



GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: MD Synergy Solutions, LLC

Product Name(s): Althea

Version Number(s): Version 3.0

Certified Health IT: MD Synergy Solutions, LLC

Product List (CHPL) ID(s): 15.04.04.1821.Alth.03.02.1.221205

Developer Real World Testing Page URL:

<https://www.mdsynergy.com/Disclosure>

Developer Real World Testing Results Page URL:

<https://www.mdsynergy.com/Disclosure>

SUMMARY

This is the test report for 2024 Real world testing for Althea, certified EHR Solution.

Our Real world Testing document lists all the measures and their approach to testing. Our findings show that our EHR Althea, is working as certified and no errors or non-compliances were observed. Our Results indicate which measures are widely used and which are rarely or not used by our clients.

Our testing results are documented in this document.



Standards Updates (including standards version advancement process (svap) and United States core data for interoperability (uscdi))

On Dec 5, 2022, Althea Version 3.0 was certified for 2015 Cures Update. This version supports the USCDI v1, CCDA R4 and US Core 3.1.1

All our test plans follow the standards mentioned in 2015 Cures Update

CARE SETTING(S)

Ambulatory Single Provider and multi provider Care Settings: The case management system supports the deployment and tracking of documentation within the Single Provider and multi provider care settings

MEASURES

- Real World Testing Results demonstrates that the Health IT Module is conformant to the following certification criteria
 - § 170.315(b)(1) Transitions of care
 - § 170.315(b)(2) Clinical information reconciliation and incorporation
 - § 170.315(b)(6) Data export
 - § 170.315(e)(1) View, download, and transmit to 3rd 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
 - § 170.315(h)(1) Direct Project and
 - § 170.315(b)(3) Electronic prescribing

KEY MILESTONES THAT WERE MET AS PART OF REAL WORLD TESTING

Key Milestone	Care Setting	Date/Timeframe
Real world testing documentation to be provided to the authorized representatives and providers running the Althea Application. This will include	Single and Multiple Provider(s) clinic	November 1 st 2023

specific instructions on what to look for, how to record issues encountered, and any Customer Agreements if applicable.		
Contact Practice in both settings to start collecting Data	Single and Multiple Provider(s) clinic	January 1 st 2024
Meet with previously identified providers and authorized representatives to ensure that Real World Testing protocols are effective.	Single and Multiple Provider(s) clinic	February 2024
Follow-up with providers and authorized representatives to understand any issues arising with the data collection.	Single and Multiple Provider(s) clinic	Quarterly, 2024
Data collection and review.	Single and Multiple Provider(s) clinic	Quarterly, 2024
End of Real World Testing period/final collection of all data for analysis.	Single and Multiple Provider(s) clinic	January 2024
Analysis and report creation	Single and Multiple Provider(s) clinic	January 15, 2024
Submit Real World Testing report to ACB (per their instructions)	Single and Multiple Provider(s) clinic	February 1, 2024

METRICS AND OUTCOMES

§ 170.315(B)(1) TRANSITIONS OF CARE

ASSOCIATED CERTIFICATION CRITERIA

Certification Criteria	Requirement
§ 170.315(b)(1) Transitions of care	(i)(B) – Receive Using Edge Protocol for SMTP (i)(A) – Send Using Edge Protocol for SMTP
§ 170.315(h)(1) Direct Project.	(1)(i) Applicability Statement for Secure Health Transport (Direct) - Send (1)(i) Applicability Statement for Secure Health Transport (Direct)

	– Receive (1)(ii) Delivery Notification In Direct – Receive
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This measure tests the frequency of usage by the Providers for Transition of care and Direct Project (Surescripts Clinical Direct Messaging).

OUTCOMES

Number of Practices queried: 2

Dates Queried: January 1st to December 2024

Number of CCDA sent: 2

Number of CCDA received: 14,284

ANALYSIS

Our testing results reveal that this feature is working as expected though our clients do not send transition of care through HISP in their day today workflows as much as they receive the Transition of care documents.

We did not make any changes to original test case methodology

ERRORS

We did not discover any nonconformance in using this feature

RELIED UPON SOFTWARE

Surescripts EDGE Toolkit

Surescripts Clinical Direct Messaging

§ 170.315(B)(2) CLINICAL INFORMATION RECONCILIATION AND INCORPORATION

ASSOCIATED CERTIFICATION CRITERIA

Certification Criteria	Requirement
§ 170.315(b)(2) Clinical information reconciliation and incorporation	(b)(2) Clinical Information Reconciliation

This measure tests the frequency of messages that came for reconciliation and how many were reconciled by the Provider.

