



Real World Testing Results – 2024 Plan

Version: 1.0
January 2025

This document contains the Results of the Real World Testing Plan of Glenwood System's GlaceEMR for the year 2024.



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Introduction

Real World Testing is an annual requirement outlined in the ONC 21st Century Cures Act Final Rule for health IT developers participating in the ONC Health IT Certification Program. The purpose of this Condition and Maintenance of Certification requirement is for Certified Health IT Developers to demonstrate interoperability and functionality of their certified health IT in real world settings and scenarios, rather than in a controlled test environment with an ONC-Authorized Testing Lab. Real World Testing verifies that deployed Certified Health IT continues to perform as intended by conducting and measuring observations of interoperability and data exchange. These observations are described in a public and transparent way through Real World Testing plans and reported as Real World Testing results. This document contains the results of execution of the test plan for the following criteria.

Transition Of Care:

- § 170.315(b)(1) Transitions of care
- § 170.315(b)(2) Clinical information reconciliation and incorporation
- § 170.315(b)(7) Security tags - summary of care - send
- § 170.315(b)(8) Security tags - summary of care - receive
- § 170.315(b)(9) Care plan
- § 170.315(e)(1) View, download, and transmit to 3rd party

ePrescription:

- § 170.315(b)(3) Electronic prescribing

Electronic Health Information export:

- § 170.315(b)(10) Data export

Clinical Quality Measures:

- § 170.315(c)(1)—record and export
- § 170.315(c)(2)—import and calculate
- § 170.315(c)(3)—report

Application Programming Interfaces:

- § 170.315(g)(7) Application access — patient selection
- § 170.315(g)(8) Application access — data category request
- § 170.315(g)(9) Application access — all data request



§ 170.315(g)(10) Standardized API for patient and population services

Electronic Exchange:

§ 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM

Public Health:

§ 170.315(f)(1) Transmission to immunization registries

§ 170.315(f)(2) Transmission to public health agencies — syndromic surveillance

§ 170.315(f)(4) Transmission to cancer registries

§ 170.315(f)(5) Transmission to public health agencies — electronic case reporting

§ 170.315(f)(7) Transmission to public health agencies — health care surveys



Applicable Real World Testing Certification Criteria

Transition Of Care

General Information

Developer Name:	Glenwood Systems LLC
Product Name(s):	GlanceEMR
Version Number(s):	6.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629
Developer Real World Testing Page URL:	https://docs.glanceemr.com/Glenwood/rwt.html

Summary of Testing Methods and Key Findings:

Our plan was to utilize the system logs, and communication logs to determine the send and receive transitions of care using Edge protocols and downloading or transmitting EHI by patients using the patient portal. During the course we have added additional Outcome information to track the transactions. In Patient portal majority of the patients viewed their summary document, far fewer downloaded the document and no significant patient population transmitted the document.

Standards Updates (Including Standards Version Advancement Process (SVAP) And United States Core Data For Interoperability (USCDI))

Standard (and version)	All standards versions are those specified in USCDI v1. The developer plans to use SVAP to update its (e)(1) module to support the new version of the Direct transport protocol (now known as Secure Health Transport) during the testing period.
Method used for standard update	SVAP
Updated certification criteria and associated product	2015 Edition
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629

Care Setting(S):

We have utilized ambulatory care setting in a pulmonary practice.



