updox

Where Healthcare Connects

ONC Certified HIT SM

Updox ONC 2015 Edition Certification Guide

5/31/2017

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1 Updox Certification Modules

#	Module	EHR Must Also Certify
d1	Authentication, Access Control, Authorization	Yes
d2	Auditable Events and Tamper-resistance	Yes
d3	Audit Reports	Yes
d5	Automatic Access Time-out	Yes
d7	End-User Device Encryption	Yes
d9	Trusted Connection	Yes
e1	View, Download, Transmit to 3rd Party	No, covered by Updox certification
e2	Secure Messaging	Yes
g1	Automated Numerator Recording	EHRs do (g2) instead
g4	Quality Management System	Yes
g5	Accessibility-Centered Design	Yes
g6	Consolidated CDA Creation Performance	Yes
h2	Direct Project, Edge Protocol, and XDR/XDM	No, for 3rd party HISPs only EHR covered by Updox certification

Updox has completed the 2015 edition testing. It takes a few weeks for Drummond Group to process the certification and then a few more weeks for ONC to publish on the ONC Certified Health IT Products List (CHPL). The certification ID should be posted by 6/30/2017.

2 How Updox Helps with EHR Certification

Direct Messaging

Title	Requirement	How Updox Helps
Transitions of Care (b1)	Use a certified HISP when transmitting CCDs via Direct Messaging.	Updox is a certified 3rd party HISP.
Transitions of Care (b1)	Support the "EHR side" for one of the required edge-protocol standards (SMTP or XDR).	For testing purposes, Updox has an optional tool available that enables an EHR to simulate sending and receiving Direct messages by the SMTP edge protocol standard.
Trusted Connection (d9)	Use encryption and hashing when connecting to other applications.	The connection between the EHR and Updox uses transport-level security (over https) to securely transmit data.
Direct Project (h1) Direct Project, Edge Protocol, XDM/XDR (h2)	For the transport requirements in (b1), an EHR must either be their own certified HISP or use a certified 3rd party HISP.	These modules apply to HISPs only. By using Updox as your certified 3rd party HISP you're already covered. (h1) – For EHRs who are their own HISP (h2) – 3rd party HISPs

Patient Portal Related

Title	Requirement	How Updox Helps
Education Resources (a13)	The reporting measure requires that patient-specific education resources be electronically available to the patient.	Updox Secure Messaging provides an easy way for the EHR to send educational materials to the Patient Portal either as attachments or internet links.
View, Download, Transmit (e1)	Provide patients with internet-based access to view, download, & transmit their health care information.	The Updox Patient Portal not only provides the required on-line access for patients it also provides optional features to further enhance the patient's experience (e.g. make payments, complete forms, schedule appointments).
Secure Messaging (e2)	Enable users to securely exchange messages with patients.	Updox Secure Messaging and Patient Portal make it very easy for providers and patients to communicate securely.
Patient Health Information Capture (e3)	Identify, record, and access information directly and electronically shared by a patient.	While this module mainly falls on the EHR's shoulders, Updox helps by giving patients an easy way to electronically and securely submit documents and/or internet links using the Send Message feature in the Updox Patient Portal.
Automated Measure Calculation (g2)	Calculate and provide reports for the percentage based measures.	For the Patient Portal related measures, Updox provides APIs to enable EHRs to access data they need for measure calculation and reporting. The measures are: • Provide Patient Access • View, Download, & Transmit • Secure Messaging

3 Updox Resources

To help an EHR partner successfully complete their certification test, Updox provides:

- **Updox 2015 ONC Certification Guide** (this document)

- **Webinars (starting in June 2017)**
  - Direct Messaging & Edge Protocol
  - Patient Portal

- **Partner support** - for questions or to report an issue (partnersupport@updox.com)

- **Practice Session** – rehearsal of the following tests a few weeks before your certification test. Contact us at partnersupport@updox.com to schedule your practice session.
  - (b1) Transitions of Care (if using the Updox EHR SMTP Edge Protocol tool)
  - (e2) Secure Messaging
  - (e3) Patient Health Information Capture

- **Test Day** – the 2015 tests are designed so you don't need your HISP and/or Patient Portal vendor to participate on your test day. However, if you would like Updox to be on-call during your testing event, contact us at partnersupport@updox.com to reserve your test day. Availability can book up fast so let us know as soon as you have your test date.

- **Optional Tests** – one of the great benefits of the 2015 Edition is that you can capitalize on the Updox certification and skip the following tests:
  - (e1) View, Download, & Transmit along with:
    - (d7) End-User Device Encryption
    - (d9) Trusted Connection
  - (h1) Direct Project

  However, if you also want to be certified on these modules keep the following in mind:
  - There is one step in the (h1) test that Updox does need to perform (swapping the invalid trust anchor in/out) so be sure to contact us to schedule an Updox representative to be on the call. You'll be able to do the rest of the (h1) test steps on your own.
  - While the (h1) module does not have edge protocol tests (HISP side), EHRs are still required to do the edge protocol tests in the (b1) module (EHR side).
  - Allow about 2 hours to do the (e1), (d7), & (d9) tests for the Patient Portal.
  - Allow about 2-3 hours to do the (h1) test.

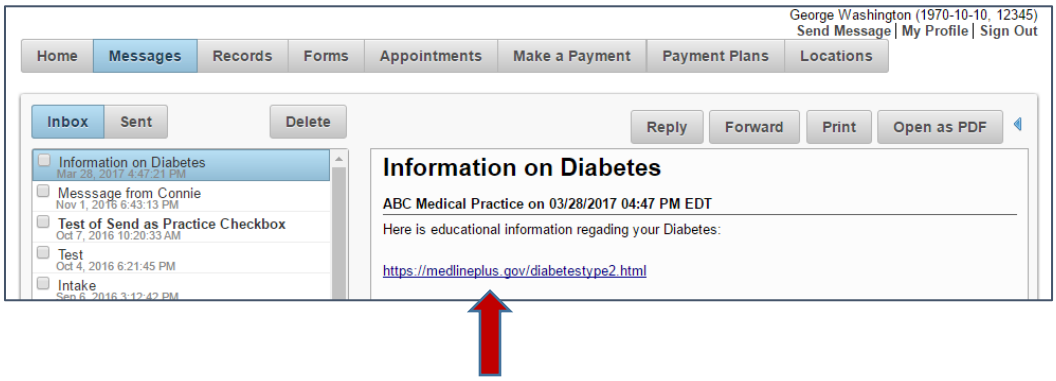
4 Updox Enhancement Summary

(a13) Education Resources

Patient Portal

- To facilitate “electronically” sharing education resources with patients, internet links sent to the Patient Portal via secure messaging remain active so the patient can click the link to access the info.

