



Health IT Certification Program

The Office of the National Coordinator for Health Information Technology

REAL WORLD TESTING PLAN

GENERAL INFORMATION

Plan Report ID Number: 20231110bri

Developer Name: Bridge Patient Portal Inc.

Product Name(s): BridgeInteract

Version Number(s): 3

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

Developer Real World Testing Page URL: <https://www.bridgeinteract.io/certifications/>

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 - 170.315(g)(10) Standardized API for Patient and Population Services

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

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

| | |
|---|---|
| Standard (and version) | <i>USCDI v1</i> |
| Updated certification criteria and associated product | <i>e1, g9</i> |
| Health IT Module CHPL ID | <i>15.05.05.1947.BRID.01.00.0.180703</i> |
| Method used for standard update | <i>Cures Update</i> |
| Date of ONC ACB notification | <i>12/7/2022</i> |
| Date of customer notification (SVAP only) | <i>N/A</i> |
| Conformance measure | <i>Measure 1 for e1, Measure 3 for g9</i> |
| USCDI updated certification criteria (and USCDI version) | <i>e1, g9—USCDI v1</i> |



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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

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

170.315(g)(10) Standardized API for Patient and Population Services

Key Milestone for Bridge Patient Portal Testing

January 5, 2024: Release of Plan to clients.

February 5, 2024 to January 1, 2025: Collection of information from the plan

January 2, 2025: Collection of all data for analysis.

January 4, 2025: Report creation.

January 13, 2025: Submit Real World Testing report to ACB

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

(g)(10)

170.315(g)(10) Standardized API for Patient and Population Services



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 CCD 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 ccds 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 ccda. 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.

Measure 4: *This measure will show how the patient will export medical information using the FHIR endpoints.*

170.315(g)(10) Standardized API for Patient and Population Services

Justification:

- *Our system provides access to specific patient data through the FHIR® interfaces, this measure will provide a test report on the authorized use of FHIR® APIs to access patient data.*
- *The defined metrics will support interoperability as the patient health data is accessible after SMART based authorized through FHIR API.*

Test Methodology: - *Logging/Client Survey/Audit Report Logging: Number of events generated based on requests initiated for these criteria.*

Client Survey: Number of requests received from current/prospective customers for this use case.

Expected Outcome(s):

Metrics extracted from system logs:

- *Number of SMART applications registered with the EHR.*
- *Number of authorized requests to fetch the patient's medical information through FHIR APIs.*
- *Number of authorized requests to export Patient's individual data through API.*
- *Number of authorized requests to export bulk data through API.*



Client Survey:

- *Report(s) indicating Potential customers requesting the SMART On FHIR capabilities*
- *Surveys will provide need of API capabilities supporting interoperability.*

Inferno test result Report(s) indicating:

- *Bridge Patient Portal will conform to § 170.315(g)(10) with less than 1 percent error rate experienced by users.*

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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