



OfficeEMR 2019 2015 Edition Certified Health IT Costs and Limitations

I. Certified EHR Vendor & Product Information

Vendor/Developer Organization Name:	iSALUS Healthcare
Product Name and Version:	OfficeEMR 2019
Product Certification Date:	08/13/2019
Unique Certification Number:	15.04.04.2629.Offi.19.00.1.190813
Modules Tested:	170.315 (a)(1-14); (b)(1-3, 6); (d)(1-9); (e)(1-3); (f)(1,2); (g)(2-9); (h)(1)
CQM's Certified:	None
Relied Upon Software to Demonstrate Compliance with Certification Criteria:	<ul style="list-style-type: none">• EBSCOHealth DynaMed Plus• MedlinePlus® Connect• MyMedicalLocker 2019• NLM AccessGUDID API• Secure Exchange Solutions SES Direct• Secure Exchange Solutions SES HISP• WodCrypt DLL



II. Disclaimer

This EHR is 2015 Edition compliant to the criteria listed below and has been certified by an ONC Accredited Certifying Body (“ONC-ACB”) in accordance with the applicable certification criteria adopted by the Secretary of Health and Human Services. This certification does not represent an endorsement by the U.S. Department of Health and Human Services.

III. Costs and Limitations

The section below outlines:

- A. Additional types of costs that a user may be required to pay to implement or use the Complete EHR or Health IT Module’s capabilities, either to meet meaningful use objectives and measures or to achieve any other use within the scope of the health IT’s certification.
- A. Contractual, Technical, or Practical Limitations a user may encounter in the course of implementing and using the Complete EHR or Health IT Module’s compatibilities, either to meet meaningful use objectives and measures or to achieve any other use within the scope of the health IT’s certification. In addition to the limitations noted for each criterion, please note that all functionality described herein is generally subject to the terms and conditions set forth in iSalus Healthcare’s Terms of Service Agreement.

170.315(a)(1): Computer Provider Order Entry (CPOE) - Medications

Allows a user to electronically record, change, and access a patient’s medication orders.

- Types of Costs: None.
- Contractual Limitations: None.
- Technical Limitations: None.

170.315(a)(2): Computerized Provider Order Entry (CPOE) - Laboratory

Allows a user to electronically record, change, and access a patient’s laboratory orders.

- Types of Costs: None.
- Contractual Limitations: None.
- Technical Limitations: None.

170.315(a)(3): Computerized Provider Order Entry (CPOE) - Diagnostic Imaging

Allows a user to electronically record, change, and access a patient’s diagnostic imaging orders.

- Types of Costs: None.
- Contractual Limitations: None.
- Technical Limitations: None.



170.315(a)(4): Drug-Drug, Drug-Allergy Interaction Checks for CPOE

Allows for the indication and intervention of drug-drug and drug-allergy contraindications based on a patient's medication list and medication allergy list when placing orders, including the ability to manage the severity level of the interventions.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** In order to receive drug-drug and drug-allergy contraindications, the practice must ensure the company settings to provide these alerts and the level of alerts are properly setup. These settings are all on by default.

170.315(a)(5): Demographics

Allows a user to electronically record, change, and access a patient's demographic data, including race, ethnicity, preferred language, sex, sexual orientation, gender identity, and date of birth in accordance with defined standards.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(a)(6): Problem List

Allows a user to record, change, and access a patient's active problem list over multiple encounters.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(a)(7): Medication List

Allows a user to record, change, and access a patient's active medication list, as well as medication history, over multiple encounters.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(a)(8): Medication Allergy List

Allows a user to record, change, and access a patient's active medication allergy list, as well as medication allergy history, over multiple encounters.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.



170.315(a)(9): Clinical Decision Support (CDS)

Enables CDS interventions based on specified patient attributes.

- **Types of Costs:** In the event the practice wishes to optionally use InfoButton generated CDS interventions, the practice will need to purchase a subscription to EBSCOHealth's DynamedPlus CDS tools.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(a)(10): Drug-Formulary and Preferred Drug List Checks

Enables automatic checks for the existence of drug formularies or preferred drugs for a given patient and medication.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** Drug formulary information is obtained from Surescripts (<http://www.surescripts.com>) and availability is dependent on the patient's eligibility status with their health insurance carrier. To obtain a response and ensure accuracy, the appropriate patient demographics for the patient must be on file; the provider must be actively registered as a Surescripts prescribing clinician and the payer must support electronic eligibility checking.