Release Status: Done

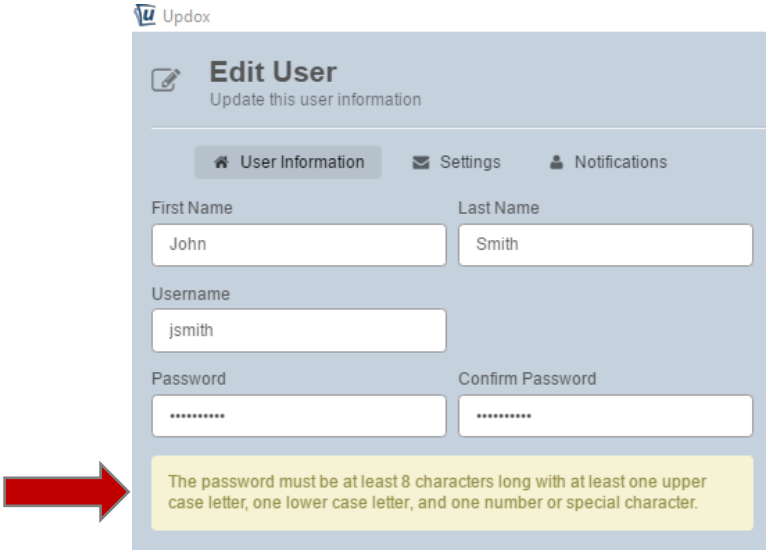


(d1) Authentication, Access Control, Authorization

Practice User Interfaces and Patient Portal

- Strengthened password complexity rules

Release Status: Done



(d2) Auditable Events and Tamper-resistance

Practice User Interfaces and Patient Portal

- Log all functions associated with a patient
- Capture field values before and after a change
- Capture field values before a delete

Practice User Interfaces

- Log changes to Updox user accounts

Release Status: Done

(d3) Audit Reports

Practice User Interfaces

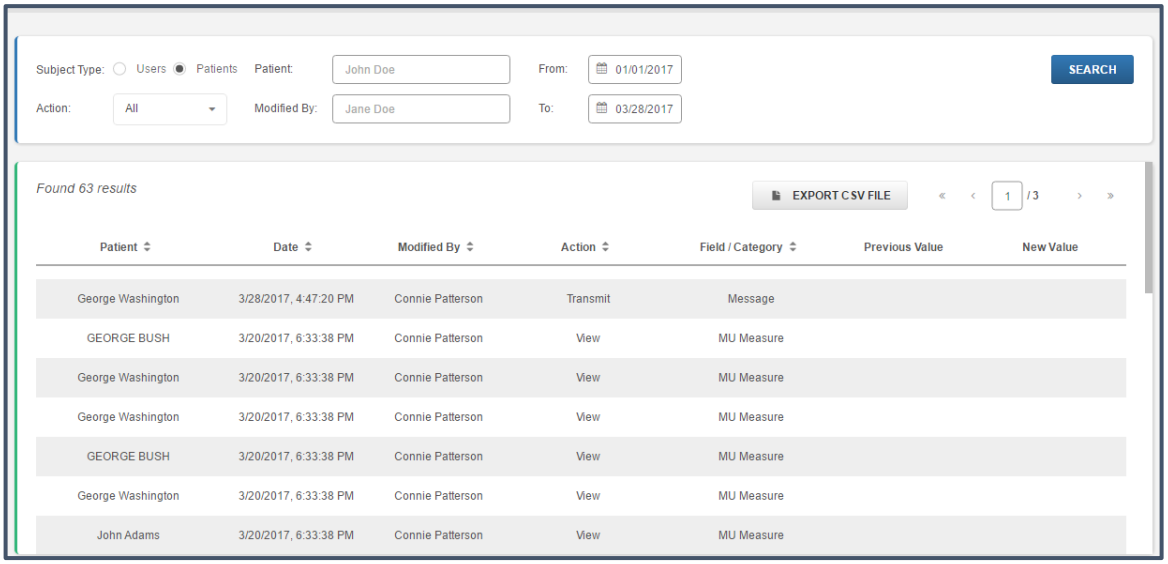
- To enable a practice to review audit log entries associated with a patient, a new feature has been added to Menu > Tools > User and Patient Audit History.
- The practice can sort, filter, and export the report.

