

Electronic Health Record (EHR) Usability Test Report

i-heal™ 2.0

NISTIR 7742 Report based on ISO/IEC 25062:2006 Common Industry Format for Usability Test Reports

Software Name: i-heal™ 2.0

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EXECUTIVE SUMMARY

A usability test of I-heal™ 2.0, a wound care Electronic Health Record (EHR), was conducted on September 6-17, 2019, in Jacksonville, FL, by Healogics, Inc. The purpose of this study was to test and validate the usability of the current user interface and provide evidence of usability in the EHR Under Test (EHRUT).

During the usability test, eleven (11) healthcare professionals matching the target demographic criteria voluntarily served as participants and used the EHRUT in simulated, but representative tasks.

- **Task 1:** Adjust the severity level on drug-drug interventions. This task allows a facility administrator to indicate what level of drug-drug interventions, so only pertinent alerts should be triggered within the application. 170.315(a)(4)
 - This task ensures that interaction alerts will be triggered for patients' allergies and medications that are documented within subsequent tasks.
- **Task 2:** Record, change and display a patient's preferred language, date of birth, birth sex, race, ethnicity, sexual orientation and gender identity. Acknowledge and view the related clinical decision support (CDS) alert Infobutton and resource. details.170.315(a)(5) 170.315(a)(9)
 - This task demonstrates that when patient demographic information is documented the related or applicable CDS alerts are triggered. The CDS contains an Infobutton. When the Infobutton is selected the following information is displayed: bibliographic citation, developer, funding source and release/revision date.
- **Task 3:** Record patient vital signs and acknowledge related CDS alert Infobutton and resource details. 170.315(a)(9)
 - This task demonstrates that when patient vital signs are documented the related or applicable CDS alert and Infobutton are triggered.
- **Task 4:** Record UDI, change UDI status and access UDI, device description, identifiers and attributes. 170.315(a)(14)
 - This task demonstrates that a patient with an implantable device could have that device entered and specific information would be retrieved and added to the patient's medical record.
- **Task 5:** Record, change and display orders for a laboratory test. Then, enter the test result for the test and acknowledge the related CDS alert. 170.315(a)(2) and 170.315(a)(9)
 - This task ensures that a laboratory order was documented using computerized provider order entry (CPOE). This task also ensures that when a result for a

specific test is identified it will display the appropriate CDS alert and include the associated Infobutton.

- **Task 6:** Record, change and display orders for a radiology test. 170.315(a)(3)
 - This task ensures that a diagnostic imaging order was documented using CPOE.
- **Task 7:** Record, change and display active and historical allergies on a patient's allergy list. Acknowledge and view the related CDS alert and Infobutton. 170.315(a)(8) 170.315(a)(9)
 - This task ensures that patient allergies can be recorded and updated. Active and historical allergy information can be accessed and the associated CDS alert and Infobutton will be displayed.
- **Task 8:** Reconcile summary documents for allergies and acknowledge the CDS alert. This task is to reconcile information from an outside source, so the EMR has the most up to date information for a patient. 170.315(b)(2) and 170.315(a)(9)
 - This task ensures that a CDS alert with Infobutton was triggered upon reconciling allergies from a received CCDA.
- **Task 9:** Request and receive a patient's medication history. 170.315(b)(3)
 - This task is to request a patient's medication history to maintain an up to date list of medications for a patient and ensure that our EMR has the capability to retrieve a patient's medication history from an outside source
- **Task 10:** Record, change and display a patient's active and historical medication list. Acknowledge and view the related CDS alert and Infobutton with related resource information. 170.315(a)(7) 170.315(a)(9)
 - This task ensures that patient medications can be recorded and updated. Active and historical medication information can be accessed and the associated CDS alert and Infobutton with resource detail will be displayed.
- **Task 11:** Reconcile summary documents for medications and acknowledge the CDS support alert. This task is to reconcile information from an outside source so the EMR has the most up to date information for a patient. 170.315(b)(2) and 170.315(a)(9)
 - This task ensures that a CDS alert with Infobutton was triggered upon reconciling medications from a received CCDA.
- **Task 12:** Record, change and display a patient's active and historical problem list. Acknowledge and view the related CDS and Infobutton. 170.315(a)(6) 170.315(a)(9)
 - This task ensures that patient problem list can be recorded and updated. Active and historical problem information can be accessed and the associated CDS alert and Infobutton with resource detail will be displayed.
 - This also demonstrates that a CDS alert can generated by using a combination of two (2) data elements.
- **Task 13:** Reconcile summary documents for problems and acknowledge the CDS alert. This task is to reconcile information from an outside source so the EMR has the most up to date information for a patient. 170.315(b)(2) and 170.315(a)(9)

