iSalus Healthcare 2025 Real World Test Results

Table of Contents

iSalus

General Information

Plan Report ID Number: OfficeEMR.RWTR.2025

Developer Name: iSALUS Healthcare

Product Name(s): OfficeEMR

Version Number(s): 2021

Certified Health IT Product List (CHPL) ID(s): 15.04.04.2629.Offi.21.02.1.220606

Developer Real World Testing Page URL: https://officeemr.knowledgeowl.com/help/officeemr-real-world-testing

Attestation

This Real-World Testing Report 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.

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Grant W Lunney (Feb 6, 2026 17:25:02 MST)

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Date: 02/06/2026

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Changes to Original Plan

The following updates were made to the original Real World Testing plan to align with the June 30, 2025, Enforcement Discretion, which limited required testing to certification criteria specified in 45 CFR §170.315(g)(7) through §170.315(g)(10).

Change #	Description of Change	Reason for Change	Impact on Real World Testing Scope
1	Removed Phases/Scenarios 1-3, 5-7 from the original Real World Testing plan	June 30, 2025, Enforcement Discretion limited required testing to certification criteria in 45 CFR §170.315(g)(7)–(10)	Reduced testing scope to only Application Access and Standardized API certification criteria
2	Updated Real World Testing scope to align exclusively with §170.315(g)(7) through §170.315(g)(10)	Compliance with revised enforcement expectations	Ensured testing remained compliant while minimizing unnecessary testing burden
3	Replaced Scenarios 4.A – 4.C with a new Use Case 1 and Use Case 2	Consolidation more accurately reflected the testing methods used	No material impact on test coverage, execution, or outcomes

The updated/added use cases are documented below.

Use Case 1 - Independent vendors and OfficeEMR customers use certified APIs for both patient and provider-oriented use cases.

Certification Criteria	Requirement
§170.315(g)(7) – Application Access – Patient Selection	(i) Receive a request with sufficient info to uniquely identify a patient and return an ID to execute requests for the patient's data…
§170.315(g)(9) – Application Access – All Data Request	(i) Respond to requests for patient data and return a CCDA formatted document with the patient's data…

Measure 1: The request success rate for certified APIs – This measure will evaluate the successful use of all certified APIs (https://www.officemd.net/officemobile/screens/webservices.htm) through the lens of individual transaction requests by request, API information Source, and API users.

Justification: The evaluation of a statistically significant sample size of API requests spanning a broad spectrum of API Information Sources will demonstrate the real-world utility of the APIs.

Test Methodology: Manual API testing will be completed to determine the success rates for the following:

1. Requests Served:
   - Denominator: Total requests of certified API(s)
   - Numerator: Total number of successful responses

2. API Information Sources with at least one successful response -- validates successful API use spanning current API Information Sources:
   - Denominator: Total API Information Sources with at least one request
   - Numerator: Total API Information Sources with at least one successful response

3. API Users with at least one successful response - validates successful API use spanning current API Users:
   - Denominator: Total API Users with at least one request
   - Numerator: Total API Users with at least one successful response

Relied Upon Software: MyMedicalLocker

Expected Outcomes: OfficeEMR expects to see a high success rate in the above sub-measures, with the expected errors included (e.g., failure in authorization/authentication, incorrectly formatted request, etc.)

Use Case 2 - Independent vendors and OfficeEMR customers use certified FHIR APIs for both single and multi-patient use cases.

Certification Criteria	Requirement
§170.315(g)(10) – Standardized API for patient and population services	(i) Respond to requests for a single patient's data ... (ii) Respond to requests for multiple patients' data as a group

Measure 1: The request success rate for certified APIs – This measure will evaluate the successful use of all certified FHIR API Resources (https://isalus-fhirpresentation.everhealthsoftware.com/isalus/basepractice/r4/Home/ApiDocumentation) for single and multiple patient requests.

Justification: The evaluation of a statistically significant sample size of API requests spanning a broad spectrum of API Information Sources will demonstrate the real-world utility of the APIs.

Test Methodology: System logs will be reviewed to determine the success rates for the following:

1. Single Patient FHIR Resource Requests Served:
    - Denominator: Total requests of certified API(s)
    - Numerator: Total number of successful responses

2. Multiple Patient FHIR Resource Requests Served:
    - Denominator: Total requests of certified API(s)
    - Numerator: Total number of successful responses

3. Invalid Token Returns 1 or more Errors:
    - Denominator: Total API Users with at least one request
    - Numerator: Total API Users with invalid token returns at least one error response

Relied Upon Software: DHIT Connect EHR + BulkFHIR (version FHIR4-B)

Expected Outcomes: OfficeEMR expects to see a high success rate in the above sub-measures, with the expected errors included (e.g., failure in authorization/authentication, incorrectly formatted request, etc.)

