CY 2025 Real World Testing Report for MicroFour

Executive Summary

This is the test report for CY 2025 real world testing for MicroFour PracticeStudio certified EHR solution. This is the companion document to our CY 2025 real world test plan that described our approach for conducting real world testing in CY 2025 and the testing measures we employed.

For each our CY 2025 Real World Testing Measures, we have recorded our results and findings. Our testing revealed our product is working in production as certified, and we did not discover any non-compliances. For some tests, we determined our customer base were not widely using certain features which prevented us from getting the same measurement metric we originally stated in our test plan. For those scenarios, we substituted an alternative measurement metric to test our functionality. These changes are noted in their respective measurement test.

Our signed attestation of compliance with the real world testing requirements is on the following page.

Developer Attestation

This Real World Testing report is complete with all required elements. All information in this plan is up to date and fully addresses the health IT developer's Real World Testing requirements.

Authorized Representative Name:

Trent L. Taylor

[SIGNATURE]

DATE

2/01/2026

General Information

Plan Report ID Number: MicroFour-RWT-2025

Developer Name: MicroFour

Product Name(s): PracticeStudio

Version Numbers(s): X20

Certified Health IT Criteria: 315(b)(1), (b)(2), (b)(3), (b)(10), (c)(1)-(c)(4), (e)(1), (g)(7),(9-10), (h)(1)

Product List (CHPL) ID(s) and Link(s):

https://chpl.healthit.gov/#/listing/9590

15.04.04.1985.Prac.20.00.1.180810

Developer Real World Testing Page URL:
https://practicestudio.net/Company/CompanyInformation/Certifications.aspx

Timeline and Milestones for Real World Testing CY 2025

- <u>Milestone 1Q-2025:</u> Begin communication with clients to ask for their support and participation in real world testing. The goal is to have a sufficient number of clients committed for real world testing by the end of 1Q-2025.
  - o <u>STATUS:</u> MET
- <u>Milestone 2Q-3Q 2025.</u> During the 2nd and 3rd quarter of CY 2025, the real world testing with clients will be scheduled and performed. It is expected that a preparatory call will be done with clients to prepare them for testing activities. Results will be documented in the test results section of the test methods and ultimately used to build the test report. If any non-compliances are observed, we will notify the ONC-ACB of the findings and make the necessary changes required.
  - o <u>STATUS:</u> MET
- <u>Milestone 4Q-2025.</u> During the last quarter of the year, the CY 2025 real world test plan will be completed according to ONC and ONC-ACB requirements and expectations. Test plan will be prepared for submission before the end of the year.
  - o <u>STATUS:</u> MET
- <u>Milestone 1Q-2025.</u> S ubmit RWT Test Report to ONC-ACB.
  - o <u>STATUS:</u> MET

Standards and SVAP Updates

For CY 2025 RWT testing, we did not do any SVAP updates.

Standard (and version)	N/A
Updated certification criteria and associated product	N/A
Health IT Module CHPL ID	N/A
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A
Conformance measure	N/A
USCDI-updated certification criteria (and USCDI version)	N/A

RWT Measure #1.   Number of Transition of Care C-CDAs Successfully Sent

Associated Criteria: 315(b)(1), 315(h)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many C-CDAs are created and successfully sent from the EHR Module to a 3rd party via Direct messaging during a transition of care event over the course of a given interval.

Care Settings and Number of Clients Site to Test

As our EHR functionality work the same for all user types and care settings, this RWT measure is applicable for all the care settings we target.

Given our customer base and product design, our intention is to select a minimum of one customer practice to use for the testing of this RWT measure.

Testing Results and Any Changes from Original RWT Test Plan

Practices Queried: 1

Reporting Interval: 1 month (September 01, 2025 through September 30, 2025)

Testing Metric/Measurement: Number of C-CDA Successfully Sent

   Result: 25

We used our phiMail Server to deliver our C-CDAs for Direct exchange, and it performed as initially certified and in accordance with ONC criteria.