- This task ensures that a CDS alert with Infobutton was triggered upon reconciling problems from a received CCDA.
- **Task 14:** ePrescribe, change and view medications for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions. 170.315(a)(1), 170.315(a)(4), and 170.315(b)(3)
 - This task ensured that a user ordered a medication for a patient using CPOE and then they changed that medication order and accessed a copy of the final order.
 - This also had a user create a new electronic prescription.
 - This also had the user acknowledge interactions detected with active medications, and acknowledge interactions
- **Task 15:** Cancel an electronically prescribed medication. This task is to cancel an inappropriate medication for a patient. 170.315(b)(3)
 - This task ensured that a user could cancel an electronically prescribed medication if an error was identified.
- **Task 16:** Generate a newly reconciled referral summary for a patient. This task is to generate a new referral summary based on incorporated reconciled data. 170.315(b)(2)
 - This task ensured that the user generated a new CCDA with the information reconciled for the patient during prior tasks.
- **Task 17:** Respond to messages related to patient prescriptions. This task is to address a request to change, cancel, and refill a patient's medication, as well as, read a fill notification from a pharmacy. 170.315(b)(3)
 - This task ensured that the user acknowledges various messages received related to electronically prescribing medications for patients.

During the two-hour, one-on-one usability test, each participant was greeted by the moderator and data collector. The participants were instructed that they could withdraw at any time during the testing. Participants did have prior experience with the EHRUT. The moderator introduced the test, and instructed participants to complete a series of tasks (given one at a time) using the EHRUT. During the testing, the moderator timed the test and, along with the data logger, recorded user performance data on paper and electronically. The moderator did not give the participants assistance in how to complete the task.

The following types of data were collected for each task and each participant:

- Number of tasks successfully completed within the allotted time without assistance
- Time to complete the tasks
- Number and types of errors
- Path deviations for minor and major deviations
- Participant verbalizations
- Participant satisfaction ratings of the system

All participant data was de-identified—no correlation can be made from the identity of the participant to the data collected. Following the conclusion of the testing, participants were asked to complete a Post-Test Questionnaire. Various recommended metrics, in accordance with the examples set forth in the *NIST Guide to the Processes Approach for Improving the Usability of Electronic Health Records*, were employed to evaluate the usability of the EHRUT. Following is a summary of the performance and rating data collected on the EHRUT.

Table 1: Summary of Findings

		N	Success	Path Deviation	Task Time		Errors	Task Ratings (5=Easy)
Task #	Task Description	#	Mean	Deviations (Observed/Optimal)	Mean	Deviations (Observed/Optimal)	Mean	Mean
1	Adjust severity level on drug to drug interaction	11	100%	1.02	15.55	1.30	0%	5.00
2	Record, change, display demographic info and CDS	11	91%	1.11	240.1	1.62	9%	4.09
3	Record vitals and view CDS	11	100%	1.09	48.64	1.22	0%	5.00
4	Record, change, display UDI	11	73%	.92	258.5	1.44	27%	4.36
5	Record, change, display lab order, enter result for order and view CDS	11	100%	1.06	274.64	1.53	0%	4.82
6	Record, change, display radiology order	11	100%	1.03	114.91	1.28	0%	4.91
7	Record, change and display active and historical allergies and view CDS	11	100%	1.04	121.09	1.35	0%	4.91

