



CY 2025 Real World Test Results Report for Office Ally

Executive Summary

This is the real world test results report for CY 2025 for Office Ally EHR 24/7 certified EHR solution. The test data was derived from version 5.9.255, which was available to users during the testing period in 2025.

As ONC has stated in its rule, “The objective of real world testing is to verify the extent to which certified health IT deployed in operational production settings is demonstrating continued compliance to certification criteria and functioning with the intended use cases as part of the overall maintenance of a health IT’s certification.” We have worked toward this objective in completing our real world testing measurements and metrics.

This document includes the final testing measurements and metrics after evaluating our product interoperability within production settings. Within each use case, we document planned testing methodology, associated ONC criteria, justification for measurement, expected outcomes from the testing, care settings applied for the respective measure, and if applicable the number of clients to use our real world testing approach, including how our test cases were created, our selected methodology, the number of client/practice sites to use, and our general approach and justification for decisions.

We have comprised our timeline and milestones for completing the real world testing in CY 2025, and information about compliance with the Standards Version Advancement Process updates. Testing result metrics and outcomes are included in this report to display the use and maintenance of the measures.

A table of contents with hyperlinks is provided in the plan for quick access to any document section, including the testing measurements and metrics. Our signed attestation of compliance with the real world testing requirements is on the following page.



Developer 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.

Authorized Representative Name: ChereLee Jensen

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Authorized Representative Signature:

A handwritten signature in black ink that reads 'Chere Lee Jensen'.

01/26/2026



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General Information

Developer Name: Office Ally, Inc.

Product Name(s): EHR 24/7

Version Numbers(s): 5.9.255

Certified Health IT Criteria: 315(g)(7), (9), (10)

Product List (CHPL) ID(s) and Link(s):

- 15.04.04.2822.EHR2.05.03.1.241226
- <https://chpl.healthit.gov/#/listing/11572>

Developer Real World Testing Page URL:

- <https://cms.officeally.com/resources/on-c-acb-certification>

Plan Report ID Number:

- EHR 24/7_RWT Results Report_2025

Relied Upon Software

Developer Name: Dynamic Health IT

Product Name(s): ConnectEHR +BulkFHIR

Version Numbers(s): FHIR4-B

Certified Health IT Criteria: 315(g)(7), (9), (10)

Product List (CHPL) ID(s) and Link(s):

- 15.02.05.2713.DY4B.04.03.0.211221
- <https://chpl.healthit.gov/#/listing/10759>



Timeline and Milestones for Real World Testing CY 2025

- 1Q-2Q 2025: Review clients or client sites we plan to use for the measure evaluation.
- 2Q-3Q 2025: Perform test
- 4Q-2025: RWT plan is completed, test plan will be prepared
- 1Q-2026: Test report will be submitted to ONC-ACB

Standards Version Advancement Process (SVAP) Updates

For CY 2025, we are not planning to make any version updates on approved standards through the SVAP process.

Standard (and version)	None
Updated certification criteria and associated product	N/A
Health IT Module CHPL ID	N/A
Method used for standard update	N/A
Date of ONC-ACB notification	N/A
Date of customer notification (SVAP only)	N/A
Conformance measure	N/A
USCDI-updated certification criteria (and USCDI version)	N/A

Real World Testing Measurements

The measurements for our real world testing results report are described below. Each measurement contains:

- Associated ONC criteria
- Testing Methodology used
- Description of the measurement/metric
- Justification for the measurement/metric
- Expected outcomes in testing for the measurement/metric
- Number of client sites to use in testing (if applicable)
- Care settings which are targeted with the measurement/metric
- Metrics/Outcomes and Key Milestones (including relied-upon software if applicable)



In each measurement evaluation, we elaborate specifically on our justification for choosing this measure and the expected outcomes. All measurements were chosen to best evaluate compliance with the certification criteria and interoperability of exchanging electronic health information within the certified EHR.

Testing Methodologies

For each measurement, a testing methodology is used. For our test plan, we use the reporting/logging methodology.

Reporting/Logging: This methodology uses the logging or reporting capabilities of the EHR to examine functionality performed in the system. A typical example of this is back-end generated audit logs from the EHR 24/7 system. This methodology provides historical measurement reports which can be accessed at different times of the year and evaluate interoperability of EHR functionality, and it can serve as a benchmark for evaluating real world testing over multiple time intervals.

Number of Clients Sites

Within each measure, we note the minimum number of clients or clients we plan to use for this measure evaluation. The numbers vary depending on the methodology as well as overall use of the associated EHR Module criteria by our users. For criteria that are not widely used by our customer base, we may test the respective measure in our own production-sandbox environment given lack of customer experience with the criteria functionality.

Care and Practice Settings Targeted

Office Ally EHR 24/7 is primarily targeted to general ambulatory practices, and our measures were designed for this setting in mind. In each measure, we address the care settings targeted and note any necessary adjustment or specific factor to consider with this specific measure.

Metrics/Outcome and Key Milestones

Multiple reporting methodologies were utilized to generate user data. Exports of tables containing user data have been saved as support of actions taken for each measure. Test clients were chosen by random selection. For criteria that is not widely used by our customer base, we will test the respective measure in our own production environment given lack of customer experience with the criteria functionality. If any non-compliances are observed, we will notify the ONC-ACB of the findings and make the necessary changes required.