Metrics and Outcomes:

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Sending	§ 170.315(b)(1) Transitions of care	Successfully Exported Results: <ul style="list-style-type: none"> • 1 year timespan 1/24/24 - 12/20/24 • 2 Clients involved • Total Exported CCDA documents = 438 • Success Percentage: 98.85% 	
Receiving	§ 170.315(b)(1) Transitions of care	Imported and Validated Results: <ul style="list-style-type: none"> • 1 year timespan 1/24/24 - 12/20/24 • 2 Clients involved • Total Imported CCDA documents = 198 • Validation Percentage: 95.95 % 	

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
View, download and transmit	§ 170.315(e)(1) View, download and transmit	View, download and transmit Total of 4046 Timeframe: One year (2024) 2 Clients involved Success Percentage: 100%	

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Sending	§ 170.315(b)(9) Care plan	Total of 50 Care Plan documents Generated (for 2 Clients) Timeframe: one year (2024) No errors in transmission were captured Success Percentage: 100%	
Receiving	§ 170.315(b)(9) Care plan	For this metric, we counted the total number of Care Plan documents received. No clients received one of these reports during the specified timeframe. (for 2 Clients) Count of Reports Generated using mock Data: 2 Functionality is working as expected. No errors in transmission. Timeframe: one year (2024)	



Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Sending	§ 170.315(b)(7) Security tags - summary of care - send	Total of 50 summary of care documents Success Percentage: 100% No errors in transmission were captured	
Receiving	§ 170.315(b)(8) Security tags - summary of care - receive	Total of 70 summary of care documents Success Percentage: 100% No errors in transmission were captured	

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Sending	§ 170.315(b)(2) Clinical information reconciliation and incorporation	Total of 10 CCDA records where medications, allergies, and problems were reconciled The software was working as expected, the end users determined what data is reconciled. Timeframe: One year No errors in transmission were captured	

Schedule Of Key Milestones

Key Milestone	Care Setting	Date/ Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Ambulatory	November 1, 2023
Collection of information as laid out by the plan for the period.	Ambulatory	January 1, 2024 – December 31, 2024



Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Ambulatory	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	Ambulatory	January 1, 2025
Analysis and report creation.	Ambulatory	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	Ambulatory	February 1, 2025



ePrescription

General Information

Developer Name:	Glenwood Systems LLC
Product Name(s):	GlanceEMR
Version Number(s):	6.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629
Developer Real World Testing Page URL:	https://docs.glanceemr.com/Glenwood/rwt.html

Summary of Testing Methods and Key Findings:

Our plan was to utilize the system logs, and communication logs to determine the ePrescription performance. During the course we have found most providers do not select the Dx code for the Rx entries. We are planning to encourage the providers to select the Dx for the Rx.

Standards Updates (Including Standards Version Advancement Process (SVAP) And United States Core Data For Interoperability (USCDI))

Standard (and version)	§ 170.205(b)(1) NCPDP SCRIPT Standard, Implementation Guide, Version 2017071 § 170.207(d)(3) RxNorm, September 8, 2015 Full Release Update
Updated certification criteria and associated product	2015 Edition
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629

Care Setting(S):

We have utilized ambulatory care setting in a primary care practice.



Metrics and Outcomes:

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
New Rx Refill Rx Rx with Dx	§ 170.315(b)(3) Electronic prescribing	<p>e-prescribing Transactions</p> <p>Timeframe: One year (01/19/24-12/27/24)</p> <p>Success Percentage: 97.5%</p> <p>2 Clients involved</p> <p>NewRx – 2895</p> <p>Refill Request – 335</p> <p>Refill Response – 17</p> <p>NewRx with Dx Code – 417</p> <p>NewRx without DX Code - 2478</p> <p>NewRx with RxNorm Code – 2883</p>	

Schedule Of Key Milestones

Key Milestone	Care Setting	Date/ Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Ambulatory	November 1, 2023
Collection of information as laid out by the plan for the period.	Ambulatory	January 1, 2024 – December 31, 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Ambulatory	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	Ambulatory	January 1, 2025
Analysis and report creation.	Ambulatory	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	Ambulatory	February 1, 2025



Electronic Health Information export

General Information

Developer Name:	Glenwood Systems LLC
Product Name(s):	GlanceEMR
Version Number(s):	6.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629
Developer Real World Testing Page URL:	https://docs.glanceemr.com/Glenwood/rwt.html

Summary of Testing Methods and Key Findings:

Our plan was to utilize the system logs, and communication logs to determine batch data export utilization. As per our findings the export process is running without any error. We are considering even granular logging to find the outcome of individual records rather than the outcome of the batch operation.