8	Reconcile summary documents for allergies and view the CDS alert.	11	82%	.91	47.89	1.60	18%	3.91
9	Request and receive a patient's medication history.	11	82%	.97	13.78	1.38	18%	4.45
10	Record, change and display a patient's active and historical medication list and view CDS.	11	100%	1.06	59.91	1.25	0%	4.73
11	Reconcile summary documents for meds and view the CDS alert.	11	91%	.92	37.5	1.25	9%	3.73
12	Record, change and display a patient's active and historical problem list and view CDS	11	100%	1.2	73.09	1.22	0%	4.55
13	Reconcile summary documents for problems and view the CDS alert.	11	100%	1.02	37.36	1.25	0%	3.73
14	ePrescribe/change/view meds for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions.	11	55%	.85	229.5	1.09	45%	2.82
15	Cancel an electronically	11	91%	.91	23.8	1.19	9%	5.00

	prescribed medication							
16	Generate a newly reconciled referral summary for a patient.	11	82%	.90	45.33	1.62	18%	3.73
17	Respond to messages related to patient prescriptions	11	73%	.84	187.38	1.499	27%	3.55

Note: Task Time is in seconds and was calculated using those that completed the task under the allotted time.

Major Findings

- All participants describe the EHRUT as being “too clicky”. Participants felt the amount of clicking could be minimized within the EHRUT.
 - Three (3) participants, NH009, NH010 and NH011, expressed interested in greater keyboard-friendly navigation. They would prefer to tab through the various functions.
- Four (4) participants, NH001, NH002, NH003 and NH004 were vocal about making the search functionality, specifically within the problem list and CPOE ancillaries and diagnostics, more intuitive when searching with keywords.
- Three (3) participants, NH009, NH010 and NH011 suggested the use of a scanner to enter implantable device (UDI) information. All agreed the workflow for entering an UDI is very simple, but the UDI identification numbers are extensive and if they are not keyed into the EHRUT precisely, the device description, identifiers and attributes will not populate.
- Five (5) participants, NH001, NH002, NH003 and NH004 and NH005 suggested having EHRUT auto-adjust to browser window size. Participants on small form laptops had to modify their display settings to document medications.
- In addition, six (6) participants NH001, NH004 and NH005, NH007, NH010 and NH011 expressed interested in using the EHRUT on a mobile device.

The following functionality tested well:

- Updating setting for drug-drug and drug-allergy interactions tested, well. This had a 100% success rate
- Enter medications on the medication list, not e-prescribe, consistently tested well.
- Aside from the previously aforementioned feedback to enhance the search functionality on the problem list, entering problems on the problem list had a 100% success rate.

- Computerized physician order entry (CPOE) of ancillaries and diagnostics tested well, regardless of occupation or professional experience.

Areas for Improvement

The following areas have been designated as needing improvement. The improvements would result in faster, more efficient documentation, but would not directly impact patient safety:

- Data entry screens should be re-designed for e-prescribing functionality. Currently there are three (3) different screens a user must access in order to document an electronic prescription. One of the screens is used for both e-prescribing and entering a medication on the patient's medication list. Some participants could not immediately make the distinguish between the two.
- The data entry screen for addressing drug-drug and drug-allergy interactions, when e-prescribing, should be redesigned so that all interactions are listed and displayed at once. This would make the process of acknowledge and document on a drug-drug or drug-allergy interaction more intuitive. It would also reduce the number of clicks for the end user.
 - Currently, the end-user would have to click-through the various interactions, one-by-one.
- When attempting to reconcile a medication, problem or allergy via a CCDA the new entries are displayed on the right side of the screen and the historical entries are listed on the left side. To increase readability, we will invert the two, so that new entries display on the left and historical/pre-existing entries are on the right.
- Make the transition of care links more prominent, so the end-user can easily identify that a CCDA is available for review and reconciliation.
- Improve and streamline the use interface for entering test results.

INTRODUCTION

The EHRUT tested for this study is I-heal™ 2.0. The target audience for the product are wound care physicians, who are experts in chronic wound healing. The clinician users have various specialty backgrounds including podiatry, vascular surgery, and infectious diseases. I-heal™ is utilized within many settings - primarily outpatient wound center departments, as well as, traveling physician business models (physicians who visit multiple places of services including long term care, skilled nursing, and inpatient facilities). The EHRUT consists of the EHR used for medical visits, prescriptions, diagnostic ordering and billing, with the ability to review current and past medical history. The usability testing attempted represent realistic exercises and conditions.