Key milestones for data used in metrics was for the date range Between July 1, 2025, and September 30, 2025, Office Ally generated reports used for metrics. The results report was generated between October 1, 2025, and December 31, 2025 to be finalized in January 2026.



§170.315(g)(7), Application access — patient selection

§170.315(g)(9), Application access — all data request

Testing Methodology: Reporting/Logging, Internal Testing

Measurement Description

This use case tracks and counting how many successful API queries of patient data elements from the EHR Module were sent to a 3rd party via API over the course of a given interval. The interval for this measure will be a minimum of three (3) months.

Measurement Justification

This measure will provide a numerical value to indicate both how often this interoperability feature is being used as well as its compliance to the requirement. An increment to this measure indicates that the EHR can send API queries of patient data elements from the EHR Module to a 3rd party. Office Ally utilizes relied-upon FHIR software through Dynamic Health IT for API integration requests.

Measurement Expected Outcome

The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs to determine our measure count. A successful measure increment indicates compliance to the underlying ONC criteria. It will show that EHR can process API queries of patient data elements to a 3rd party via API. Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR Module and overall support for the user experience while not completing this measure may indicate lack of understanding or possibly lack of use or need for this functionality. We will use the measure count to establish a historic baseline of expected interoperability use so it can be used in subsequent real world testing efforts. In the event zero clients utilize the feature, Office Ally completes internal testing to ensure measures are in place.

Care Settings

We designed this measure to test general ambulatory sites that we support and target.

Metrics/Outcome and Key Milestones

Zero clients utilized the API Query feature to send patient data elements from the EHR Module to a 3rd Party from July 1, 2025, through September 30, 2025. There were no challenges with obtaining the user data for RWT Measure 8, nor were third party or relied upon software used to generate data spreadsheets. API Queries is an EHR feature not used by Office Ally users since implementation. There was no change in users utilizing API queries in 2025 from 2023.

Historical Queries	2022	2023	2024	2025
Total Queries	0	0	0	0



Internal Testing

Office Ally utilizes synthetic testing through the Inferno Test Tool in partnership with DHIT (Dynamic Health IT) to demonstrate Patient API Access capability, as no real-world patient requests have been received to date.

Patient Enablement Process:

1. Navigate to Connect EHR → User Accounts
2. Set access type to "Patient"
3. Search for patient records (pulled from the FHIR resource database)
4. Enable "FHIR API Access" for individual patient accounts
5. System generates unique username and password credentials for the patient
6. Patient can then access their health data through the standardized API

Verification Method:

- Search for all patients with "API Active" status in Connect EHR
- Screenshots of this functionality serve as evidence of technical capability



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

Testing Methodology: Reporting/Logging, Internal Testing

Measurement Description

This use case is tracking and counting how many providers utilized standardized API for patient and population services from the EHR Module over the course of a given interval. The interval for this measure will be a minimum of three (3) months.

Measurement Justification

This measure will provide a numeric value to indicate both how often this interoperability feature is being used as well as its compliance to the requirement. An increment to this measure indicates that the EHR can generate a standardized API for patient and population services. Office Ally utilizes relied-upon FHIR software through Dynamic Health IT for API integration requests.

Measurement Expected Outcome

The measurement will produce numeric results over a given interval. We will utilize various reports and audit logs to determine our measure count. A successful measure increment indicates compliance with the underlying ONC criteria. It will show that EHR can process API queries for patient and population services. Successfully completing this measure also implies users have a general understanding of the EHR functional operations for this EHR Module and overall support for the user experience while not completing this measure may indicate lack of understanding or possibly lack of use or need for this functionality. We will use the measure count to establish a historic baseline of expected interoperability use so it can be used in subsequent real world testing efforts. In the event zero clients utilize the feature, Office Ally completes internal testing to ensure measures are in place.

Care Settings

We designed this measure to test general ambulatory sites that we support and target.

Metrics/Outcome and Key Milestones

Zero clients have enrolled to utilize the standardized API for patient and population data elements feature from the EHR Module from July 1, 2025, through September 30, 2025. There were no challenges with obtaining the user data. API Queries is an EHR feature not requested by Office Ally users since implementation.

Historical Queries	2022	2023	2024	2025
Total Queries	0	0	0	0



Internal Testing

Office Ally has successfully connected to a third party app in our STG environment (Inato) and we are waiting to go live for our final USCDI v3 updates to our CCDA Scheduled by end of month.

Test Configuration:

- **Environment:** Office Ally staging environment
- **Test Application:** Inato Key app (third-party SMART on FHIR application)
- **Test Practice:** Office Ally internal test practice with representative patient data
- **API Client Setup:** Successfully configured through Connect EHR portal

Test Results:

- API client registration successfully completed
- OAuth 2.0 authentication flow validated
- Patient data successfully retrieved by Inato application from staging environment
- FHIR resource responses validated against specification requirements

Current State (2025 Real World Testing Period):

- Zero (0) active API clients connected in production
- Connect EHR portal functional and available for API client registration
- Technical infrastructure validated through staging environment testing

Success Metrics

Office Ally measures Real World Testing success through the following approach:

Primary Metric: Number of active API clients registered in Connect EHR production portal

Data Collection Method:

- Direct query of Connect EHR production portal
- API client registration dashboard showing enabled clients
- Timestamp tracking of client enablement dates