



MaxMD Direct mdEmail® 2024 Real World Testing Plan

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/2024DirectMdEmail.pdf>

Justification for Real World Testing Approach

The MaxMD Direct MdEmail system sends/receives Direct Message by following the Direct Protocol as described in the Applicability Statement for Secure Health Transport (i)(A) and (i)(B). It supports Edge Protocols: Direct + XDM, SOAP + XDR, SMTP. The proposed measure will provide information on the types of transmissions and frequency of usages.

Standards Updates (SVAP and USCDI)

Standard (and version)	ONC 2015 Edition § 170.315(h)(2)
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)



Schedule of Key Milestones

Key Milestone	Date/Timeframe
Release of documentation for the Real World Testing	November 9, 2022
Collection of information as laid out by the plan for the period	January 1, 2024
End of Real World Testing period/final collection of all data for analysis	January 1, 2025
Analysis and report creation	January 15, 2025
Submit Real World Testing report to ACB (per their instruction)	February 1, 2025

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.

Expected Outcome(s)

It is expected that the Direct Messages will be transmitted by following the Direct protocol. Error rates will be tracked and trended over time.

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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