The purpose of this study was to test and validate the usability of the current user interface and provide evidence of usability in the EHR Under Test (EHRUT). To this end, measures of effectiveness, efficiency and user satisfaction were captured during the usability testing, such as:

- Number of tasks successfully completed within the allotted time without assistance
- Time to complete the tasks
- Number and types of errors
- Path deviations - minor or major
- Participant verbalizations
- Participant satisfaction ratings of the system

METHOD

PARTICIPANTS

A total of eleven (11) participants were tested on the EHRUT. Participants included members of the target audience, such as: wound care physicians, an ARNP, registered nurses and front office personnel. Participants voluntarily participated in the usability test and had no direct connection to the development of the EHRUT. Participants were not from the testing or supplier organization.

The following is a table of participants by characteristics, including sex, age, education, occupation, professional, computer and product experience:

Table 2: Participant Demographics

Participant ID	Gender	Age	Occupation/Role	Professional Experience (Years)	Computers Experience (Years)	Product Experience (Months)
NH001	Female	40-49	MD	156	288	18
NH002	Female	50-59	APRN	432	312	15
NH003	Male	70-79	DO	468	240	12
NH004	Male	60-69	MD	384	420	12
NH005	Female	60-69	MD	372	144	18

NH006	Female	40-49	MD	132	300	60
NH007	Female	40-49	MD	60	336	24
NH008	Male	50-59	MD	252	396	60
NH009	Female	30-39	Front Office Support	36	240	18
NH010	Female	40-49	RN	240	264	9
NH011	Female	30-39	RN	120	288	18

Eleven (11) participants were scheduled for two-hour sessions on various days between September 6 - 17, 2019. In between testing sessions, the test system was reset to proper test conditions.

STUDY DESIGN

Overall, the objective of this test was to uncover areas where the application performed well—that is, effectively, efficiently, and with satisfaction—and areas where the application failed to meet the needs of the participants. The data from this test may serve as a baseline for future tests, with an updated version of the same EHR and/or comparison with other EHRs, provided the same tasks are used. In short, this testing serves as both a means to record or benchmark current usability, but also to identify areas where improvements must be made.

During the usability test, participants interacted with one EHR system. Each participant used the system in the same location and was provided with the same instructions. The system was evaluated for effectiveness, efficiency and satisfaction as defined by measures collected and analyzed for each participant:

- Number of tasks successfully completed within the allotted time without assistance
- Time to complete the tasks
- Number and types of errors
- Path deviations capturing minor and major deviations
- Participant verbalizations (comments)
- Participant satisfaction ratings of the system
- Major observation findings
- Areas for improvement

Additional information about the various measures can be found in Usability Metrics.

TASKS

Several tasks were constructed that would be realistic and representative of the kinds of activities a user might do with this EHR, including:

- Task 1: Adjust the severity level on drug-drug interventions.
- Task 2: Record, change and display a patient's preferred language, date of birth, birth sex, race, ethnicity, sexual orientation and gender identity. Acknowledge and view the related clinical decision support (CDS) alert Infobutton and resource details.
- Task 3: Record patient vital signs and acknowledge related CDS alert Infobutton and resource details.
- Task 4: Record UDI, change UDI status and access UDI, device description, identifiers and attributes.
- Task 5: Record, change and display orders for a laboratory test. Then, enter the test result for the test and acknowledge the related CDS alert.
- Task 6: Record, change and display orders for a radiology test.
- Task 7: Record, change and display active and historical allergies on a patient's allergy list. Acknowledge and view the related CDS alert and Infobutton.
- Task 8: Reconcile summary documents for allergies and acknowledge the CDS alert.
- Task 9: Request and receive a patient's medication history.
- Task 10: Record, change and display a patient's active and historical medication list. Acknowledge and view the related CDS alert and Infobutton with related resource information.
- Task 11: Reconcile summary documents for medications and acknowledge the CDS support alert.
- Task 12: Record, change and display a patient's active and historical problem list. Acknowledge and view the related CDS and Infobutton.
- Task 13: Reconcile summary documents for problems and acknowledge the CDS alert.
- Task 14: ePrescribe, change and view medications for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions.
- Task 15: Cancel an electronically prescribed medication
- Task 16: Generate and send a newly reconciled referral summary
- Task 17: Respond to messages related to patient prescriptions: address a request to change, cancel, refill and read a fill notification from a pharmacy.

Tasks were selected based on their frequency of use, criticality of function, and those that may be most troublesome for users. Tasks were prioritized according to risk associated with user errors.

PROCEDURES

Upon arrival, participants were greeted; their identity was verified. Participants were then assigned a participant ID.