Patient Portal

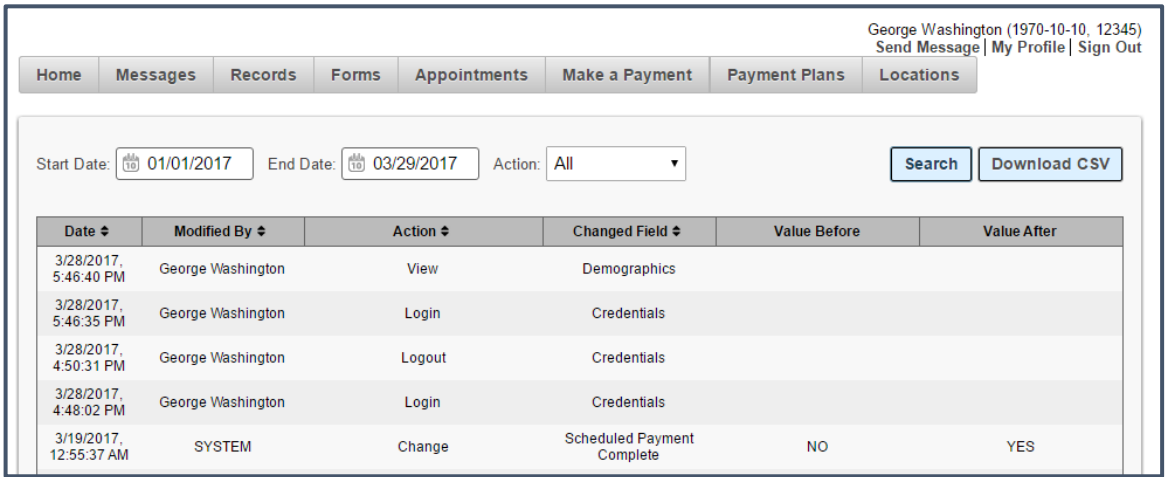
- To enable patients to review audit log entries associated with the Patient Portal, a new feature has been added to My Profile > Patient Profile > View Patient History Audit Log (this replaces the 'Display audit trail' previously on the Records screen).
- Patients can sort, filter, and download the report.

Release Status: Done

Practice (Updox Web Application)



Patient Portal

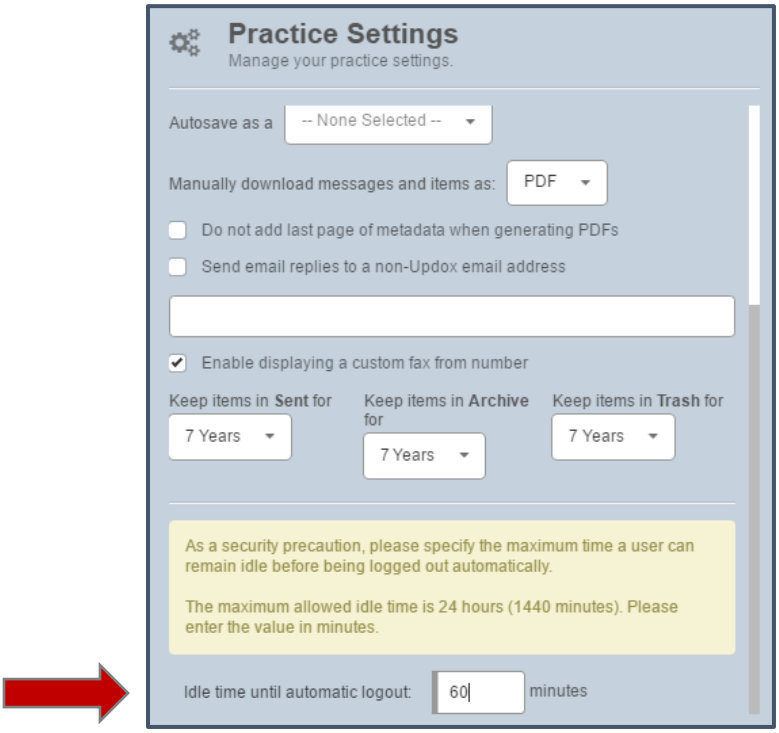


(d5) Automatic Access Timeout

Practice User Interfaces

- There's a new Practice Setting that enables a practice to define the number of minutes before a user is automatically logged out due to inactivity.

Release Status: Done



(d7) End User Device Encryption

Practice User Interfaces and Patient Portal

- While Updox does not store/cache temp files with PHI on end-user devices, to provide further protections we also issue the “no cache” directive to the internet browser software.

Release Status: Done

(d8) Integrity

Practice User Interfaces and Patient Portal

- The SHA-2 hashing standard is used when transmitting Direct messages.

Release Status: Done

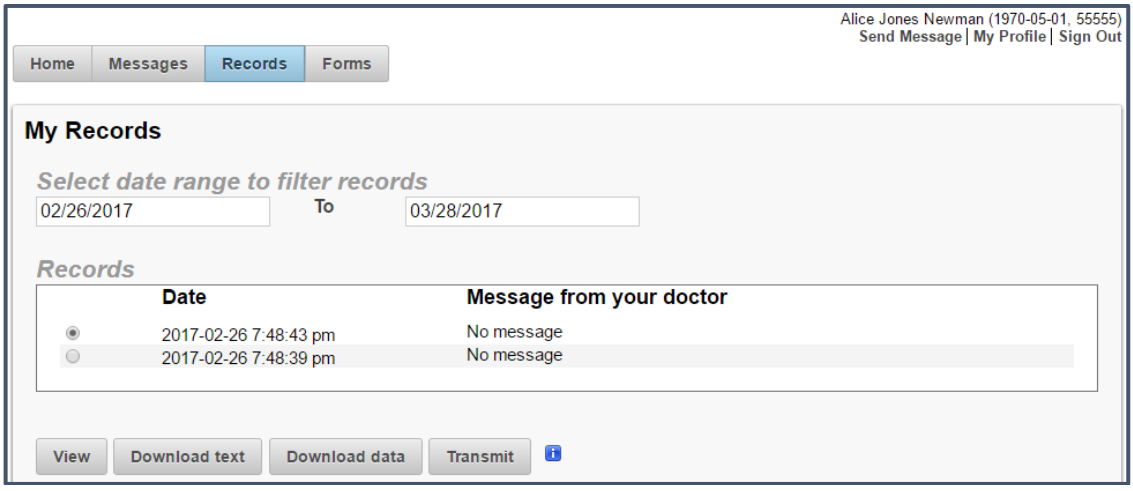
(e1) View, Download, Transmit to 3rd Party