170.315(a)(11): Smoking Status

Allows users to record, change, and access a patient's smoking status.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** Smoking status options in OfficeEMR are available for a specific control which iSalus Implementation Managers will add to a the Patient History chart tab template. These options are associated with SNOMED-CT codes, which can be accessed in the audit log for a patient's history record. OfficeEMR uses the U.S. national Library of Medicine (<http://www.nlm.nih.gov/healthit/snomedct/>) for updated SNOMED-CT releases.



170.315(a)(12): Family Health History

Allows a user to record, change, and access a patient's family health history in accordance with specified familial concepts or expressions.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** OfficeEMR supports free-text family relations, and the following SNOMED-CT-backed family relations: Brother, Daughter, Father, Maternal Aunt, Maternal Grandmother, Maternal Grandfather, Maternal Uncle, Mother, Paternal Aunt, Paternal Grandmother, Paternal Grandfather, Paternal Uncle, Sister, Son, and Unspecific Relation. OfficeEMR uses SNOMED-CT to document patient family health history data.

170.315(a)(13): Patient-Specific Education Resources

Enables the identification of patient-specific education resources based on data included in the patient's problem list and medication list in accordance with specified standards.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** OfficeEMR suggests patient-specific education resources based upon practice setup Patient Education iReports. These reports can reference a URL, OfficeEMR Setup Letter or electronic document saved within OfficeEMR. The InfoButton standard can be used by turning on the "Use Medline for Patient Education" company setting. This will reference the MedlinePlus® patient education portal. All patient education materials are immediately shared to the patient's MyMedicalLocker account for access. Patient's must have an active MyMedicalLocker.com account that is linked to their patient chart in OfficeEMR to view the selected patient education materials.

170.315(a)(14): Implantable Device List

Allows a user to manage a patient's implantable devices, specifically through the recording of Unique Device Identifiers and descriptions and identifiers of such implantable devices, as well as the ability to retrieve relevant information from the Global Unique Device Identification Database ("GUDID").

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** Manual entry of the Unique Device Identifiers (UDIs) is required in order to record an implantable device. Device attributes are retrieved from the FDA's Global Unique Device Identification Database (GUDID - <https://accessgudid.nlm.nih.gov/>) in real time. Information will only display if data exists and can be retrieved from GUDID.



170.315(b)(1): Transitions of Care

Allows a user to send, receive, validate, and display transitions of care and/or referral summaries in accordance with the HL7 Consolidated Clinical Document Architecture ("C-CDA") 2.1 standards.

- **Types of Costs:** In order to send and receive DIRECT communications to meet the requirements of this module, providers must obtain a DIRECT E-mail address from Secure Exchange Solutions (SES). SES charges a flat yearly fee to host and maintain each DIRECT E-mail address the practice purchases.
- **Contractual Limitations:** Providers enter into an agreement with Secure Exchange Solutions to host their DIRECT email addresses.
- **Technical Limitations:** Users must obtain a DIRECT email address from Secure Exchange Solutions in order to send and receive DIRECT emails within OfficeEMR.

170.315(b)(2): Clinical Information Reconciliation and Incorporation

Allows a user to complete clinical information reconciliation to validate and correctly match the correct patient to the received transition of care and/or referral summary.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(b)(3): Electronic Prescribing

Allows a user to perform electronic prescribing transactions in accordance with the NCPDP SCRIPT Standard Implementation Guide, Version 10.6.

- **Types of Costs:** For prescribers who wish to send Controlled Substance prescriptions electronically, they will need to complete an identity proofing process and purchase an EPCS-compliant certificate/HID USB token through our partner IdenTrust (<https://www.identrust.com/partners/isalus-healthcare>). The certificate is valid for 2 years and also acts as the second factor of authentication for signing EPCS in OfficeEMR.
- **Contractual Limitations:** None.
- **Technical Limitations:** Electronic prescriptions are routed to pharmacies via Surescripts (<http://www.surescripts.com>). Prescribers must be registered with Surescripts upon completing an identity verification process with iSalus Healthcare. See also Types of Costs for electronically prescribing controlled substance prescriptions.