The moderator conducted each session including administering instructions and tasks. The moderator also monitored task times, obtained post-task rating data, and took notes on participant comments. The data logger took notes on task success, path deviations, task times, number and type of errors, and comments.

Participants were instructed to perform the tasks:

- as quickly as possible, making as few errors and deviations as possible
- without assistance; moderator could give immaterial guidance and clarification on tasks, but not instructions on use
- without using a think-aloud technique

For each task, the participants were given a written copy of the task. Task timing began once the moderator finished reading the description. The task time was stopped once the participant indicated s/he had successfully completed the task or when the participant stopped performing the task. Scoring is discussed below in the Data Scoring section.

Following the session, the moderator interviewed each participant regarding usability and satisfaction.

Participant demographic information was recorded into the Participant Demographic (Appendix 2) grid. Task success rate, time on task, errors, deviations, verbal responses, and usability ratings were recorded in the Data Analysis and Reporting section. Upon completion of each test, participants were thanked for their time.

TEST LOCATION

The test facility included a waiting area and a quiet testing room with a table and computer for the participant. Only the participant and moderator were in the test room. The data logger worked from a separate room where the participant's screen, and audio of the session were available. To ensure that the environment was comfortable for users, noise levels were kept to a minimum with the ambient temperature within a normal range.

TEST ENVIRONMENT

The EHRUT would most commonly be used in outpatient wound centers. In this instance, the testing was conducted at the Healogics Corporate office. The room used was a conference room. For testing, a laptop computer running Windows® 10 was utilized. The participants used

a mouse and the laptop keyboard when interacting with the EHRUT. A common set-up within the wound care industry is a laptop computer in the treatment room with an external mouse.

The EHRUT used a 15" monitor, with 1366 x 768 resolution and color settings of 32-bit True Color. The application was set up by Healogics according to the vendor's documentation describing the system set-up and preparation. The application itself was running on a windows platform using a test database on a LAN connection. Technically, the system performance (i.e., response time) was representative to what actual users would experience in a field implementation.

TEST FORMS AND TOOLS

During the usability test, various documents and instruments were used, including:

1. Moderator Guide
2. Participant Guide
3. Data Logger Guide
4. Post Testing Questionnaire

Examples of these guides can be found in the Appendix 6, Appendix 5, Appendix 7, Appendix 3. The Moderator's Guide was devised to be able to capture required data. The participant's interaction with the EHRUT was captured and recorded digitally with screen capture software running on the test machine. The test sessions were electronically transmitted to a nearby observation room where the data logger observed the test session.

PARTICIPANT INSTRUCTIONS

The administrator reads the following instructions aloud to each participant:

Thank you for participating in this study. Your input is very important. Our session today will last about 90-120 minutes. During that time, you will use an instance of an electronic health record. I will ask you to complete a few tasks using this system and answer some questions. You should complete the tasks as quickly as possible making as few errors as possible.

Please try to complete the tasks on your own following the instructions very closely. Please note that we are not testing you we are testing the system, therefore if you have difficulty all this means is that something needs to be improved in the system. I will be here in case you need specific help, but I am not able to instruct you or provide help in how to use the application.

Overall, we are interested in how easy (or how difficult) this system is to use, what in it

would be useful to you, and how we could improve it. I did not have any involvement in its creation, so please be honest with your opinions. All the information that you provide will be kept confidential and your name will not be associated with your comments at any time. Should you feel it necessary you are able to withdraw at any time during the testing.

Following the procedural instructions, participants were shown the EHR and given a brief training session of approximately 15 minutes. Once this training was complete, the administrator gave the following instructions:

For each task, I will read the description to you and say “Begin.” At that point, please perform the task and say “Done” once you believe you have successfully completed the task.

Participants were given 17 tasks to complete. Tasks presented to the participant are outlined in Appendix 5.

USABILITY METRICS

According to the NIST Guide to the Processes Approach for Improving the Usability of Electronic Health Records, EHRs should support a process that provides a high level of usability for all users. The goal is for users to interact with the system effectively, efficiently, and with an acceptable level of satisfaction. To this end, metrics for effectiveness, efficiency and user satisfaction were captured during the usability testing. The goals of the test were to assess:

1. Effectiveness of i-heal 2.0 EMR by measuring participant success rates and errors
2. Efficiency of i-heal 2,0 EMR by measuring the average task time and path deviations
3. Satisfaction with the i-heal 2.0 EMR by measuring ease of use ratings

DATA SCORING

The following table (Table 3) details how tasks were scored, errors evaluated, and how the time and data was analyzed.