Patient Portal

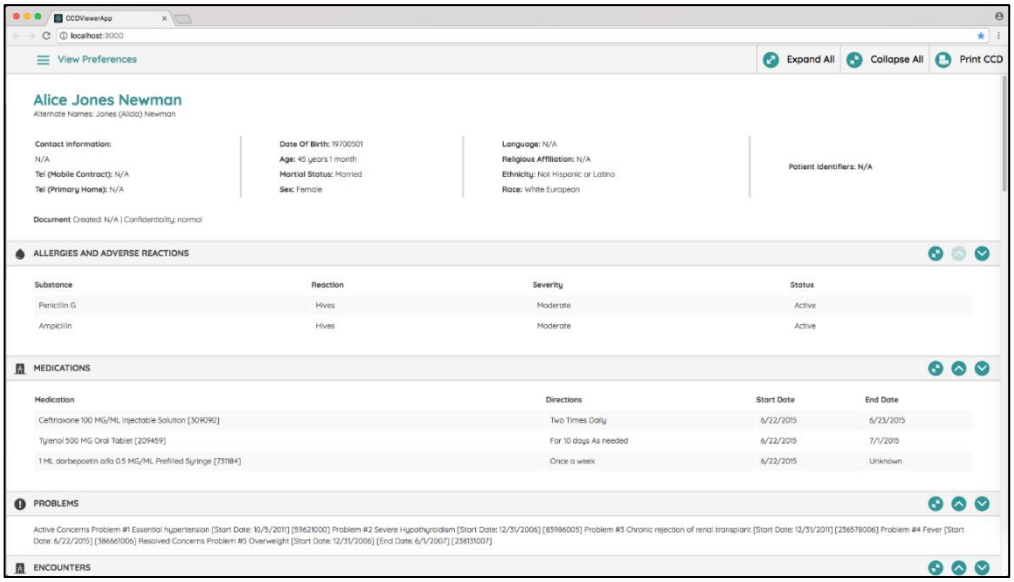
- All CCDs received are available (instead of just the most recent one).
- The CCD list can be filtered by date range.
- The CCD viewing experience is enhanced (instead of using a stylesheet).
- Patients can set their viewing preferences.
- When transmitting CCDs to a 3rd party, the patient can send to either a Direct address or a standard email address.

Release Status: Done

CCD Selection Screen



CCD View Screen



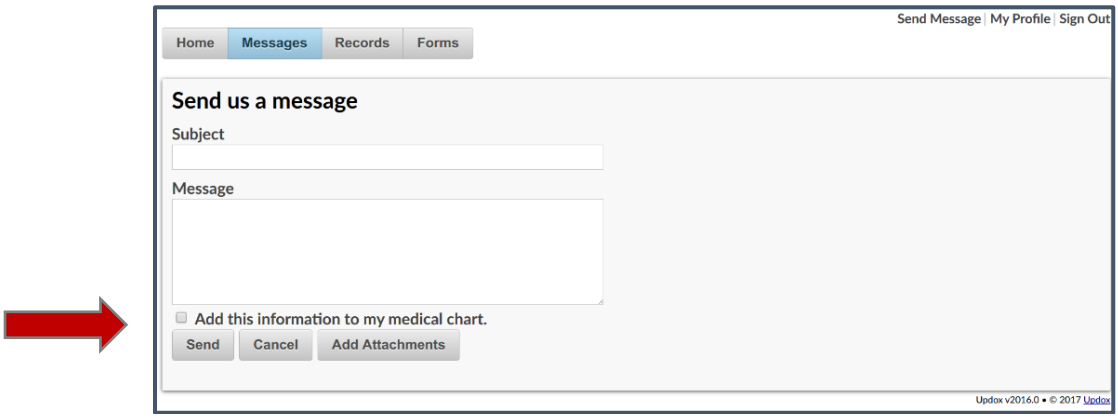
Transmit Screen – Standard Email or Direct Messaging

(e3) Patient Supplied Health Information

Patient Portal

- The Updox 'Send Message' feature already enables patients to attach documents and send internet links in the message text.
- To facilitate measure reporting:
  - A checkbox is added to the Send Message screen that lets the patient indicate the message contains patient supplied health info.
  - A new message type (patient_info) will be assigned to these messages to distinguish them from other messages.
- A new configuration setting will let Updox enable the feature based on the EHR vendor. This is already turned on for your QA account; let us know when to turn on for your Production account.
- Existing features already enable the EHR vendor to import the patient's info:
  - API Method – see the APIs in the MessageActions section https://updoxqa.com/api/newio
  - Practice User Interface Method – the 'Send to EHR' feature

Release Status: Done



(g1) Automated Numerator Recording

API (for EHRs using the Updox Patient Portal)

- There are new Updox APIs to enable EHRs to pull data from Updox for the patient portal related measures.
  - Patient Electronic Access
  - View, Download, Transmit
  - Secure Messaging

Release Status: Will be available in the QA environment by May 31, 2017.

(h2) Direct Project, Edge Protocol, XDR/XDM

(Note: this module is specific to 3rd party HISPs)

- Updox already supported the following 2015 edition requirements:
  - Sending and receiving Direct messages in the “wrapped” format
  - Compliance with the Applicability Statement for Secure Health Transport version 1.2 standard
  - Sending and receiving Message Disposition Notifications (MDNs) per the Implementation Guide for Delivery Notification in Direct

- Recent enhancements include:
  - If an EHR partner needs to receive messages from Updox in the XDR transport mechanism with XDM metadata, Updox will convert the messages received from other HISPs prior to sending to the EHR. The choices are:
    1. XDR transport with XDM limited metadata
    2. XDR transport with XDM full metadata

    Let us know if you want to switch to XDR and we’ll change your implementation setting.

  - In addition to the existing edge protocol via Updox APIs, Updox supports two new edge protocols on the HISP-side:
    - SMTP
    - XDR

Release Status: Done

5 Updox API Changes

Updox provides nearly 150 APIs that enable EHRs to integrate with Updox services (Direct messaging, Patient Portal, Faxing, Appointments, etc.). Since changes to the Updox APIs often require work on the EHR side, we wanted to keep the impact to you as minimal as possible. Here are the changes to support the 2015 Edition certification:

- **Message Retrieve APIs – new message type**
  - The message retrieve APIs include a message type field. A new value (patient_info) is returned in that field for messages sent from the Patient Portal that contain patient supplied health information.