170.315(b)(6): Data Export

Allows a user to create and export data summaries for single and/or multiple patients in accordance with the HL7 Consolidated Clinical Document Architecture (“C-CDA”) 2.1 standards.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** Practice Administrators must contact iSalus Healthcare Support to obtain and install TPSReceiver service DLL’s on the practice identified computer. Scheduled exports setup for a future date/time may only be setup between 10PM and 3AM ET in order to protect the stability of the OfficeEMR platform.

170.315(d)(1): Authentication, Access Control, Authorization

Allows for the verification of user access against unique identifiers for authentication and authorization of access.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** OfficeEMR users are responsible for defining and administering users as part of the implementation process, which includes granting security permissions. Users can utilize default roles or craft their own roles. Two-factor authentication is required for e-Prescribing of controlled substances.

170.315(d)(2): Auditable Events and Tamper-Resistance

Allows for the recording of actions, audit log status, and encryption status of electronic health information. Audit log actions cannot be overwritten, changed, or deleted by the technology, and the technology can detect when audit logs have been altered.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** OfficeEMR users do not have the ability to disable logging of auditable events. Print action events will only be recorded as such when a print link is embedded within OfficeEMR.

170.315(d)(3): Audit Report(s)

Allows a user to create an audit report based on specific time periods or entries.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** OfficeEMR users do not have the ability to disable logging of auditable events.



170.315(d)(4): Amendments

Allows a user to select the record affected by a patient's request for amendment and amend or deny amendments to those records.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(d)(5): Automatic Access Time-out

Automatically stops user access to health information after predetermined amounts of time, and requires user authentication to resume or regain access.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** All OfficeEMR users are subject to a default access time-out. Providers setup to prescribe controlled substances are subject to a 15 minute time-out. All other users will use the practice's time-out setting which may be adjusted from iSalus Healthcare's default setting at the practice level.

170.315(d)(6): Emergency Access

Allows an assigned set of users to access electronic health information during an emergency.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** This functionality is not setup by default. Each practice must define at the role level: 1) which user roles have access to use emergency access; and 2) which screen-level privileges will be granted during "Emergency Access".

170.315(d)(7): End-User Device Encryption

Ensures that technology is designed not to locally store electronic health information on end-user devices.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** Applications within the scope of OfficeEMR do not utilize end user device-based storage.

170.315(d)(8): Integrity

Allows for the creation of a message digest in accordance with SHA-2 standard and the verification upon receipt of electronically exchanged health information that such information has not been altered.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.



170.315(d)(9): Trusted Connection

Allows for the establishment of trusted connections, encryption, and integrity at the message level and the transport level.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(d)(10): Auditing Actions on Health Information

Allows, by default, for the recording of actions taken related to electronic health information in accordance with specified standards and ensures that actions recorded related to electronic health information cannot be changed, overwritten, or deleted by the technology.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** OfficeEMR users do not have the ability to disable logging of audible events.

170.315(e)(1): View, Download, and Transmit to 3rd Party

Allows for a user and/or their authorized representative to view, download, and transmit their electronic health information, including but not limited to the common clinical data set, provider name/office contact, lab test reports, and diagnostic image reports, to a third party in accordance with specified standards. Also allows for users to select data associated with specific dates or identified date ranges, and access a history log of actions related to these features.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** View, Download and Transmit functionality requires the patient to have an active MyMedicalLocker (<https://www.mymedicallocker.com>) account that is connected to his/her chart in OfficeEMR. In order for the patient to transmit an encrypted version of his/her CCDA, he/she must have the receiving provider's DIRECT email address. Third parties wishing to obtain access to data through iSalus Healthcare's APIs will need to register for an account in iSalus Healthcare's iSalus Docs (<https://docs.isalushealthcare.com/>). Patient API access is initiated by patients within the Practice Connections section of their MyMedicalLocker account.

170.315(e)(2): Secure Messaging

Allows for a user to send and receive messages from patients in a secure manner.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** Secure messaging between the patient and provider requires the patient to have an active MyMedicalLocker



(<https://www.mymedicallocker.com>) account that is connected to the patient's chart within OfficeEMR.