4.1 Table 3: Data Scoring

Measures	Rationale and Scoring
Effectives: Task Success	A task was counted as a “Success” if the participant was able to achieve the correct outcome, without assistance, within the time allotted on a per task basis.

	<p>The total number of successes were calculated for each task and then divided by the total number of times that task was attempted. The results are provided as a percentage.</p> <p>Task times were recorded for successes. Observed task times divided by the optimal time for each task is a measure of optimal efficiency. Optimal task performance time, as benchmarked by expert performance under realistic conditions, is recorded when constructing tasks. Target task times used for task times in the Moderator’s Guide were operationally defined by taking multiple measures of optimal performance and multiplying by a factor of 2.5 to allow some time buffer because the participants were presumably not trained to expert performance. Thus, if expert, optimal performance on a task was ‘x’ seconds then allotted task time performance was ‘x’ * 2.5 seconds. This ratio was aggregated across tasks and reported with mean and variance scores.</p>
<p>Effectiveness: Task Failures</p>	<p>If the participant abandoned the task, did not reach the correct answer or performed it incorrectly, or reached the end of the allotted time before successful completion, the task was counted as a “Failures.” No task times were taken for failures.</p> <p>The total number of errors was calculated for each task and then divided by the total number of times that task was attempted. Not all deviations were counted as errors.</p> <p>An enumeration errors and error types were collected and expressed as the rate of failed tasks per participant.</p>
<p>Efficiency: Task Deviations</p>	<p>The participant’s path (i.e., steps) through the application was recorded. Deviations occur if the participant, for example, went to a wrong screen, clicked on an incorrect menu item, followed an incorrect link, or interacted incorrectly with an on-screen control. This path was compared to the optimal path. The number of steps in the observed path is divided by the number of optimal steps to provide a ratio of path deviation.</p>
<p>Efficiency: Task Time</p>	<p>Each task was timed from when the administrator said “Begin” until the participant said, “Done.” If he or she failed to say “Done,” the time was stopped when the participant stopped performing the task. Only task times for tasks that were successfully completed were included in the average task time analysis. Average time per task was calculated for each task. Standard deviation was also calculated.</p>
<p>Satisfaction: Task Rating</p>	<p>Participant’s subjective impression of the ease of use of the application was measured by administering both a simple post-task question as well as a</p>

<p>post-session interview. After each task, the participant was asked to rate “Overall, this task was:” on a scale of 1 (Very Difficult) to 5 (Very Easy). These data are averaged across participants.¹ Common convention is that average ratings for systems judged easy to use should be 3.3 or above.</p>
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¹ See Tedesco and Tullis (2006) for a comparison of post-task ratings for usability tests. Tedesco, D. & Tullis, T. (2006) A comparison of methods for eliciting post-task subjective ratings in usability testing. Usability Professionals association Conference, June 12-16, Broomfield, CO.

RESULTS

DATA ANALYSIS AND REPORTING

The results of the usability test were calculated according to the methods specified in the Usability Metrics section above. Participants who failed to follow session and task instructions had their data excluded from the analyses

The usability testing results for the EHRUT are detailed below (see Table 1). The results should be seen considering the objectives and goals outlined in the Study Design section.

		N	Success	Path Deviation	Task Time		Errors	Task Ratings (5=Easy)
Task #	Task Description	#	Mean	Deviations (Observed/Optimal)	Mean	Deviations (Observed/Optimal)	Mean	Mean
1	Adjust severity level on drug to drug interaction	11	100%	1.02	15.55	1.30	0%	5.00
2	Record, change, display demographic info and CDS	11	91%	1.11	240.1	1.62	9%	4.09
3	Record vitals and view CDS	11	100%	1.09	48.64	1.22	0%	5.00
4	Record, change, display UDI	11	73%	.92	258.5	1.44	27%	4.36
5	Record, change, display lab order, enter result for	11	100%	1.06	274.64	1.53	0%	4.82

