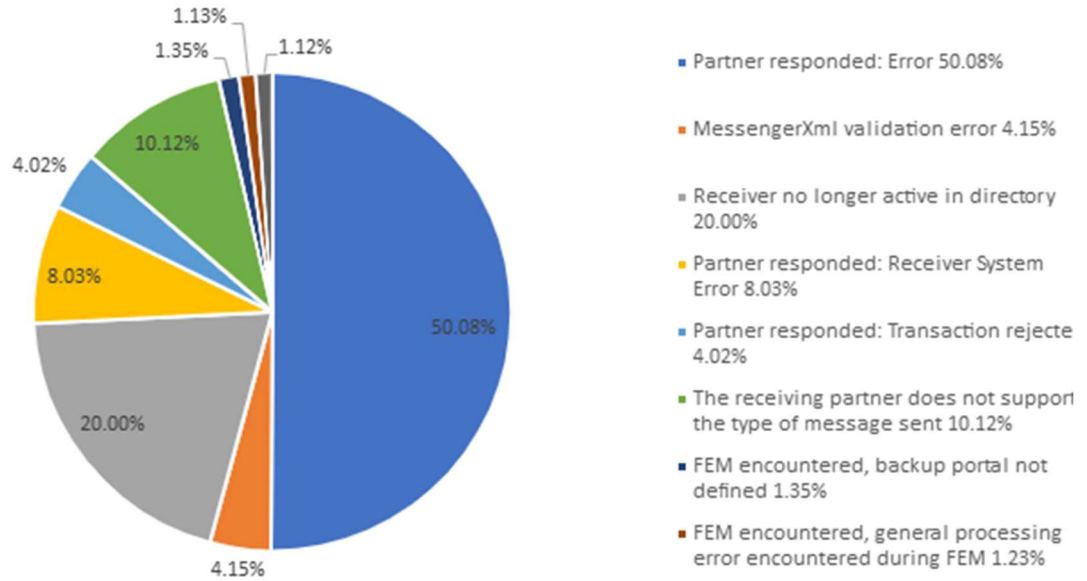
Methodology: Utilizing the monthly Surescripts Prescriber Report Card we will be able to monitor and track NewRx errors and identify the issues.

Results: For 2024, we expected less than a 2% monthly error rate on NewRx Retail prescriptions prescribed out of AdvancedMD and AdvancedMD Mobile. For the majority of the year, there were less than 1% errors on NewRx Retail prescriptions. During the months of September and October, due to technical server and communication issues, there was an increase in errors for all clients using the eRx module on AdvancedMD and AdvancedMD Mobile. AdvancedMD and Surescripts worked together to correct the issue and added appropriate resources to resolve the communication issue.





New Rx Retail Errors 2024





170.315(f)(1) Transmission to Immunization Registries

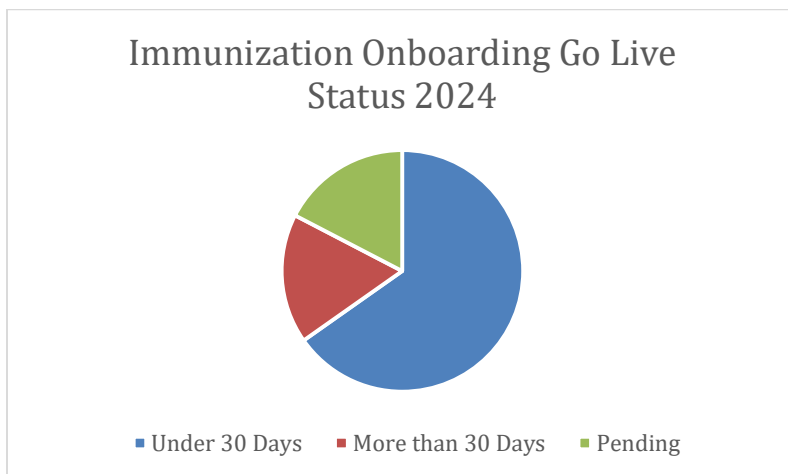
Relied Upon Software: *Iron Bridge Corp*

Care settings: Family Practices and Pediatric care settings are the primary users of the immunization module.