We did not make any changes from our original CY 2025 Real World Test Plan.

Analysis and Key Findings

Our clients do not widely used the C-CDA transition of care via Direct capabilities as they choose to use other means for sharing health data with other providers, but our results reveal our EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #2.   Number of C-CDAs Received and/or Incorporated

Associated Criteria: 315(b)(2)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many C-CDAs are successfully received and/or incorporated upon receipt from a 3rd party via Direct messaging during a transition of care event over the course of a given interval.

Care Settings and Number of Clients Site to Test

As our EHR functionality work the same for all user types and care settings, this RWT measure is applicable for all the care settings we target.

Given our customer base and product design, our intention is to select a minimum of one customer practice to use for the testing of this RWT measure.

Testing Results and Any Changes from Original RWT Test Plan

Practices Queried: 1

Reporting Interval: 1 month (September 01, 2025 through September 30, 2025)

Testing Metric/Measurement: Number of C-CDA Successfully Received and/or Incorporated

> *Result: 0*
> *Internal Testing Attempts: 4*
> *Successful: 4*
> *Success Rate: 100%*

We did not make any changes from our original CY 2025 Real World Test Plan.

Analysis and Key Findings

Our clients do not widely receive C-CDA transition of care as they obtain health data from other providers by different means, but our results reveal our EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #3.   Number of NewRx Prescriptions Messages Successfully Sent

Associated Criteria: 315(b)(3)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many NewRx electronic prescriptions were created and successfully sent from the EHR Module to a pharmacy destination over the course of a given interval.

Care Settings and Number of Clients Site to Test

As our EHR functionality work the same for all user types and care settings, this RWT measure is applicable for all the care settings we target.

Given our customer base and product design, our intention is to select a minimum of one customer practice to use for the testing of this RWT measure.

Testing Results and Any Changes from Original RWT Test Plan

Practices Queried: 1

Reporting Interval: 1 month (September 01, 2025 through September 30, 2025)

Testing Metric/Measurement: Number of NewRx Electronic Prescriptions Created and Successfully Sent to a Pharmacy Destination

> *Result: 2,248*

We did not make any changes from our original CY 2025 Real World Test Plan.

Analysis and Key Findings

The electronic prescribing capability of our EHR is widely used by our customers, and our results reveals our EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #4. Number of Quality Measures Successfully Reported on to CMS

Associated Criteria: 315(c)(1)-(c)(3)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many eCQM quality measures were successfully reported on by the EHR Module to CMS over the course of a given interval.

Care Settings and Number of Clients Site to Test

As our EHR functionality work the same for all user types and care settings, this RWT measure is applicable for all the care settings we target.

Given our customer base and product design, our intention is to select a minimum of one customer practice to use for the testing of this RWT measure.

Testing Results and Any Changes from Original RWT Test Plan

Practices Queried: 1

Reporting Interval: Calendar Year

Testing Metric/Measurement: Number of eCQM Quality Measures Successfully Reported to CMS

1. *CMS122 - Diabetes: Hemoglobin A1c Poor Control*

   Numerator –469

   Denominator – 469

2. *CMS069 - Preventive Care and Screening: Body Mass Index (BMI)*

   Numerator – 2003

   Denominator – 5120

3. *CMS068 - Documentation of Current Medications in the Medical Record*

   Numerator – 5223

   Denominator – 12322

4. *CMS165- Controlling High Blood Pressure*

   Numerator – 1789

Denominator – 2098

5. CMS156- Use of High-Risk Medications in the Elderly

    Numerator – 125

    Denominator – 689

6. CMS022- Preventative Care and Screening: Screening for High Blood Pressure

    Numerator – 2489

    Denominator – 5789

We did not make any changes from our original CY 2025 Real World Test Plan.

Analysis and Key Findings

Our eCQM capabilities were widely tested in the real world CMS submission last year, and our results reveal our EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #5.   Number of Patients Who Accessed/Logged in to Portal

Associated Criteria: 315(e)(1)

Testing Methodology: Reporting/Logging

Measurement Description

This measure is tracking and counting how many patients are successfully logged into and accessed their patient portal account over the course of a given interval.