	order and view CDS							
6	Record, change, display radiology order	11	100%	1.03	114.91	1.28	0%	4.91
7	Record, change and display active and historical allergies and view CDS	11	100%	1.04	121.09	1.35	0%	4.91
8	Reconcile summary documents for allergies and view the CDS alert.	11	82%	.91	47.89	1.60	18%	3.91
9	Request and receive a patient's medication history.	11	82%	.97	13.78	1.38	18%	4.45
10	Record, change and display a patient's active and historical medication list and view CDS.	11	100%	1.06	59.91	1.25	0%	4.73
11	Reconcile summary documents for meds and view the CDS alert.	11	91%	.92	37.5	1.25	9%	3.73
12	Record, change and display a patient's active and historical problem list and view CDS	11	100%	1.2	73.09	1.22	0%	4.55
13	Reconcile summary documents for problems and view the CDS alert.	11	100%	1.02	37.36	1.25	0%	3.73

14	ePrescribe/change/view meds for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions.	11	55%	.85	229.5	1.09	45%	2.82
15	Cancel an electronically prescribed medication	11	91%	.91	23.8	1.19	9%	5.00
16	Generate a newly reconciled referral summary for a patient.	11	82%	.90	45.33	1.62	18%	3.73
17	Respond to messages related to patient prescriptions	11	73%	.84	187.38	1.499	27%	3.55

Effectiveness

The performance of each task was identified as either:

- Easily Completed
- Completed with difficulty
- Not Completed

The tasks had the following distribution:

- Task 1: Easily completed by all participants.
- Task 2: Easily completed by 6 participants, completed with difficulty by 4 participants and not completed by 1 participant.
- Task 3: Easily completed by all participants.
- Task 4: Easily completed by 7 participants, completed with difficulty by 1 participant and not completed by 3 participants
- Task 5: Easily completed by 9 participants and completed with difficulty by 2 participants.
- Task 6: Easily completed by all participants.
- Task 7: Easily completed by all participants.
- Task 8: Easily completed by 9 participants, and not completed by 2 participants
- Task 9: Easily completed by 9 participants and not completed by 2 participants

- Task 10: Easily completed by 10 participants and completed with difficulty by 1 participant
- Task 11: Easily completed by 10 participants and not completed by 1 participant
- Task 12: Easily completed by all participants.
- Task 13: Easily completed by all participants.
- Task 14: Easily completed by 6 participants and not completed by 5 participants
- Task 15: Easily completed by 10 participants and not completed by 1 participant
- Task 16: Easily completed by 9 participants and not completed by 2 participants
- Task 17: Easily completed by 8 participants and not completed by 3 participants

One task was considered successful by all participants. Success is defined as able to achieve the correct outcome, without assistance, within the time allotted. The remaining task breakdown is:

- Task 1: Correctly completed by 11 participants, completed with minor deviations by 1 participant
- Task 2: Correctly completed by 10 participants, completed with minor deviations by 3 participants
- Task 3: Correctly completed by 11 participants, completed with minor deviations by 3 participants
- Task 4: Correctly completed by 8 participants, completed with minor deviations by 2 participants
- Task 5: Correctly completed by 11 participants, completed with minor deviations by 6 participants
- Task 6: Correctly completed by 11 participants, completed with minor deviations by 2 participants
- Task 7: Correctly completed by 11 participants, completed with minor deviations by 4 participants
- Task 8: Correctly completed by 9 participants, completed with minor deviations by 4 participants
- Task 9: Correctly completed by 9 participants, completed with minor deviations by 1 participant
- Task 10: Correctly completed by 11 participants, completed with minor deviations by 3 participants, completed with major deviations by 1 participant
- Task 11: Correctly completed by 10 participants, corrected with minor deviations by 1 participant
- Task 12: Correctly completed by 11 participants
- Task 13: Correctly completed by 11 participants, corrected with minor deviations by 2 participants

- Task 14: Correctly completed by 6 participants, corrected with minor deviations by 3 participants
- Task 15: Correctly completed by 10 participants
- Task 16: Correctly completed by 9 participants
- Task 17: Correctly completed by 8 participants

Effectiveness

Participants were asked to rate the ease of each task based on the following rating scale:

1 = Very Difficult

2 = Difficult

3 = Average

4 = Easy

5 = Very Easy

None of the tasks were rated Very Difficult by any participant. The ratings are summarized in the table below:

