



# Health IT Certification Program

The Office of the National Coordinator for Health Information Technology

## REAL WORLD TESTING PLAN

### GENERAL INFORMATION

Plan Report ID Number: 20221019bri

Developer Name: Bridge Patient Portal

Product Name(s): Bridge Patient Portal

Version Number(s): 2.0

Product List (CHPL) ID(s): 15.05.05.1947.BRID.01.00.0.180703

Developer Real World Testing Page URL: <https://www.bridgepatientportal.com/rwt/>

### JUSTIFICATION FOR REAL WORLD TESTING APPROACH

*Bridge Patient Portal Real World Testing plan for certification criteria: 170.315 (e)(1): View, Download, and Transmit to 3rd Party, 170.315 (g)(7): Application Access - Patient Selection, and 170.315 (g)(9): Application Access - All Data Request. The User will demonstrate the sharing of Medical information for a patient in an ambulatory setting.*

### STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS-SVAP AND USCDI)

*No updates at the moment*

### MEASURES USED IN OVERALL APPROACH

*Care Setting: Pediatrics, Neurology, Family medicine and Urgent Care*

*The test will demonstrate that Bridge is conformant to (e)(1):*

*170.315 (e)(1): View, Download, and Transmit to 3rd Party*

*(g)(7):*

*170.315 (g)(7): Application Access - Patient Selection*

*(g)(8),*

*170.315 (g)(9): Application Access - All Data Request*

*Key Milestone for Bridge Patient Portal Testing*

*January 5, 2023: Release of Plan to clients.*

*February 5, 2023 to January 1, 2024: Collection of information from the plan*

*January 2, 2024: Collection of all data for analysis.*

*January 4, 2024: Report creation.*



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January 13, 2024: Submit Real World Testing report to ACB

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## DESCRIPTION OF MEASUREMENT/METRIC

*The following outlines the measures that have been identified to best demonstrate conformance to multiple certification criteria concerning access to patients and PHI.*

*The functionality works the same way in all of the ambulatory care settings and the results from the settings would be the same, so Family Medicine will be used to demonstrate conformity.*

(e)(1):

170.315 (e)(1): View, Download, and Transmit to 3rd Party

(g)(7):

170.315 (g)(7): Application Access - Patient Selection

(g)(9)

170.315 (g)(9): Application Access - All Data Request

**Measure 1:** *This measure will show how the patient view, download and transmit CCDAs in Bridge Patient portal.*

### **§ 170.315(e)(1) View, download and transmit:**

*(i)(B)(2) Download ambulatory summary or inpatient summary using CCD Template*

*(i)(C)(1) Transmit to third party*

*Justification: The system can receive multiple CCDS from EHR and be able to display that information for patients so it can be downloaded. At the same time the system can produce a CCDA to View, Download and transmit.*

*Test methodology: Audit logs, email logs will be reviewed to determine the frequency of ccds being sent to patient and actions performed by patient once the ccdas have been received and notifications have been sent to patient.*

- *How many patients or authorized representatives viewed their health information?*
- *How many patients or authorized representatives attempted to download their health information?*
  - i. How many was successful?*
- *How many patients or authorized representatives attempted to send their health information?*
  - i. How many were successful?*

*Expected outcome(s): It is expected that providers and patients (or their authorized representatives) will be able to share EHI using the transmission mechanisms provided. Error rates will be tracked and trended over time.*

**Measure 2:** *This measure will show how the patient will get access to a token and ID from Bridge. The user demonstrates that when Bridge API receives a request from another software component/service with enough information about a patient to identify that patient, Bridge API returns an ID or other patient token.*

**170.315 (g)(7): Application Access - Patient Selection**

*Justification: The system receives credentials from the external APP to return the ID and token for the patient.*

*Test methodology: Using POSTMAN or any other app the patient will connect to Bridge and the audit logs will display success ID and token returned.*

- *How many requests for a patient ID or token were received?*
- *How many provided sufficient information to provide a valid response?*
- *How many follow-up requests were made using the provided patient ID or token?*

*Expected outcome(s): It is expected that Bridge responds with a Patient ID and Token to make extra calls using the token. Bridge will create and audit log for each response in order to track success responses to the end-user*

**Measure 3:** *This measure will show how the patient will have access to the CCDA using the API endpoint.*

**170.315 (g)(9): Application Access - All Data Request**

*Justification: The system will demonstrate that using an API router a full CCDA will be exported from the system containing a full set of data for the patient.*

*Test methodology: Using POSTMAN or any other app with API access the patient will call the endpoint in Bridge to get the full cdda. The audit log in Bridge will show the download success and the calls being made to obtain the Medical Records.*

*Expected outcome(s): It is expected that Bridge responds with the CCDA corresponding to the patient. Bridge will create and audit log for each response in order to track success responses to the end-user.*



## 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.

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