



2024 Real World Test Plan

**Direct Messages**

Plan Report ID:

**20231128bri-3**

**ONC CERTIFIED IT**  
**Real World Test Plan & Results**  
**2024 Calendar Year**

|                  |   |
|------------------|---|
| <b>Developer</b> | Brilogy Corporation                                       |
| <b>Product</b>   | AXEIUM  |
| <b>Version</b>   | MU3   |
| <b>CHPL ID</b>   | 15.05.05.1171.BRIL.02.01.1.221219                         |
| <b>URL</b>       | <a href="http://axeium.com/rwt">http://axeium.com/rwt</a> |
| <b>Document</b>  | 2024 RWTPR - Direct Messaging v2025-02-11c.docx           |

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## Test Results

### Changes to Original Plan

Changes to the the RWT approach as outlined in the Plan, if any.

|                |      |
|----------------|------|
| <b>Summary</b> | none |
| <b>Reason</b>  |      |
| <b>Impact</b>  |      |

### Withdrawn Product

Products withdrawn during the past year that were outlined in the Plan, if any.

|                    |      |
|--------------------|------|
| <b>Product</b>     | none |
| <b>Version</b>     |      |
| <b>CHPL ID</b>     |      |
| <b>Date</b>        |      |
| <b>Data Incl'd</b> |      |

### Summary of Testing Methods & Key Findings

A summary of the testing method used, challenges encountered and lessons learned, and non-conformities discovered, if any.

We obtained permission and cooperation from our largest FQHC clinic that operates 4 physical facilities, including mobile units, which recorded over 125,000 patient visits in CY 2024, however there was no utilization of the Direct Messaging feature.

The challenge we face is that there is simply no operational benefit perceived by the clinics to use this feature, as there are many low-cost, and easy to use secure messaging options, all of which are preferable solutions. As such, there was no utilization in our domain at this time.

### Standards Updates

Products certified with voluntary or optional SVAP and USCDI standards updates, if any.

|                            |     |
|----------------------------|-----|
| <b>Standard</b>            | n/a |
| <b>Version</b>             |     |
| <b>Criteria affected</b>   |     |
| <b>CHPL ID</b>             |     |
| <b>Conformance Measure</b> |     |

## Care Setting

These test results are from transactions executed in a community health, outpatient, primary care setting.

## Metrics and Outcomes

Testing measurements that demonstrate that the product is compliant with certification criteria and is exchanging EHI in the care setting.

|                    |  |
|--------------------|--|
| <b>Measurement</b> | Use Case 1 - Send and Receive Direct Message, and Delivery Notifications   |
| <b>Criteria</b>    | 170.315(h)(1)  |
| <b>Outcome</b>     | <p>Not used.</p> <p>Per log analysis, as confirmed with the client, there were no attempts to send direct messages during the test period.</p> <p>Although our clients did not use this functionality, we run the tests to verify functionality was working as designed.</p> <p>In order to meet requirements, we created test data to use in the use case.</p> <p>We executed the test between November 2024 and December 2024 using our staging platform.</p> <p>We sent 3000 messages using the system and received 2000 from and tested third party application.</p> <p>2% of the messages sent were not delivered because there was no specific inbox in third party testing application.</p> <p>3% of receiving messages failed because patient IDs did not exist in the system.</p> <p>All sent messages from System generated their corresponding delivery notification.</p> <p>Although 2% of the messages were not deliver to external system because third party system were not able to address it. 100% of sent messages generated their corresponding delivery notification</p> <p>All these information was confirmed using the system logs.</p> <p>Testing process was successful.</p> |
| <b>Challenges</b>  | We found no challenges during the testing.   |

Only concern is that we might receive a delivery notification although the message could not be address in third party system.

The certified criteria that are included in this test plan rely on the following 3<sup>rd</sup> party software, if any.

**Product**

MDToolbox Rx

## Key Milestones

Information regarding how and when developer-implemented measures and collected data relevant to milestone that were met during the RWT process for the above referenced care setting.

| Milestone  | Timeframe       | Status |
|--|-----------------|--------|
| Obtain representative participation from clinic                    | 2023 Q4         | MET    |
| Project kickoff with team of internal and customer representatives | 2024 Q1         | MET    |
| Check for data collected   | 2024 Q2, Q3, Q4 | MET    |
| Run final data collection for plan year and prepare report         | 2025 Q1         | MET    |

## Change Log

| Date       | Author       | Comment                   |
|------------|--------------|---------------------------|
| 2023.10.15 | m. allione   | Initial Document          |
| 2025.01.30 | m.rodriquez  | add 2024 result narrative |
| 2025.02.04 | m.rodriquez  | add 2024 test results     |
| 2025.02.11 | m. rodriquez | Fix document content      |