Measure: Track immunization onboarding integration testing start date and go-live date to determine if there are delays due to non-conformity.

Methodology: Tracking the interface testing start date and go-live date will be conducted in AdvancedMD’s customer onboarding tracking case system. Data will determine the duration of time to go live and the number of practices that successfully go live. An analysis of the findings will determine non-conformities that delay go-live dates.

Results: When clients request a state public health interface for immunizations, we expect to go live within 30 days from start to finish. In 2024, 15 out of 19 practices that requested to connect with their state immunization registry successfully went live within this timeframe. However, four practices have not gone live due to issues such as providing invalid credentials or needing to correct documentation errors. Additionally, another four practices took longer than 30 days to go live. The varying requirements of each state's public health registry, along with the different processes of each practice, make quick onboarding challenging. Looking ahead, we plan to utilize the Insights Immunization measures for reporting.





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

Relied Upon Software: *Apigee*

Measure: Track the number of product API requests from developers/applications and the success rate of going live.

Methodology: AdvancedMD uses the Apigee Interface for Patient APIs. With reporting from Apigee Admin Analytics we will be able to track the number of requests for FHIR Single API and FHIR Bulk API.

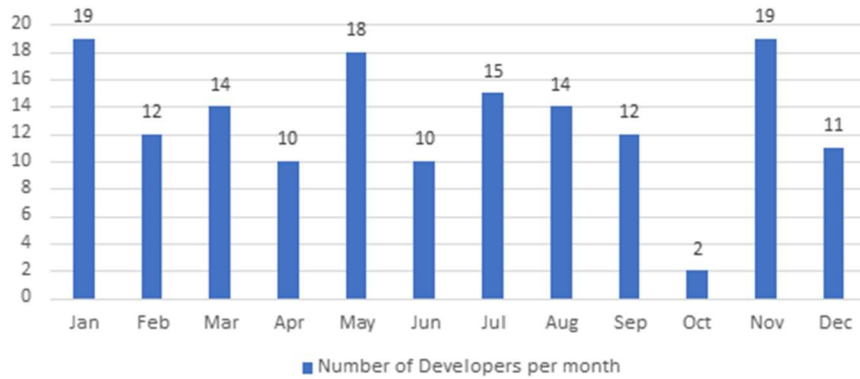
Results:

2024 Key findings:

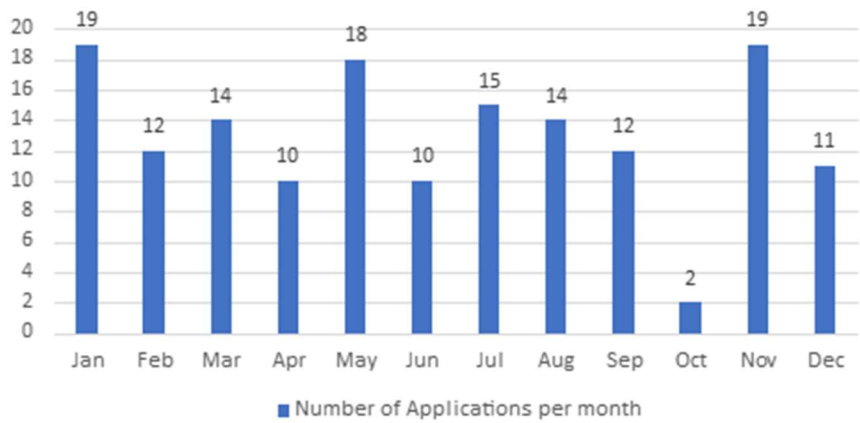
- 1. Partly automated process for developer's application approval and usage.*
Developers can freely test all FHIR APIs in the sandbox environment using AdvancedMD test data, without any assistance. However, once testing is complete, app developers must reach out to the AdvancedMD Interop Team to finalize the configuration for production. This requirement to contact AdvancedMD may be slowing down the process. To improve this workflow, we need to implement additional notifications to ensure that developers are reminded to send emails requesting approval.
- 2. Issues with setting up the auth process for the application testing*
Developers contacted the AdvancedMD Interop Team regarding various authorization-related inquiries (scopes, tokens, etc.). In response, we have enhanced the authorization documentation for all flows, including detailed parameter lists, tables, and diagrams.
- 3. Issues with requesting all the API products per one application (both single and bulk APIs)*
Developers often request all products for a single application for both Single and Bulk APIs, rather than creating separate applications for Patient/Provider Single APIs and Bulk APIs. We plan to implement a mechanism that allows developers to select only the appropriate number of API products for each application. Additionally, we will include tooltips that provide information about the necessity of having separate apps.