Care Settings and Number of Clients Site to Test

As our EHR functionality work the same for all user types and care settings, this RWT measure is applicable for all the care settings we target.

Given our customer base and product design, our intention is to select a minimum of one customer practice to use for the testing of this RWT measure.

Testing Results and Any Changes from Original RWT Test Plan

Practices Queried: 1

Reporting Interval: 1 month (September 01, 2025 through September 30, 2025)

Testing Metric/Measurement: Number of Patients Successfully Logged into and Accessed Their Patient Portal Account

>   *Result: 2130*

We did not make any changes from our original CY 2025 Real World Test Plan.

Analysis and Key Findings

Our patient portal is very popular and regularly used by the patients served by our customer base, and the RWT results confirm that. Testing shows that our EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #6. Number of API Client Applications Successfully Connected to our API Service Associated Criteria: 315(g)(7),(g)(9-10)

Testing Methodology: Reporting/Logging

Measurement Description
This measure is tracking and counting how many successful API queries of patient data elements from the EHR Module to a 3rd party via API over the course of a given interval.

Care Settings and Number of Clients Site to Test
As our EHR functionality work the same for all user types and care settings, this RWT measure is applicable for all the care settings we target.

Given our customer base and product design, our intention is to select a minimum of one customer practice to use for the testing of this RWT measure.

Testing Results and Any Changes from Original RWT Test Plan
Practices Queried: 1

Reporting Interval: 1 month (September 01, 2025 through September 30, 2025)

Testing Metric/Measurement: Number of 3rd party API Client Applications Using API

> *Result: 0*
> Internal Testing Attempts: 4
> Successful: 4
> Success Rate: 100%

Because of the lack of adoption of the API interface, we made changes from our original CY 2025 Real World Test Plan to add in a compliance test to verify our API is working in a production setting. We tested it against the Inferno Test Tool and confirmed all features were working as certified.

Analysis and Key Findings
As noted above, our API is not currently be used by our customer base, so we made an adjustment in our testing to apply a compliance test to verify our certified capabilities. Our results reveal our EHR Module functionality is working as expected.

Non-Conformities or Errors Discovered
During our testing, we did not discover any errors or criteria non-conformities.

RWT Measure #7.   Number of monthly batch patient data exports to obtain large volumes of patient data

Associated Criteria: 315(b)(10)

Testing Methodology: Survey/ Reporting

Measurement Description

This is a measure to determine how often customers are using the batch patient data export feature.

Care Settings and Number of Clients Site to Test

As our EHR functionality work the same for all user types and care settings, this RWT measure is applicable for all the care settings we target.

Measurement Expected Outcome

The user will be asked the survey question and given the survey answer choices below:

- Regularly
- Sporadically
- Rarely
- Never
- Don't Know

The answer will provide insight into how clinicians view both the use and value of this interoperability feature. For example, response may show that additional training is needed to better utilize the feature or that it is not currently utilized as currently designed. It will provide a benchmark for evaluate future surveys as well as to share insight into any new development for improvements or enhancements of the health IT system.

Testing Results and Any Changes from Original RWT Test Plan

Practices Queried: 3

Testing Metric/Measurement: Number of Monthly Batch Patient Data Exports to Obtain Large Volumes of Patient Data

> *Result: 0 – all customers contacted indicated they "Never" use this feature.*
> *Internal Testing Attempts: 4*
> *Successful: 4*
> *Success Rate: 100%*

Analysis and Key Findings

As noted above, we surveyed our customers, and no one reported using this batch export capability, which is not surprising given that they don't widely use C-CDA for even normal patient transition of care. Despite this, we do not have any indication to believe that our EHR Module functionality is not working as expected.

Non-Conformities or Errors Discovered

During our testing, we did not discover any errors or criteria non-conformities.