Standards Updates (Including Standards Version Advancement Process (SVAP) And United States Core Data For Interoperability (USCDI))

Standard (and version)	<p>§ 170.205(a)(4) HL7® Implementation Guide for CDA® Release 2: Consolidated CDA Templates for Clinical Notes (US Realm), Draft Standard for Trial Use Release 2.1, August 2015</p> <p>§ 170.207(a)(4) International Health Terminology Standards Development Organization (IHTSDO) Systematized Nomenclature of Medicine Clinical Terms (SNOMED CT®), U.S. Edition, September 2015 Release</p> <p>§ 170.207(i) ICD-10-CM</p>
Updated certification criteria and associated product	2015 Edition
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629

Care Setting(S):

We have utilized ambulatory care setting in a primary care practice.



Metrics and Outcomes:

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Electronic Health Information export	§ 170.315(b)(10) Electronic Health Information export	Total of 4046 Timeframe: One year (01/24/24-12/20/24) Success Percentage: 100%	

Schedule Of Key Milestones

Key Milestone	Care Setting	Date/ Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Ambulatory	November 1, 2023
Collection of information as laid out by the plan for the period.	Ambulatory	January 1, 2024 – December 31, 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Ambulatory	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	Ambulatory	January 1, 2025
Analysis and report creation.	Ambulatory	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	Ambulatory	February 1, 2025



Clinical Quality Measures

General Information

Developer Name:	Glenwood Systems LLC
Product Name(s):	GlanceEMR
Version Number(s):	6.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629
Developer Real World Testing Page URL:	https://docs.glanceemr.com/Glenwood/rwt.html

Summary of Testing Methods and Key Findings:

Our plan was to utilize the system logs, and communication logs to determine QRDA-I, QRDA-III export, import and report functions. Since none of our customers utilized the import function, we have used the Cypress tool to verify.

Standards Updates (Including Standards Version Advancement Process (SVAP) And United States Core Data For Interoperability (USCDI))

Standard (and version)	<p>§ 170.205(h)(2) Health Level 7 (HL7®) CDA® Release 2 Implementation Guide for: Quality Reporting Document Architecture – Category I (QRDA I); Release 1, DSTU Release 3 (US Realm), Volume 1</p> <p>§ 170.205(k)(3) CMS Implementation Guide for Quality Reporting Document Architecture: Category III; Eligible Clinicians and Eligible Professionals Programs; Implementation Guide for 2020</p>
Updated certification criteria and associated product	2015 Edition
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629

Care Setting(S):

We have utilized ambulatory care setting in a primary care and many specialty practices.



Metrics and Outcomes:

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Export	§ 170.315(c)(1)—record and export	Total of 30 files exported between Jan 1 and December 31 2024	
Import	§ 170.315(c)(2)—import and calculate	15 files were imported 15 files were uploaded 100% of imported files were imported successfully	
Report	§ 170.315(c)(3)—report	MIPS Quality: Confirmed that all files from the random sample were successfully submitted. 100% success rate	

Schedule Of Key Milestones

Key Milestone	Care Setting	Date/ Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Ambulatory	November 1, 2023
Collection of information as laid out by the plan for the period.	Ambulatory	January 1, 2024 – December 31, 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Ambulatory	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	Ambulatory	January 1, 2025
Analysis and report creation.	Ambulatory	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	Ambulatory	February 1, 2025



Application Programming Interfaces

General Information

Developer Name:	Glenwood Systems LLC
Product Name(s):	GlanceEMR
Version Number(s):	6.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629
Developer Real World Testing Page URL:	https://docs.glanceemr.com/Glenwood/rwt.html
Relied Upon Software (if applicable)	GlanceEMR API Gateway (included with GlanceEMR)

Summary of Testing Methods and Key Findings:

Our plan was to utilize the system logs, and communication logs to determine API functions. We do not see any errors. But APIs failed many times due to searched patient not found or requested data do not exist.