    While this change does not affect the structure of the API request or response, depending on how you implemented the Updox APIs a new message type value may or may not affect your ability to receive these messages.

    As a safeguard, the Patient Supplied Health Information feature in the portal is turned off by default in production. After you verify you can receive the new message type value, let us know and we'll turn the feature on to provide your patients with an easy and secure way to submit health info to the EHR.

- **Patient Portal Measure APIs – new APIs**
  - Since measures often change by reporting year and the data that needs to be returned varies by measure we are creating separate APIs for each measure/reporting year combination.

Year	API	Measure
<2017	muMeasuresGet	All three measures
2017	measurePatientAccess2017Get	Patient Electronic Access
	measureVDT2017Get	View, Download, Transmit
	measureSecureMsg2017Get	Secure Messaging

Note: Many EHRs won't need info from Updox to calculate the Patient Access and Secure Messaging measures since they control the creation of the patient portal account and control sending messages to the portal (i.e. they already have the info necessary to calculate the numerator). All EHRs do need info from Updox for the View, Download, Transmit measure.

API Syntax

Request (same for all 3 measures)

Field	Value	Description
startTime	{number}	Start of reporting period (required). Value is expressed as the number of milliseconds since midnight 1/1/1970 UTC.
endTime	{number}	End of reporting period (required). Value is expressed as the number of milliseconds since midnight 1/1/1970 UTC.

Response – Patient Access (MeasurePatientAccess2017Get)

Field	Value	Description
successful	{boolean}	"true" if successful; "false" if not
responseMessage	{string}	See list below
responseCode	{number}	See list below
numerator	{number}	Count of unique patients meeting the criteria.
events	{array}	Details for the patients included in the numerator. Repeat: one per CCD received
time	{number}	The time when each CCD was received in the patient portal during the date range specified in the Request JSON. Value is expressed as the number of milliseconds since midnight 1/1/1970 UTC.
patientId	{string}	Patient ID
documentId	{string}	Unique document identifier for the associated CCD (Use this field to match the CCD Updox received to corresponding office visit in the EHR).

Response – View, Download, Transmit (MeasureVDT2017Get)

Field	Value	Description
successful	{boolean}	"true" if successful; "false" if not
responseMessage	{string}	See list below
responseCode	{number}	See list below
numerator	{number}	Count of unique patients meeting the criteria.
events	{array}	Details for the patients included in the numerator. Repeat: one per patient
time	{number}	The time when a CCD was viewed, downloaded, or transmitted in the patient portal during the date range specified in the Request JSON. Value is expressed as the number of milliseconds since midnight 1/1/1970 UTC.
patientId	{string}	Patient ID

Response – Secure Messaging (MeasureSecureMsg2017Get)

Field	Value	Description
successful	{boolean}	“true” if successful; “false” if not
responseMessage	{string}	See list below
responseCode	{number}	See list below
numerator	{number}	Count of unique patients meeting the criteria.
events	{array}	Details for the patients included in the numerator. Repeat: one per patient
time	{number}	The time when a message was received in the patient portal during the date range specified in the Request JSON. Value is expressed as the number of milliseconds since midnight 1/1/1970 UTC.
patientId	{string}	Patient ID
senderName	{string}	Name of the person who sent the message.

Response Codes and Messages

ResponseCode	ResponseMessage
2000	OK
4000	Bad Request
4022	Date out of range
4010	Unauthorized
4011	Unauthorized [Practice does not exist or is inactive]
4012	Unauthorized [User does not exist or is inactive]
4060	This code is for a validation error in the request.
5000	An unknown error has occurred
5100	An unknown server error has occurred
5110	An unknown server error has occurred

Updox Interactive API

- The APIs and above documentation will be available on our Interactive API webpage on May 31st:
  - https://updoxqa.com/api/newio
  - Under the MeaningfulUse_2017_Actions section

- The 2018 API series will be coming soon.

6 FAQs

Direct Messaging

Topic	Direct Messaging (h1) and (h2)
Question	As an EHR vendor do we do the (h1) or (h2) tests?
Answer	No. These tests pertain to Health Information Service Providers (HISPs). • The (h1) test is for EHRs that are also their own HISP. • The (h2) test is for 3rd party HISPs. By using the Updox Direct Messaging service, EHRs already meet the Direct messaging transport requirement in the Transition of Care (b1) module to use technology certified to (h2). For the 2015 ONC Certification, the transport requirements were separated into their own modules. This enables EHRs who use 3rd party HISPs to skip those tests and also eliminates the need for HISPs to repeat the same tests for every EHR partner. The (h1) and (h2) tests under the 2015 certification are quite extensive and take a few hours to complete. If you want to do the (h1) test with Updox as relied upon software, contact us to discuss.

(b1) Transitions of Care

Topic	(b1) Transitions of Care - Edge Protocol
Question	What is edge protocol?
Answer	Edge protocol simply refers to the communication between the EHR and its HISP for Direct messaging. To enable a successful communication both parties need to speak the same language. As a HISP, Updox supports three edge protocols: • Updox APIs • SMTP (new) • XDR (new)