Withdrawn Products

iSalus healthcare did not have any withdrawn product during the 2025 calendar year.

Summary of Testing Methods and Key Findings

During OfficeEMR's 2025 Real World Testing, testing demonstrated full conformance across all applicable certification criteria except for the following:

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

All identified issues are documented in the Metrics and Outcomes section. Timeout errors observed during Bulk FHIR requests were remediated during the testing period; post-fix results met expected performance, and no further remediation is required.

Testing Methodologies

iSalus Healthcare employed the following methodologies to validate real-world use and interoperability of certified capabilities:

Audit Trail / Reporting:

This methodology leverages the application's audit logging and reporting capabilities to review system activity and transactions. Audit data provides historical insight into interoperability workflows and supports validation of real-world use over time. These reports may be reviewed at multiple points throughout the year and can serve as a benchmark for evaluating consistency and ongoing conformance.

Manual API Testing:

Manual API testing was performed to validate expected API behavior by issuing authenticated requests and reviewing responses against certification requirements. This methodology was used to confirm correct request handling, response structure, data completeness, and error handling for patient-level access scenarios.

Standards Updates (SVAP and USCDI)

For CY 2025, OfficeEMR did not make any version updates on approved standards through the SVAP process. This applies to all test scenarios described within.

Care Settings

OfficeEMR performed real world testing in 2025 for the following care settings:

- Nephrology
- Urology

Metrics and Outcomes

Use Case 1 - Independent vendors and OfficeEMR customers use certified APIs for both patient and provider-oriented use cases. §170.315(g)(7) – Application Access – Patient Selection; and §170.315(g)(9) – Application Access – All Data Request

Measure 1: Successful API request for a Patient

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
1. Successful Requests Served: - Denominator: Total requests of certified API(s) - Numerator: Total number of successful responses	None	3 Patients Tested with 100% Success Rate	None
2. Successful API Information Sources with at least one successful response -- validates successful API use spanning current API Information Sources: - Denominator: Total API Information Sources with at least one request - Numerator: Total API Information Sources with at least one successful response	None	3 Patients Tested with 100% Success Rate	None
3. Successful receipt of error response with the usage of incorrect API credentials: - Denominator: Total API Users with at least one request - Numerator: Total API Users with at least one successful response	None	1 Incorrect API Credential Tested with 100% Success Rate	None

Use Case 2 - Independent vendors and OfficeEMR customers use certified FHIR APIs for both single and multi-patient use cases. §170.315(g)(10) – Standardized API for patient and population services

Measure 1: The Request Success Rate for Certified API's

Expected Outcome	Relied Upon Software	Results	Challenges Encountered
1. Single Patient FHIR Resource Requests Served: • Denominator: Total requests of certified API(s) • Numerator: Total number of successful responses	DHIT Connect EHR + BulkFHIR (version FHIR4-B)	11/1/2025-11/30/2025 82,352 Total Requests 81,815 Successful Requests 99% success rate	None – Typical error message for no data existing for requested resource
2. Multiple Patient FHIR Resource Requests Served: • Denominator: Total requests of certified API(s) • Numerator: Total number of successful responses	DHIT Connect EHR + BulkFHIR (version FHIR4-B)	11/1/2025-11/30/2025 14 Total Requests 11 Successful Requests 79% success rate	2 Errors requesting Data that didn't exist; 1 timeout error was seen and resolved with by installing an update from DHIT
3. Invalid Token Returns 1 or more Errors: • Denominator: Total API Users with at least one request • Numerator: Total API Users with invalid token returns at least one error response	DHIT Connect EHR + BulkFHIR (version FHIR4-B)	539 Invalid Authentications	None

Key Milestones

Key Milestones	Data/Timeframe
Recruitment of organizations participating in de-identified data collection	September 2025
Start of collection of necessary data as laid out by plan (will vary by measure)	November 2025
End of collection of required data as laid out by plan (will vary by measure)	November 2025
Analysis of Data (will vary by measure)	December 2025
Submit Real World Testing Report to ACB	February 2026

OfficeEMR 2025 Real World Test Results

Final Audit Report 2026-02-07

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