170.315(e)(3): Patient Health Information Capture

Allows for a user to identify, record, and access information directly and electronically shared by a patient or their authorized representative, and reference and link to patient health information documents.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** The sharing of patient health information requires the patient to have an active MyMedicalLocker (<https://www.mymedicallocker.com>) account that is connected to his/her chart in OfficeEMR.

170.315(f)(1): Transmission to Immunization Registries

Allows for the creation of immunization information for electronic transmission and enables a user to request, access, display evaluated patient immunization history and the immunization forecast from an immunization registry in accordance with the HL7 immunization standard.

- **Types of Costs:** Standard interfaces are developed as part of the OfficeEMR service at no additional charge. Custom Integrations are not included in the OfficeEMR Service Fee and are subject to additional fees.
- **Contractual Limitations:** None.
- **Technical Limitations:** OfficeEMR users are responsible for requesting connections to registries on behalf of their organizations. OfficeEMR users are also responsible for obtaining authorization to submit patient information to registries, ensuring the accuracy of data entered into OfficeEMR that may be transmitted to a registry, and working with applicable registries to determine whether the use of an interface replaces any existing registry reporting completed by your practice. Users must ensure they are appropriately enrolled with applicable registries prior to requesting any connections. OfficeEMR sends only real-time vaccine information. Fields related to National Drug Codes (NDC) are available to all users as an optional field. Please note that when establishing a connection to an immunization registry for the first time, there may be a wait period as iSalus Healthcare goes through the registry's queue and tests the interface built.



170.315(f)(2): Transmission to Public Health Agencies - Syndromic Surveillance

Allows for the creation of syndromic-based public health surveillance information for electronic transmission in accordance with the HL7 PHIN Messaging Guide for Syndromic Surveillance standards.

- **Types of Costs:** Standard interfaces are developed as part of the OfficeEMR service at no additional charge. Custom Integrations are not included in the OfficeEMR Service Fee and are subject to additional fees.
- **Contractual Limitations:** None.
- **Technical Limitations:** Users are responsible for requesting connections to registries on behalf of their organizations. Users are also responsible for obtaining authorization to submit public health surveillance information to registries, ensuring the accuracy of data entered into OfficeEMR that may be transmitted to a registry, and working with applicable registries to determine whether the use of an interface replaces any existing registry reporting completed by your practice. Users need to ensure they are appropriately enrolled with applicable registries prior to requesting any connections. OfficeEMR sends syndrome based public health surveillance information. If you have additional reporting requirements (such as a monthly report), continue those processes as you did before the interface went live. Please note that when establishing a connection to any registry for the first time, there may be a wait period as iSalus Healthcare goes through the registry's queue and tests the interface built.



170.315(g)(2): Automated Measure Calculation

Allows for the recording of numerators and denominators, and the creation of reports including the numerator, denominator, and resulting percentage associated with each applicable measure.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:**
 - **CPOE:** See [170.315\(a\)\(1\): Computer Provider Order Entry \(CPOE\) – Medications](#), [170.315\(a\)\(2\): Computerized Provider Order Entry \(CPOE\) – Laboratory](#), and [170.315\(a\)\(3\): Computerized Provider Order Entry \(CPOE\) – Diagnostic Imaging](#)
 - **E-Prescribing:** See [170.315\(b\)\(3\): Electronic Prescribing](#) and [170.315\(a\)\(10\): Drug-Formulary and Preferred Drug List Checks](#)
 - **Provide Electronic Access:** See [170.315\(e\)\(1\): View, Download, and Transmit to 3rd Party](#), [170.315\(g\)\(7\): Application Access - Patient Selection](#), [170.315\(g\)\(8\): Application Access - Data Category Request](#), [170.315\(g\)\(9\): Application Access - All Data Request](#), and [170.315\(a\)\(13\): Patient-Specific Education Resources](#)
 - **Patient Specific Education:** See [170.315\(a\)\(13\): Patient-Specific Education Resources](#)
 - **View, Download, Transmit:** See [170.315\(e\)\(1\): View, Download, and Transmit to 3rd Party](#), [170.315\(g\)\(7\): Application Access - Patient Selection](#), [170.315\(g\)\(8\): Application Access - Data Category Request](#), and [170.315\(g\)\(9\): Application Access - All Data Request](#)
 - **Secure Messaging:** See [170.315\(e\)\(2\): Secure Messaging](#)
 - **Patient Generated Health Data:** See [170.315\(e\)\(3\): Patient Health Information Capture](#)
 - **Health Information Exchange:** See [170.315\(b\)\(1\): Transitions of Care](#) and [170.315\(b\)\(2\): Clinical Information Reconciliation and Incorporation](#)
 - **Public Health and Clinical Data Exchange:** See [170.315\(f\)\(1\): Transmission to Immunization Registries](#) and [170.315\(f\)\(2\): Transmission to Public Health Agencies - Syndromic Surveillance](#)