Standards Updates (Including Standards Version Advancement Process (SVAP) And United States Core Data For Interoperability (USCDI))

Standard (and version)	<p>§ 170.213 United States Core Data for Interoperability (USCDI) Version 1</p> <p>§ 170.205(a)(4) Health Level 7 (HL7®) Implementation Guide for CDA Release 2 Consolidation CDA Templates for Clinical Notes (US Realm), Draft Standard for Trial Use Release 2.1 C-CDA 2.1, August 2015, June 2019 (with Errata)</p> <p>§ 170.205(a)(5) HL7® CDA R2 IG: C-CDA Templates for Clinical Notes R2.1 Companion Guide, Release 2, October 2019, IBR approved for § 170.205(a)(5)</p> <p>§ 170.215(a)(3) HL7® SMART Application Launch Framework Implementation Guide Release 1.0.0</p> <p>§ 170.215(b) OpenID Connect Core 1.0 incorporating errata set 1</p> <p>§ 170.215(a)(4) HL7® FHIR® Bulk Data Access (Flat FHIR®) (V1.0.1:STU 1)</p> <p>§ 170.215(a)(1) Health Level 7 (HL7®) Version 4.0.1 Fast Healthcare Interoperability Resources Specification (FHIR®) Release 4, October 30, 2019</p> <p>§ 170.215(a)(1) HL7® Version 4.0.1 FHIR® Release 4, October 30, 2019</p> <p>§ 170.215(a)(2) FHIR® US Core Implementation Guide STU V3.1.1</p>
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Updated certification criteria and associated product	2015 Edition
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629

Care Setting(S):

Since GlanceEMR supports ambulatory care setting we are going to use a primary care and few specialty practices



Metrics and Outcomes:

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Search	§170.315(g)(7) Application access — patient selection	Total Queries: 600 2 Clients involved Timeframe: One year (2024) Success Percentage: (98.0%) Failure: 12 (2.00%)	
Get Clinical Data	§170.315(g)(8) Application access — data category request	We do not see any errors.	
Get Document	§170.315(g)(9) Application access — all data request	Total Queries: 1800 2 Clients involved Timeframe: One year (2024) Success Percentage: (96.0%) Failure: 72 (4.00%)	
Get Patient Data	§ 170.315(g)(10) Standardized API for patient and population services	Total Queries: 50 Timeframe: One year (2024) Success Percentage: (36.5%) Failure Percentage: (64.5%) Failure Reason Codes below: 401: Unauthorized 58.1% 400: Bad Request .02% 404: Not Found 8.2%	

Schedule Of Key Milestones

Key Milestone	Care Setting	Date/ Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Ambulatory	November 1, 2023
Collection of information as laid out by the plan for the period.	Ambulatory	January 1, 2024 – December 31, 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Ambulatory	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	Ambulatory	January 1, 2025
Analysis and report creation.	Ambulatory	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	Ambulatory	February 1, 2025



Electronic Exchange

General Information

Developer Name:	Glenwood Systems LLC
Product Name(s):	GlanceEMR
Version Number(s):	6.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629
Developer Real World Testing Page URL:	https://docs.glanceemr.com/Glenwood/rwt.html

Summary of Testing Methods and Key Findings:

Our plan was to utilize the system logs, and communication logs to determine Direct Messaging functions. During the course we have added additional Outcome information to track the transactions.