Number of Registered Developers 2024



Number of Applications 2024

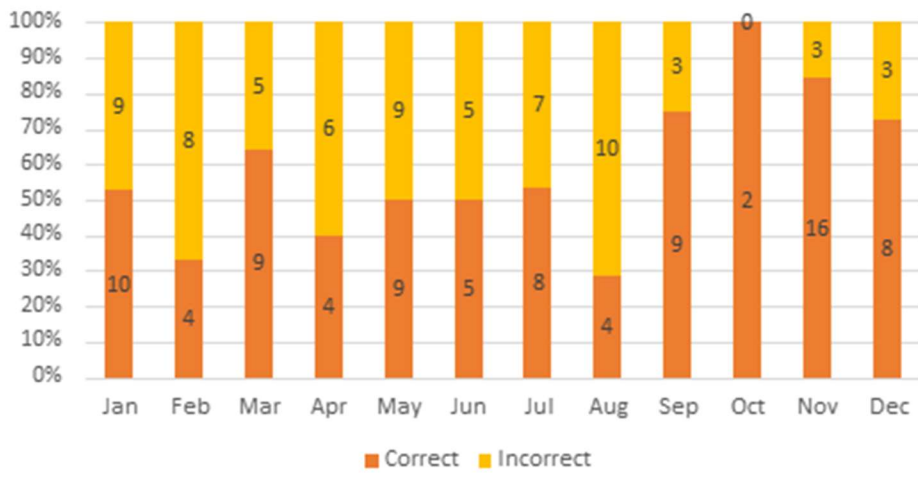


Percentage of approved Apps vs Pending 2024





Percentage of correct vs incorrect 2024





170.315 (c)(1): Clinical Quality Measures - Record and Export
170.315 (c)(2): Clinical Quality Measures - Import and Calculate
170.315 (c)(3): Clinical Quality Measures – Report

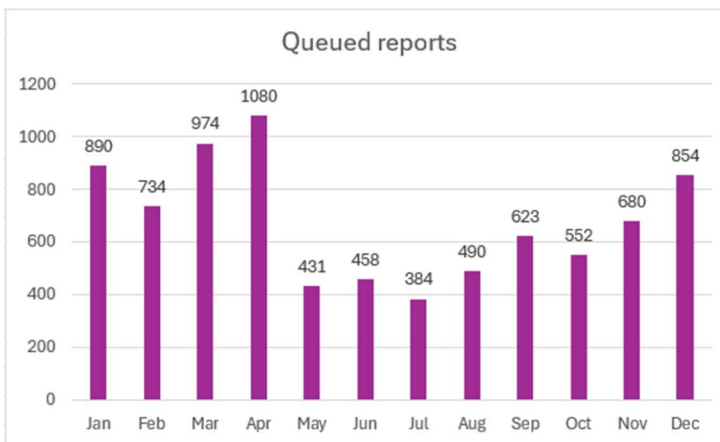
Care Settings: Practices participating in CMS QPP MIPS Quality category

Measure: Track the engagement of practices that queue/review eCQM performance reports monthly and track the number of QRDA I and QRDA III files downloaded monthly

Methodology: Utilizing the internal tracking dashboards, we will track the usage of eCQM performance reports and QRDA I/III downloads.

