

# **2023 Real World Testing Results Report**

## **PointClickCare Technologies, Inc.**



### GENERAL INFORMATION

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

Developer Name: PointClickCare Technologies, Inc.

Product Name(s): PointClickCare

Version Number(s): 4

Certified Health IT Product List (CHPL) Product Number(s): 15.04.04.2181.Poin.04.00.1.191231

Developer Real World Testing Plan Page URL: <https://pointclickcare.com/company/certifications/>

### [OPTIONAL] CHANGES TO ORIGINAL PLAN

*If a developer has made any changes to their approach for Real World Testing that differs from what was outlined in their plan, note these changes here.*

<b>Summary of Change</b> [Summarize each element that changed between the plan and actual execution of Real World Testing]	<b>Reason</b> [Describe the reason this change occurred]	<b>Impact</b> [Describe what impact this change had on the execution of your Real World Testing activities]
None.	N/A	N/A

**[OPTIONAL] WITHDRAWN PRODUCTS**

*If a developer withdrew any products within the past year that were previously included in their Real World Testing plan, please provide the following information.*

<b>Product Name(s):</b>	N/A
<b>Version Number(s):</b>	
<b>CHPL Product Number(s):</b>	
<b>Date(s) Withdrawn:</b>	
<b>Inclusion of Data in Results Report:</b> [Provide a statement as to whether any data was captured on the withdrawn products. If so, this data should be identified in the results report.]	

**SUMMARY OF TESTING METHODS AND KEY FINDINGS**

*Below is a summary of Real World Testing methods we deployed to demonstrate real-world interoperability, including any challenges or lessons learned from the chosen approach. This section also summarizes how the results that will be shared in this report demonstrate real-world interoperability.*

*If applicable we have included any non-conformities that were discovered and reported to the ONC-ACB during testing, outline these incidences and how they were addressed.*

The 2023 real-world testing proceeded as outlined within the 2023 plan. There were no challenges encountered in carrying out these exercises. The 2023 testing had zero issues with conformance to report or note. The results of this exercise will be shared with product leaders and in line with ONC requirements be publicly posted on the respective page of our website.

## STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

Both required and voluntary standards updates must be addressed in the Real World Testing plan.

Indicate as to whether optional standards, via SVAP and/or USCDI, are leveraged as part of the certification of your health IT product(s).

- Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.)
- No, none of my products include these voluntary standards.

Standard (and version)	N/A
Updated certification criteria and associated product	
CHPL Product Number	
Conformance measure	

### Care Setting(s)

List each care setting that was tested.

Long Term Post-Acute Care (LTPAC)

### Metrics and Outcomes

Within this section, we describe how the specific data collected from the Real World Testing measures demonstrate their results. Where possible, context is provided to the measures and results to understand the number of sites/users/transactions tested for the specified measures. If applicable, any Relied Upon Software that is used to meet a criterion's requirements is also included in this section.

Measurement /Metric	Associated Criterion(a)	Relied Upon Software	Outcomes	Challenges Encountered (if applicable)
Create new prescriptions (NewRx) event success percentage through drug order entry with	§170.315(b)(3)(i)(A)	Surescripts	Successful transmission of NewRx events to pharmacy with 100% accuracy where 6/6 were	N/A

corresponding details on dosage, route, and frequency. Each user to create 2 new events.			correct.	
Cancel prescriptions (CancelRx) event success percentage where each user sends a single cancellation of a previously ordered script to "void" the new prescription request.	§ 170.315(b)(3)(i)(C)	Surescripts	Successful transmission of CancelRx events to pharmacy with 100% accuracy where 3/3 were correct.	N/A
Receive fill status notification (RxFill) event success percentage where each user check for confirmation of Rx fill fulfillment completed in NewRx task above.	§ 170.315(b)(3)(i)(E)	Surescripts	Successful receipt of RxFill events to pharmacy with 100% accuracy where 6/6 were correct.	N/A
Transmit and consume diagnosis information in events frequency to ensure diagnosis accompanies each Rx event.	§ 170.315(b)(3)(ii)	Surescripts	Diagnosis was successfully transmitted with all New, Cancel, Resupply and Refill Rx events where 6/6 were accurate.	N/A

## KEY MILESTONES

*Included is a list of key milestones that were met during the Real World Testing process. This section includes details on how and when PointClickCare implemented measures and collected data. Key milestones are directly related to the outcomes discussed.*

Key Milestone	Care Setting	Date/Timeframe
Real -World Testing, data collection, and data review.	Long Term Post-Acute Care (LTPAC)	Dec 2, 2023 – Jan 3, 2024
End of real world testing period and analysis of data for reporting	Long Term Post-Acute Care (LTPAC)	January 2, 2024 – January 20, 2024



Real World Testing Report Creation	Long Term Post-Acute Care (LTPAC)	January 22, 2024 – January 29, 2024
Real World Testing Report Submission	Long Term Post-Acute Care (LTPAC)	January 30, 2024

### ATTESTATION

*The Real World Testing Result is complete with all required elements, including measures that address all certification criteria and care settings. All information in this report is up to date and fully address the health IT developer's Real World Testing requirements/*

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Authorized Representative Signature: *Robin Roberts*

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