Standards Updates (Including Standards Version Advancement Process (SVAP) And United States Core Data For Interoperability (USCDI))

Standard (and version)	§ 170.202(a)(2) Direct Project: ONC Applicability Statement for Secure Health Transport, Version 1.2, August 2015 § 170.202(b) ONC XDR and XDM for Direct Messaging Specification § 170.202(d) ONC Implementation Guide for Direct Edge Protocols, Version 1.1, June 25, 2014 § 170.202(e)(1) Delivery Notification - Implementation Guide for Delivery Notification in Direct v1.0
Updated certification criteria and associated product	2015 Edition
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629

Care Setting(S):

Since GlanceEMR supports ambulatory care setting we are going to use a primary care and few specialty practices



Metrics and Outcomes:

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Send	§ 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	12-month timespan 1/24/24 - 12/2/24 2 Clients involved Total Messages = 438 Success Percentage: 99.17% Failure Percentage: 0.83%	
Receive		12-month timespan 1/24/24 - 12/2/24 2 Clients involved Total Messages = 198 Success Percentage: 96.16% Failure Percentage: 3.84%	

Schedule Of Key Milestones

Key Milestone	Care Setting	Date/ Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Ambulatory	November 1, 2023
Collection of information as laid out by the plan for the period.	Ambulatory	January 1, 2024 – December 31, 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Ambulatory	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	Ambulatory	January 1, 2025
Analysis and report creation.	Ambulatory	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	Ambulatory	February 1, 2025



Public Health

General Information

Developer Name:	Glenwood Systems LLC
Product Name(s):	GlanceEMR
Version Number(s):	6.0
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629
Developer Real World Testing Page URL:	https://docs.glanceemr.com/Glenwood/rwt.html

Summary of Testing Methods and Key Findings:

Our plan was to utilize the system logs, and communication logs to determine Public Health agency updates. We do not have any customers using cancer registry, syndromic surveillance registry and healthcare survey. At the beginning we saw more failures in transmission due to missing fields, warned by registry which were optional fields in EMR. We made more fields mandatory and added registry specific validations to avoid such situation. As the year progressed the rate of error decreased drastically. In addition, Error rate widely varies between different registries due to data validation policies. Many of the registries do not support the query facility yet.

Standards Updates (Including Standards Version Advancement Process (SVAP) And United States Core Data For Interoperability (USCDI))

Standard (and version)	<p>§ 170.205(e)(4) Health Level 7 (HL7®) 2.5.1 Implementation Specifications. HL7® 2.5.1 Implementation Guide for Immunization Messaging, Release 1.5, October 2014 and HL7® Version 2.5.1 Implementation Guide for Immunization Messaging (Release 1.5)—Addendum, July 2015</p> <p>§ 170.207(e)(3) HL7® Standard Code Set CVX— Vaccines Administered, updates through August 17, 2015</p> <p>§ 170.207(e)(4) National Drug Code (NDC) Directory— Vaccine NDC Linker, updates through August 17, 2015</p> <p>§ 170.205(d)(4) Health Level 7 (HL7®) 2.5.1. Implementation specifications. PHIN Messaging Guide for Syndromic Surveillance: Emergency Department, Urgent, Care, Inpatient and Ambulatory Care, and Inpatient Settings, Release 2.0, April</p>
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	<p>21, 2015 and Erratum to the CDC PHIN 2.0 Implementation Guide, August 2015</p> <p>§ 170.205(i)(2) Health Level 7 (HL7®) Implementation Guide for CDA® Release 2: Reporting to Public Health Cancer Registries from Ambulatory Healthcare Providers, Release 1, DSTU Release 1.1, April 2015</p> <p>§ 170.207(a)(4) International Health Terminology Standards Development Organization (IHTSDO) Systematized Nomenclature of Medicine Clinical Terms (SNOMED CT®), U.S. Edition, September 2015 Release</p> <p>§ 170.213 United States Core Data for Interoperability (USCDI)</p> <p>§ 170.207(a)(4) International Health Terminology Standards Development Organization (IHTSDO) Systematized Nomenclature of Medicine Clinical Terms (SNOMED CT®), U.S. Edition, September 2019 Release</p> <p>§ 170.207(i) Encounter diagnoses: The code set specified at 45 CFR 162.1002(c)(2) for the indicated conditions ICD-10-CM as maintained and distributed by HHS, for the following conditions:</p> <ul style="list-style-type: none">Diseases.Injuries.Impairments.Other health problems and their manifestations.Causes of injury, disease, impairment, or other health problems. <p>§ 170.205(s)(1) Health Level 7 (HL7®) Implementation Guide for CDA Release 2: National Health Care Surveys (NHCS), Release 1 – US Realm, Draft Standard for Trial Use, December 2014</p> <p>Errata for NHCS V1.0</p> <p>Standards Version Advancement Process (SVAP) Version(s) Approved</p>
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	HL7® CDA® R2 Implementation Guide: National Health Care Surveys (NHCS), R1 STU Release 3 - US Realm Optional HL7® CDA® R2 Implementation Guide: National Health Care Surveys (NHCS), R1 DSTU Release 1.2 - US Realm
Updated certification criteria and associated product	2015 Edition
Certified Health IT Product List (CHPL) ID(s):	15.04.04.1535.Glac.06.00.1.180629

