



GENERAL INFORMATION

Plan Report ID Number: [For ONC-Authorized Certification Body use only]

Developer Name: Community Computer Service, Inc.

Product Name(s): medent

Version Number(s): v23.7

Certified Health IT Product List (CHPL) Product Number(s):

v23.7 – 15.04.04.1840.MEDE.23.02.1.230918

Developer Real World Testing Plan Page URL:

<https://www.medent.com/onc/>

CHANGES TO ORIGINAL PLAN

None

WITHDRAWN PRODUCTS

None

SUMMARY OF TESTING METHODS AND KEY FINDINGS

Our Real-World Testing involved a combination of running reports and reviewing customer data. Using these methods allowed us to determine that all certified functionality is working as expected for those clients who have chosen to use it. The results of our testing will be broken down by measure, with an explanation of the testing methods and outcomes for each. No non-conformities were discovered during testing.

STANDARDS UPDATES (INCLUDING STANDARDS VERSION ADVANCEMENT PROCESS (SVAP) AND UNITED STATES CORE DATA FOR INTEROPERABILITY (USCDI))

☒ No, none of my products include these voluntary standards

CARE SETTING(S)

MEDENT is an EMR system designed for use in ambulatory settings. Therefore, all Real-World Testing was conducted using ambulatory client data.

METRICS AND OUTCOMES

Application Programming Interfaces

Associated Criteria:

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

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

§170.315(g)(7) - (g)(10) Application Programming Interface

Relied upon software: N/A

Outcomes: We were able to verify that new applications were able to register for the SMART on FHIR and MEDENT API platforms. This was seen through both new registration alerts that were created when these were completed by third parties and verified using our live links ourselves.

For the MEDENT API platform, internal tests of our live Practice List, Patient Token, and Data retrieval steps were functioning as expected when tested quarterly. Internal testing including full registration of a test app, issuing of the Patient Token and data retrieval for one test patient. We were able to verify that for this one test patient a full structured Continuity of Care Document could be retrieved.

We did not have any third-party contacts reach out to us for any additional troubleshooting steps after initial registration. There were 13 unique registrations from 3rd party vendors against our API in 2025.

For the SMART on FHIR API, review of applications who registered for access included verifying they submitted valid registration information and could be verified via contact information or website information. We had 21 unique SMART on FHIR application vendors successfully register during 2025.

Internal testing for the SMART on FHIR API included using the ONC Inferno Test Kit to validate data element support and rejecting invalid launches or token requests.

As field testing was done with registered sites and application vendors, changes made to help facilitate the connections were done urgently and if necessary, updates to the documentation published on the MEDENT website: [onc | MEDENT](#) were completed.

Challenges Encountered: As we worked on the SMART on FHIR Launches, we did have to make adjustments to ensure applications were only able to register with supported scopes and that the connections did not have any issues. We are seeing a need to coordinate at times with some launches that traffic is allowed between all the necessary servers and the vendor platform. To address this, we are working with our networking team or looping in the appropriate practice IT contacts.

Additional issues that were reported by vendors included concerns regarding speed of bulk exports on some larger sites. Currently, we are addressing those items via programming enhancements that are bearing some great initial improvements. One example is the run time required prior to changes in a test build of a large client site. We would see this successfully create a bundle for a few days of lookback and after improvements, are seeing closer to finishing an entire month's worth in the same timeframe. Our planned rollout of enhancements is by the end of January 2026.

KEY MILESTONES

- Data was collected and analyzed for each metric at the end of every quarter throughout 2025, and for the full year.
- All data was reviewed and analyzed collectively in January 2026 in order to determine the outcomes for each measure.