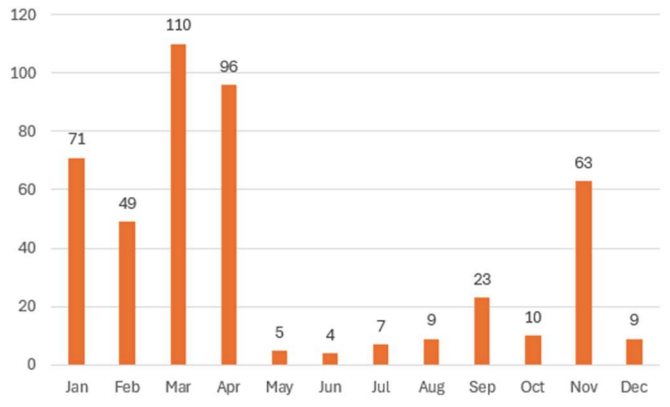
Results: Reports were expected to be queued for monthly performance rates, and the results showed that the months with the highest engagement were from January to April, which aligns with the attestation period for CMS MIPS. Most QRDA III file downloads occurred during this attestation period, which was anticipated. Practices tend to download QRDA I files throughout the year for various purposes; however, QRDA III files are used more frequently overall.

Due to the Change Healthcare cyber-attack, AdvancedMD clients had the opportunity to file an EUC for 2024. Therefore, comparing engagement to previous years would not be meaningful.

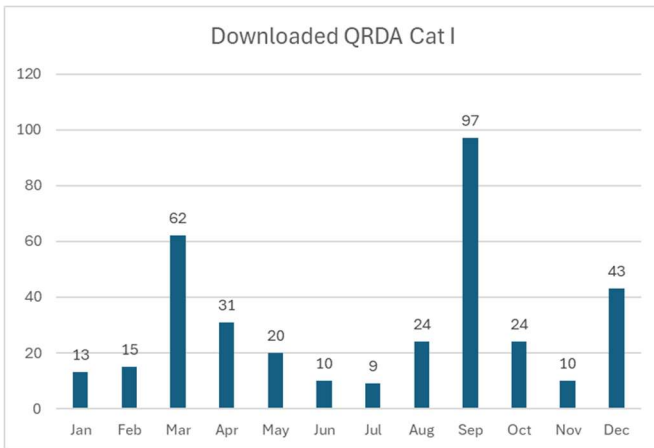




Downloaded QRDA Cat III



Downloaded QRDA Cat I





Relied Upon Software

AdvancedMD partners with Surescripts. The following criteria are supported by Surescripts:

- 170.315 (b)(1): Transitions of Care: Surescripts Clinical Direct Messaging
- 170.315 (e)(1): View, Download, and Transmit to 3rd Party: Surescripts Clinical Direct Messaging
- 170.315 (h)(1): Direct Project: Surescripts Clinical Direct Messaging
- 170.315 (b)(3): Electronic Prescribing: Surescripts ePrescribing

AdvancedMD partners with Iron Bridge for Immunization Registry Reporting.

- 170.315 (f)(1): Transmission to Immunization Registries

AdvancedMD uses Apigee Edge for API criteria

- 170.315 (g)(9): Application Access - All Data Request Apigee Edge version: 4.51.00
- 170.315 (g)(7): Application Access - Patient Selection Apigee Edge version: 4.51.00
- 170.315 (g)(10) Standardized API for Patient and Population Services

Attestation

This Real-World Testing Result Report 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 Results requirements.

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