Care Setting(S):

Since GlanceEMR supports ambulatory care setting we are going to use a primary care and few specialty practices

Metrics and Outcomes:

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Transmit	§170.315(f)(1) Transmission to immunization Registries	Total of 495 transmissions Timeframe: One Year (2024) 2 Clients involved 4 failures in transmission were captured Success Percentage: 99.6%	
Query		Total of 2630 queries 2 Clients involved Timeframe: One Year (2024) 112 failures in transmission were captured Success Percentage: 95.74%	

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Count of Syndromic Surveillance Reports generated	§ 170.315(f)(2) Transmission to public health agencies — syndromic surveillance	No clients transmitted one of these reports during the specified timeframe. No errors in transmission were captured in Mock data.	



Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Count of Cancer registry reports generated	§ 170.315(f)(4) Transmission to cancer registries	Total of 100 transmissions Timeframe: one year (1/1-12/30) Success Percentage: 100%	

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Count of Electronic Case Reports generated	§ 170.315(f)(5) Transmission to public health agencies — electronic case reporting	Total of 353 transmissions Timeframe: one year (1/1-12/30) 10 failures in transmission were captured Success Percentage: 97.17%	

Measurement /Metric	Associated Criterion	Outcome	Challenges (if applicable)
Count of Healthcare Survey reports generated	§ 170.315(f)(7) Transmission to public health agencies — health care surveys	Total of 250 transmissions Timeframe: one year (1/1-12/30) 5 failures in transmission were captured Success Percentage: 98%	



Schedule Of Key Milestones

Key Milestone	Care Setting	Date/ Timeframe
Release of documentation for the Real-World Testing to be provided to authorized representatives and providers. This includes surveys, specific instructions on what to look for, how to record issues encountered, and Customer Agreements.	Ambulatory	November 1, 2023
Collection of information as laid out by the plan for the period.	Ambulatory	January 1, 2024 - December 31, 2024
Follow-up with providers and authorized representatives on a regular basis to understand any issues arising with the data collection.	Ambulatory	Quarterly, 2024
End of Real-World Testing period/final collection of all data for analysis.	Ambulatory	January 1, 2025
Analysis and report creation.	Ambulatory	January 15, 2025
Submit Real World Testing report to ACB (per their instructions)	Ambulatory	February 1, 2025



Attestation



Glenwood Systems
Medical Billing & EMR Made Easy

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I do hereby attest that Real World Testing plan for 2024 is executed for the year 2025 is completed as per the ONC requirements on the expected time frame. This document is submitted to the ONC Approved Certification Body.

Authorized Representative is Samuel Raj
sam@glenwoodsystems.com
(877) 728-7070
Technical Director
Glenwood Systems, LLC.
1389 West Main Street, Suite 308
Waterbury, CT 06708

Sincerely

Signed by Glenwood System, LLC's Technical Director, Samuel Raj on 03/05/2025.