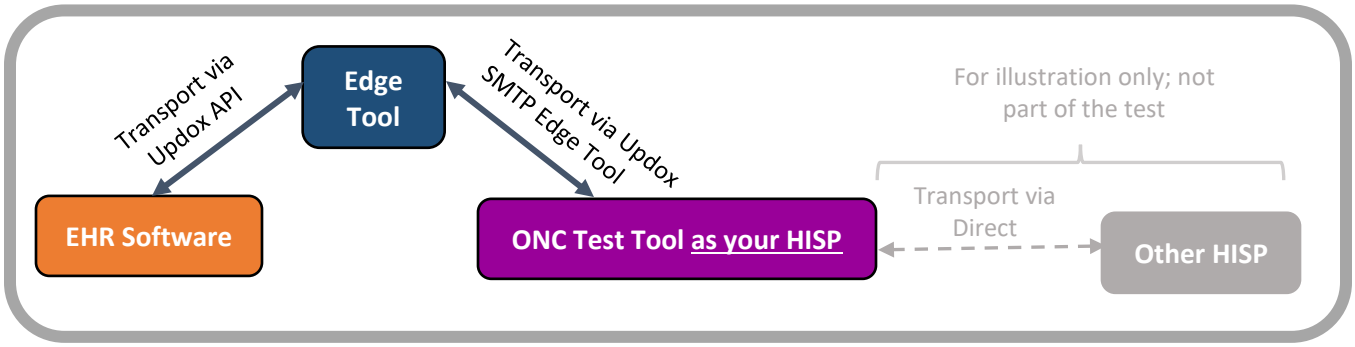
Topic	(b1) Transitions of Care - Edge Protocol
Question	As an EHR do we need to demonstrate the edge protocol requirements in the (b1) certification test?
Answer	Yes. There are two sides to edge protocol: EHR and HISP. The (b1) module tests the EHR side while the (h2) module tests the HISP side. During this test, the ONC Test Tool performs the role of your HISP (not Updox).

Topic	(b1) Transitions of Care - Edge Protocol
Question	Can Updox help us with the EHR side of the edge protocol requirements?
Answer	Yes, Updox has an optional tool that EHRs can use to simulate the SMTP edge protocol for their certification testing. This tool will convert the Direct messages that you send to Updox (via our API edge protocol) to the SMTP edge protocol before forwarding the messages to the ONC Test Tool. If you choose to use this option, keep in mind: • you'll need to list Updox as relied-upon software • it is for certification testing only • it doesn't meet the "spirit" of the requirement to enable EHRs to be HISP-agnostic Using this web-based tool is very simple and requires only a slight change in your testing configuration. If interested in using this tool, contact us at partnersupport@updox.com for the instructions. --- Note: The reason that ONC added the edge protocol standard requirements to the (b1) Transition of Care module, is to enable EHRs to more easily change to another HISP. In our opinion, APIs provide a better and more modern approach for EHRs and HISPs to communicate with each other. Unfortunately, ONC could not adopt an API standard for edge protocol since there currently isn't a predominate standard. That will likely change in the future as FHIR becomes more widely used. Another reason why our APIs are the preferred method, is that most of our EHR partners also use other Updox services that rely on APIs (e.g. managing practices, managing users, Patient Portal, appointment scheduling, reminders, payments, faxing). It's inconsistent to use an STMP or XDR edge protocol for Direct messaging then APIs for everything else. If you do want to be "HISP agnostic capable" in production, you'll need to implement the EHR side of the SMTP or XDR edge protocol in your EHR software (EHRs are not required to support both protocols).

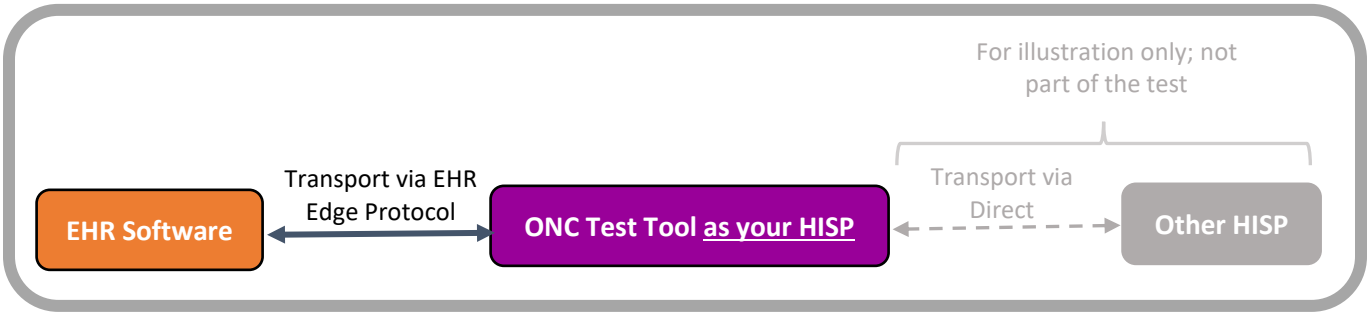
Edge Protocol Diagrams (message flow & transport protocols)

Remember that "edge protocol" refers to the communication method between an EHR (the edge) and its HISP (not the method between the HISP and the outside world).

(b1) Cert Test - If using Updox SMTP Edge Protocol Tool



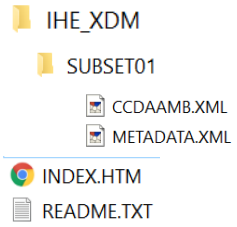
(b1) Cert Test - If EHR implements Edge Protocol



Topic	(b1) Transitions of Care - Edge Protocol
Question	As an EHR vendor are we required to **re-implemen**t our customers on one of the edge protocol standards?
Answer	No. Under the EHR Incentive and MACRA programs clinicians are permitted to exchange CCDs with others by any secure electronic method (i.e. a method that uses encryption and hashing). It doesn't even need to be certified. The Updox APIs that you currently use for the edge protocol are very secure, efficient, already in place, and a far better method.

Topic	(b1) Transitions of Care - Who Does What
Question	There are several parts to the (b1) module; which parts does Updox handle?

Answer	Most of the (b1) test pertains to the EHR. Updox handles the HISP related services. Here's a summary:
	• Updox
	  ○ CCD transport via Direct messaging between HISPs
	  ○ Edge Protocol (SMTP & XDR) – HISP side
	  ○ Conversion between SMTP and XDR (SOAP)
	
	• EHR
	  ○ Create CCDs
	  ○ Receive CCDs (including in the XDM zipped file format)
	  ○ Validate CCDs
	  ○ Display CCDs
	  ○ Match patient in an incoming CCD to a patient in the EHR
	  ○ Import CCDs into the EHR
	  ○ Edge Protocol - EHR Side (SMTP or XDR) *
	
	* Updox has an optional tool that EHRs can use for the EHR SMTP edge protocol certification test (see Edge Protocol FAQs for more details).

