



MaxMD Direct mdEmail® Real World Testing Results

General Information

Developer Name: Park Avenue Capital, LLC dba MaxMD
Product Name(s): MaxMD Direct mdEmail®
Version Number(s): 3.0 SOAP
Certified Health IT Product List (CHPL) ID(s): 15.04.04.2132.MaxM.03.0.0.170209
Developer Real World Testing Page URL:
<https://www.maxmddirect.com/pdf/RWT/DirectMdEmail.pdf>

Summary of Testing Methods and Key Findings

MaxMD's Real World Testing examined the success of Direct Secure Messaging as a means of interoperability for sending electronic health information out of, and receiving electronic health information into, oncology and short term acute care settings.

As a HISP, MaxMD logs inbound and outbound Direct message attempts including the sending Direct address, receiving Direct address, timestamp, message status, and other transaction metadata. These logs summarize all Direct message attempts including total attempts, successful deliveries, and failures.

The results of this Real World Testing indicate that MaxMD's Direct mdEmail product can be utilized for large quantities of Direct Secure Messaging transactions and with a high rate of success for both securely delivering electronic health information to external organizations and for receiving electronic health information for processing internally.

Standards Updates (SVAP and USCDI)

Standard (and version)	ONC 2015 Edition § 170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM
Updated certification criteria and associated product	None
Method used for standard update	Not applicable
Date of ONC-ACB notification (SVAP or USCDI)	Not applicable
Date of customer notification (SVAP only)	Not applicable

USCDI updated criteria

None

Overall Expected Outcome(s)

Real World Testing will demonstrate that the MaxMD Direct mdEmail® system is conformant to certification criteria: § 170.315(h)(2). It is expected that the Direct Messages will be transmitted by following the Direct protocol. Error rates will be tracked and trended over time.

Care Settings

Care Setting	Justification
Oncology Care Setting	The MaxMD Direct mdEmail® supports sending and receiving Direct messages from within and outside of the Oncology specialty setting.
Short Term Acute Care Setting	The MaxMD Direct mdEmail® supports sending and receiving Direct messages from within and outside of the Short Term Acute care setting

Measure: Transmission

This measure will track the Direct Messages transmitted through the MaxMD Direct mdEmail® system. Associated certification criteria include:

Certification Criteria	Requirement
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(A) Applicability Statement for Secure Health Transport (Direct) - Send
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(A) Applicability Statement for Secure Health Transport (Direct) - Receive
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(B) Send Using Direct + XDM

170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(B) Receive Using Direct + XDM
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(B) Send Using SOAP + XDR
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(B) Receive Using SOAP + XDR
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(C) Send Using Edge Protocol for IHE XDR profile for Limited Metadata
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(C) Receive Using Edge Protocol for IHE XDR profile for Limited Metadata
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(C) Send Using Edge Protocol for SMTP
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(i)(C) Receive Using Edge Protocol for SMTP
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(ii) Send Delivery Notification In Direct
170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	(ii) Receive Delivery Notification In Direct

Test Methodology

Application logs, system logs, and message reports will be reviewed to determine the transmitting mechanism used by clients for sending/receiving Direct Messages. Log files and message reports obtained during Real World Testing will be de-identified and used for analysis.

Key Milestones

Key Milestone	Care Setting	Timeframe
Data collection period	Oncology	1/1/2023 – 12/31/2023
Data collection period	Short Term Acute Care	1/1/2023 – 12/31/2023

Metrics and Outcomes - Oncology Care Setting

For the oncology care setting, MaxMD tracked five (5) unique organizations and 824 unique users of MaxMD's Direct mdEmail® product for the data collection period.

Measurement	Associated Criteria	Outcomes
Outbound Direct message delivery success rate	170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	<p>Across the five unique organizations a total of 233,230 outbound Direct messages were attempted. 210,823 outbound Direct messages were successfully delivered.</p> <p>90.4% outbound Direct message delivery success rate</p>
Inbound Direct message delivery success rate	170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	<p>Across the five unique organizations a total of 193,093 inbound Direct messages were received. 191,801 inbound Direct messages were successfully delivered.</p> <p>99.3% inbound Direct message delivery success rate</p>

Metrics and Outcomes - Short Term Acute Care Setting

For the short term acute care setting, MaxMD tracked five (5) unique organizations and 3,853 unique users of MaxMD's Direct mdEmail® product for the data collection period.

Measurement	Associated Criteria	Outcomes
Outbound Direct message delivery success rate	170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	Across the five unique organizations a total of 152,365 outbound Direct messages were attempted. 128,234 outbound Direct messages were successfully delivered. 84.2% outbound Direct message delivery success rate
Inbound Direct message delivery success rate	170.315(h)(2) Direct Project, Edge Protocol, and XDR/XDM	Across the five unique organizations a total of 89,147 inbound Direct messages were received. 78,929 inbound Direct messages were successfully delivered. 88.5% inbound Direct message delivery success rate

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.

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Fri, 26 Jan 2024 15:03:35 -0500