OUTCOMES

Number of Practices queried: 2

Dates Queried: January 1st to December 2024

Number of messages reconciled: 0

ANALYSIS

Our testing results reveal that this feature is working as expected though our clients do not use this feature regularly in their day today workflows. We did not make any changes to original test case methodology

ERRORS

We did not discover any nonconformance in using this feature

§ 170.315(B)(6) DATA EXPORT

ASSOCIATED CERTIFICATION CRITERIA

Certification Criteria	Requirement
§ 170.315(b)(6) Data export	(b)(6) Data Export

This measure will provide a metric on usage of Data export done by the user using the Health IT module.

OUTCOMES

Number of Practices queried: 2

Dates Queried: January 1st to December 2024

Number of files exported: 239

ANALYSIS

Our testing results reveal that this feature is working as expected. We did not make any changes to original test case methodology

ERRORS

We did not discover any nonconformance in using this feature

§ 170.315(E)(1) VIEW, DOWNLOAD, AND TRANSMIT TO 3RD PARTY

ASSOCIATED CERTIFICATION CRITERIA

Certification Criteria	Requirement
§ 170.315(e)(1) View, download, and transmit to 3rd party	(i)(A) – View, (i)(B) – Download (VDT)(i)(C) – Transmit to Third Party, (ii) – Activity History Log (i)(D) - Timeframe Selection

This measure tests the frequency of usage of CCDA by the Patients of Providers.

OUTCOMES

Number of Practices queried: 2

Dates Queried: January 1st to December 2024

Number of CCDAs Viewed by patients: 758

Number of CCDAs Downloaded by patients: 87

Number of CCDAs Transmitted by patients: 0

ANALYSIS

Our testing results reveal that this feature is working as expected. Patients didn't use the Transmit functionality much but View and download has been used extensively. We have internally tested the transmit functionality and it's working as expected.

We did not make any changes to original test case methodology

ERRORS

We did not discover any nonconformance in using this feature

RELIED UPON SOFTWARE

Surescripts Clinical Direct Messaging

170.315(G)(7)-G(9) APPLICATION ACCESS

ASSOCIATED CERTIFICATION CRITERIA

Certification Criteria	Requirement
170.315(g)(7) Application access— patient selection	(g)(7) Patient Selection- Ability to select a patient based on an API request
170.315(g)(9) Application access— all data request	(g)(9) all category request – Ability to generate CCD based on API request for a specific patient and date range
170.315(g)(10) Standardized API for	(g)(10) – ability to generate all required USCDI elements in FHIR standards

patient and population services	
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OUTCOMES

Number of Practices queried: 5

Dates Queried: January 1st to December 2024

Frequency of usage: 18,235 requests

ANALYSIS

Our internal testing results reveal that this feature is working as expected.

We did not make any changes to original test case methodology

ERRORS

We did not discover any nonconformance in using this feature

§ 170.315(B)(3) ELECTRONIC PRESCRIBING

ASSOCIATED CERTIFICATION CRITERIA

Certification Criteria	Requirement
§ 170.315(b)(3) Electronic prescribing	- Create new prescriptions (NEWRX) - Change prescriptions (RXCHG, CHGRES) - Cancel prescriptions (CANRX, CANRES) - Refill prescriptions (REFREQ, REFRES) - Receive fill status notifications (RXFILL) - Request and receive medication history information (RXHREQ, RXHRES) -



This measure give us an insight on how often the prescriber is prescribing electronically and how often he/she is using other functionalities like Change, Refill, Cancel or med history

OUTCOMES

Number of Practices queried: 2

Dates Queried: January 1st to December 2024

Number of prescriptions that were prescribed: 77,852

Number of prescriptions that were refilled: 1,959

Number of prescriptions that were changed: 21

Number of prescriptions that were cancelled: 5,679

Number of Med History Requests: 11,963

ANALYSIS

Our testing results reveal that this feature is working as expected. This is one of the most frequently used measures. We did not make any changes to original test case methodology

ERRORS

We did not discover any nonconformance in using this feature

RELIED UPON SOFTWARE

Surescripts ePrescribing

ATTESTATION

Authorized Representative Name: Pushpa Thillai

Authorized Representative Email: pthillai@mdsynergy.com



Authorized Representative Phone: 818-914-3456

Authorized Representative Signature:

Date: 01/14/2025