Topic	(b1) Transitions of Care – Receiving XDM Zip Files
Question	As an EHR do we need to be able to receive XDM zip files?
Answer	Yes. Some EHR vendors package a CCD in an XDM zip file format. The zip file contains the CCDA xml file along with some supplemental files organized in a folder hierarchy. Here is an example: ABC.zip  Updox has an EHR vendor level setting that will automatically unzip all zip files received. When turned on, incoming message will contain a separate attachment for each individual file as well as the original zip file. Let us know if you want this setting turned on.

Topic	(b1) Transitions of Care - Importing CCDs from Updox Practice UI
Question	If we use the Updox user interface for Direct messaging, is it acceptable to download CCDs to a user's PC when transporting between the EHR and Updox?
Answer	No. The testing bodies have stated that approach will not pass the (b1) certification test. There are security implications plus it adds extra steps to the user's workflow. If you currently rely on this method, contact us about implementing a better approach.

Patient Portal

Topic	(d9) Trusted Connection – Does an EHR Need to Test?
Question	As an EHR do we need to do the (d9) Trusted Connection test?
Answer	Yes. There are 6 modules that require the (d9) test: • (e1) View, Download, Transmit • (e2) Secure Messaging • (e3) Patient Generated Health Data • (g7) API Patient Selection • (g8) API Data Category Request • (g9) API All Data Request Updox handles the trusted connection for e1, e2, and e3 (i.e. Patient Portal related modules). The EHR will need to handle this for g7, g8, and g9.

Topic	(e1) View, Download, & Transmit (VDT) – Does an EHR Need to Test?
Question	Since we use the Updox Patient Portal and Updox is certified on the (e1) module do we also need to do the (e1) test.
Answer	Great news, you do not! The ONC Certification is now completely modular (the complete EHR certification was eliminated). The CMS EHR ID that your customers will use when reporting measures to the various incentive programs will be based on the combination of products (EHR, Updox, and any other 3rd party applications that are part of their certified health technology). The ID is obtained from the ONC Certified Health IT Products List website: https://chpl.healthit.gov/#/search. Search and select the multiple products then click the Get 2015 EHR Certification ID button. To simplify this step for your customers you can give them the CMS EHR ID they need to use.

Topic	EHR Certification for (e1) View, Download, & Transmit
Question	Even though we can rely on the Updox certification for (e1), can an EHR vendor also certify using the Updox Patient Portal?
Answer	Yes. An EHR vendor can do this test without having an Updox representative participate. A few things to keep in mind: • you'll need to list Updox as relied-upon software • a WCAG assessment will need to be conducted in advance for the Updox Patient Portal account you'll be using on test day (we can help you with that) • when Updox makes changes to the Patient Portal that require re-certification, the EHR will also need to re-certify this module

Topic	(e2) Secure Messaging
Question	If Updox is certified on (e2) does an EHR also need to do this test?
Answer	It depends on where the user interface is located that your customers use to send and receive messages. • If the user logs into Updox for secure messaging, you can rely on the Updox certification and won't need to do the test. • If the user interface to send/receive messages is within your EHR software then you do need to do this test. Remember to list Updox as relied upon software.

Measures Reporting (related to the Updox Patient Portal)

Topic	Measure Reporting
Question	For which measures does Updox provide numerator-related information?
Answer	Updox provides detail information for the following measures via API: • Patient Access • View, Download, Transmit • Secure Messaging

Topic	Measure Reporting – View, Download, Transmit (VDT)
Question	What has changed in the View, Download, Transmit measure?
Answer	This measure now includes two types of patient access: 1) Patient Portal (e1) Updox 2) API (g7, g8, g9) EHR or other 3rd party vendor To calculate the measure the EHR will need to combine the information from both sources.

Topic	Measure Reporting – Patient Access
Question	To meet the Patient Access measure, does a CCD need to be sent to the Patient Portal for every office visit?
Answer	Yes, and it must also be sent within the time limit from when the information was available to the provider: • MU Stage 2 and ACI Transition = 4 business days • MU Stage 3 and ACI = 48 hours

Topic	Measure Reporting – EHR Further Filtering the Numerator
Question	Does the EHR need to further filter the numerator information received from Updox?
Answer	Yes. 1. **Apply the Denominator** - Since the numerator is a subset of the denominator, the EHR needs to eliminate patients not seen by the eligible provider during the reporting period. For example, • IF a patient is seen in 2016 but not in 2017 and that patient views a CCD in the Patient Portal in 2017 • THEN the Updox numerator for 2017 will include that patient (since they viewed the CCD during that period) • AND the EHR will need to remove that patient from the numerator since the patient wasn't seen by an eligible provider in 2017 2. **Patient Access Measure** – A patient can only be counted in the numerator if they received a CCD for <u>every office visit within the time limit</u> required by the incentive program (4 business days or 48 hrs). Updox, as a Patient Portal vendor, does not have the information needed to perform that part of the numerator calculation (i.e. all office visits, date/time the info became available to the eligible provider). *Note: Many EHRs can calculate this measure without any information from Updox since they create the Patient Portal account through the Updox API.*

Other

Topic	Updox Testing Environment
Question	For our certification test, do we use our Updox test (qa) environment or production environment.
Answer	Test (qa) environment

Topic	Complete EHR vs Modular Certification
Question	Can we still do the "Complete EHR" certification?
Answer	Under the 2015 ONC Health IT Certification everything is "modular". The concept of a "complete EHR" certification was eliminated. This enables vendors to focus on the features that pertain to their software.

Topic	CMS EHR Certification ID
Question	What CMS 2015 EHR Certification ID should we tell our customers to use for their MU and/or Quality Payment System (MIPS) reporting?
Answer	The EHR Certification ID is based on the combination of the EHR, Updox, and any other 3rd party products used. Providers can find this ID on the public Certified Health IT Product List website. https://chpl.healthit.gov/ To make it easier for your customers, you can give them the ID associated with the combination of products that are part of your total solution.