170.315(g)(3): Safety-Enhanced Design

Defines the user-centered design processes that must be applied to certain certified capabilities within the product's scope.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.



170.315(g)(4): Quality Management System

Requires the use of a quality management system (QSM) in the development, testing, implementation, and maintenance of certified capabilities within the product's scope.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(g)(5): Accessibility-Centered Design

Requires the use of a Health IT accessibility-centered design standard or law in the development, testing, implementation, and maintenance of certified capabilities within the product's scope.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(g)(6): Consolidated CDA Creation

Outlines the technical and performance outcomes that must be demonstrated related to Consolidated Clinical Data Architecture (CDA) creation, including reference C-CDA match, document-template conformance, vocabulary conformance, and completeness verification.

- **Types of Costs:** None.
- **Contractual Limitations:** None.
- **Technical Limitations:** None.

170.315(g)(7): Application Access - Patient Selection

Outlines the technical outcomes and conditions that must be met through the demonstration of an application programming interface for patient selection, including functional requirements and documentation.

- **Types of Costs:** Third-party developers may incur a one-time setup fee plus monthly, recurring fees based on transaction volume.
- **Contractual Limitations:** Users must be contracted as an OfficeEMR third-party vendor.
- **Technical Limitations:** Access to APIs requires an iSalus developer account. The iSalus Webservices gives access to data through iSalus Healthcare's APIs. Developer account registration is available here: <https://docs.isalushealthcare.com/>.



170.315(g)(8): Application Access - Data Category Request

Outlines the technical outcomes and conditions that must be met through the demonstration of an application programming interface for data category requests, including functional requirements and documentation.

- **Types of Costs:** Third-party developers may incur a one-time setup fee plus monthly, recurring fees based on transaction volume.
- **Contractual Limitations:** Users must be contracted as an OfficeEMR third-party vendor.
- **Technical Limitations:** Access to APIs requires an iSalus developer account. The iSalus Webservices Tester gives access to data through iSalus Healthcare's APIs. Developer account registration is available here: <https://docs.isalushealthcare.com/> Once registered, proprietary APIs deliver data for the Common Clinical Data Set ("CCDS") categories. The API calls to request and receive these CCDS categories are described in the following documentation: <https://docs.isalushealthcare.com/> which also includes iSalus' Terms of Service.

170.315(g)(9): Application Access - All Data Request

Outlines the technical outcomes and conditions that must be met through the demonstration of an application programming interface for all data requests, including functional requirements and documentation.

- **Types of Costs:** Third-party developers may incur a one-time setup fee plus monthly, recurring fees based on transaction volume.
- **Contractual Limitations:** Users must be contracted as an OfficeEMR third-party vendor.
- **Technical Limitations:** Access to APIs requires an iSalus developer account. The iSalus Webservices Tester gives access to data through iSalus Healthcare's APIs. Developer account registration is available here: <https://docs.isalushealthcare.com/> Once registered, proprietary APIs deliver data for the full C-CDA. The API calls to request and receive the C-CDA is described in the following documentation: <https://docs.isalushealthcare.com/> which also includes iSalus' Terms of Service.



170.315(h)(1): Direct Project

Enables the sending and receiving of health information in accordance with the specified ONC standards.

- **Types of Costs:** In order to send and receive DIRECT communications, providers must obtain a DIRECT E-mail address from Secure Exchange Solutions (SES). SES charges a flat yearly fee to host and maintain each DIRECT E-mail address the practice purchases.
- **Contractual Limitations:** Providers enter into an agreement with Secure Exchange Solutions to host their DIRECT email addresses.
- **Technical Limitations:** Users must obtain a DIRECT email address from Secure Exchange Solutions in order to send and receive DIRECT emails within OfficeEMR.