Topic	(g7, g8, g9) Access to Patient Info via API
Question	Does Updox offer services for the API related requirements? • Application Access – Patient Selection • Application Access – Data Category Request • Application Access – All Data Request
Answer	Sorry no. An EHR will either need to build this or purchase the service from a 3rd party vendor. *Caution: do not confuse these requirements with the Updox APIs used by EHR partners to integrate with Updox. Those APIs serve a different purpose.*

Topic	Updox Version Number
Question	What is the Updox version number related to the 2015 Edition certification?
Answer	2016.0 2016.1 (if using the new Patient Engagement Portal coming in Summer 2017)

7 EHR Action Items

General

Title	Action
Test Dates	Keep Updox updated on your testing dates via email to: partnersupport@updox.com. If you need Updox on the call or on standby, notify us as soon as possible to ensure availability.
Test Environment	Set up your Updox qa environment. If you need any help, contact us at partnersupport@updox.com.
Practice Session	Schedule your practice session with Updox a few weeks before your test. Contact us early to reserve your preferred date/time.
CCD Format	To help ensure your CCD format is up to snuff, use the ONC C-CDA Scorecard to verify: https://sitenv.org/scorecard/
Direct Address Directory	On a side note, if you have the Updox Direct Messaging embedded in your EHR, consider implementing the Updox ProviderDirectorySearch API to provide your customers access to the Direct Address Directory.

Direct Messaging

#	Title	Action
b1	CCD Import	If the process to import CCDs into the EHR from a Direct message involves downloading the CCD from the Updox Practice UI to a user's PC then uploading it to the EHR, contact us about implementing a better approach (partnersupport@updox.com). *That process will not pass the certification test.*
b1	Edge Protocol	Let us know if you want to use the Updox EHR SMTP Edge Protocol Tool for your certification test. See the Edge Protocol FAQs for more information.
b1	Edge Protocol	If you want to change your "production" implementation to use SMTP or XDR as the EHR-side of the edge protocol (instead of continuing to use the Updox APIs): • Enhance your EHR product to support the protocol • Notify Updox when you're ready to test • Notify Updox when you're ready to go live Note: In our opinion, APIs are a better method for the edge protocol, particularly if you're using Updox APIs for other services (e.g. reminders, payments, faxing, etc.).

Patient Portal

#	Title	Action
a13	Education Resources	Determine how you will provide patients with electronic access to their education resources. A recommended approach is to send a secure message containing the information to the Patient Portal. The educational materials can either be attached or the message text could include an internet link to the information.
e1	(e1) VDT Certification	Determine if you will utilize the Updox (e1) certification or if you want to also certify your EHR on (e1). Using the Updox certification: • Saves you time and test prep work • As enhancements are made to the Portal, Updox handles the re-certification (versus you needing to re-certify as well)
e1	WCAG Asmt	If you do decide to do the (e1) test, the Web Content Accessibility Guideline (WCAG) assessment will need to be completed on your specific test portal a few weeks before your (e1) test date. 1. Setup your test portal. 2. Create the portal account for the test patient. 3. Change the user name and password as desired. 4. Enter the test data for the (e1) test. 5. Send a CCD to the test patient's portal (must use the test data specified by your Testing Body). 6. Log into the patient portal to verify access. 7. Notify Updox via email that you're ready for the assessment. (cpatterson@updox.com) and include the portal URL, user name and password to access the portal. 8. Updox will complete the paperwork and send to you for submission.
e3	Patient Supplied Health Data	Determine how you will enable patients to electronically share patient-supplied health information with the practice. A very easy approach is to use the Send Message feature in the Updox Patient Portal. Since this approach adds a new message type: • Verify you can receive the new message type (patient_info). Occasionally we see EHRs that hard code which message types they will accept.
g2	MU Measures	Implement the new APIs to pull information for the Patient Portal related measures for 2017.
--	Production	Notify Updox when you're ready to turn on the following new features in your production environment for the Patient Portal: • Enhanced CCD Viewer • Patient Supplied Health Data

8 Dates

Updox Certification Testing	Security, design, and Direct messaging d1, d2, d3, d5, g4, g5, h2	❖ 2/6/2017
	Patient Portal (legacy) d7, d9, e1, e2, g6	❖ 2/27/2017
	Numerator Recording (Measures) g1	❖ 5/11/2017
	Patient Portal (new) d7, d9, e1, e2, g1, g6	❖ 5/30/2017

Technical Details & QA Environment Ready	Direct messaging enhancements	❖ mid-April 2017
	Patient Portal enhancements	❖ 5/31/2017
	Updox EHR SMTP Edge Protocol Tool for testing	❖ 5/31/2017
	APIs for Measures Reporting	❖ 5/31/2017

Production Release	Direct messaging enhancements	❖ Done
	Patient Portal & Measure enhancements	❖ TBD

9 Links

Updox Partner Support	Email: partnersupport@updox.com
Updox Interactive API and Documentation	https://updoxqa.com/iodox/
NIST Test Scripts	https://www.healthit.gov/policy-researchers-implementers/2015-edition-test-method
ONC Test Tool (ETT)	https://ttpedge.sitenv.org/ttp/#/home
ONC C-CDA Scorecard	https://sitenv.org/scorecard/
ONC Certified Products List	https://chpl.healthit.gov/#/search

10 Glossary

Term	Description
ACI	Advancing Care Information The Medicare Quality Payment System (MIPS) category for “meaningfully using certified health IT”
API	Application Program Interface
CCD	Continuity of Care Document .
FHIR	Fast Healthcare Interoperability Resources
HISP	Health Information Services Provider A HISP is a required component of Direct messaging. Similar in concept to an internet services provider (ISP)
MU	Meaningful Use
NIST	National Institute of Standards Technology Works with ONC to develop the certification tests
ONC	Office of National Coordinator Federal office that administers the health IT certification program
VDT	View, Download, & Transmit (e1)
WCAG	Web Content Accessibility Guidelines Requirements for web application user interfaces to be compliant with accessibility best practices
XDR	Cross-enterprise Document Reliable Interchange
XDM	Cross-enterprise Document Media Interchange