Table : Satisfaction Survey Results

	5-Very Easy	4-Easy	3-Average	2-Difficult
Task 1	11	0	0	0
Task 2	2	8	1	0
Task 3	11	0	0	0
Task 4	6	3	2	0
Task 5	9	2	0	0
Task 6	10	1	0	0
Task 7	10	1	0	0
Task 8	2	6	3	0
Task 9	8	0	3	0

Task 10	8	3	0	0
Task 11	0	8	3	0
Task 12	6	5	0	0
Task 13	0	8	3	0
Task 14	0	2	5	4
Task 15	11	0	0	0
Task 16	0	8	3	0
Task 17	0	7	3	1

Major Findings

- All participants describe the EHRUT as being “too clicky”. Participants felt the amount of clicking could be minimized within the EHRUT.
 - Three (3) participants, NH009, NH010 and NH011, expressed interested in greater keyboard-friendly navigation. They would prefer to tab through the various functions.
- Four (4) participants, NH001, NH002, NH003 and NH004 were vocal about making the search functionality, specifically within the problem list and CPOE ancillaries and diagnostics, more intuitive when searching with keywords.
- Three (3) participants, NH009, NH010 and NH011 suggested the use of a scanner to enter implantable device (UDI) information. All agreed the workflow for entering an UDI is very simple, but the UDI identification numbers are extensive and if they are not keyed into the EHRUT precisely, the device description, identifiers and attributes will not populate.
- Five (5) participants, NH001, NH002, NH003 and NH004 and NH005 suggested having EHRUT auto-adjust to browser window size. Participants on small form laptops had to modify their display settings to document medications.
- In addition, six (6) participants NH001, NH004 and NH005, NH007, NH010 and NH011 expressed interested in using the EHRUT on a mobile device.

The following functionality tested well:

- Updating setting for drug-drug and drug-allergy interactions tested, well. This had a 100% success rate
- Enter medications on the medication list, not e-prescribe, consistently tested well.

- Aside from the previously aforementioned feedback to enhance the search functionality on the problem list, entering problems on the problem list had a 100% success rate.
- Computerized physician order entry (CPOE) of ancillaries and diagnostics tested well, regardless of occupation or professional experience.

Areas for Improvement

The following areas have been designated as needing improvement. The improvements would result in faster, more efficient documentation, but would not directly impact patient safety:

- Data entry screens should be re-designed for e-prescribing functionality. Currently there are three (3) different screens a user must access in order to document an electronic prescription. One of the screens is used for both e-prescribing and entering a medication on the patient's medication list. Some participants could not immediately make the distinguish between the two.
- The data entry screen for addressing drug-drug and drug-allergy interactions, when e-prescribing, should be redesigned so that all interactions are listed and displayed at once. This would make the process of acknowledge and document on a drug-drug or drug-allergy interaction more intuitive. It would also reduce the number of clicks for the end user.
 - Currently, the end-user would have to click-through the various interactions, one-by-one.
- When attempting to reconcile a medication, problem or allergy via a CCDA the new entries are displayed on the right side of the screen and the historical entries are listed on the left side. To increase readability, we will invert the two, so that new entries display on the left and historical/pre-existing entries are on the right.
- Make the transition of care links more prominent, so the end-user can easily identify that a CCDA is available for review and reconciliation.
- Improve and streamline the use interface for entering test results.

APPENDICES

Appendix 1 – Participant Demographics

Participant ID	Gender	Age	Occupation/Role	Professional Experience (Years)	Computers Experience (Years)	Product Experience (Months)
NH001	Female	40-49	MD	156	288	18
NH002	Female	50-59	APRN	432	312	15
NH003	Male	70-79	DO	468	240	12
NH004	Male	60-69	MD	384	420	12
NH005	Female	60-69	MD	372	144	18
NH006	Female	40-49	MD	132	300	60
NH007	Female	40-49	MD	60	336	24
NH008	Male	50-59	MD	252	396	60
NH009	Female	30-39	Front Office Support	36	240	18
NH010	Female	40-49	RN	240	264	9
NH011	Female	30-39	RN	120	288	18

Appendix 2 – System Usability Scale Report

		N	Success	Path Deviation	Task Time		Errors	Task Ratings (5=Easy)
Task #	Task Description	#	Mean	Deviations (Observed/Optimal)	Mean	Deviations (Observed/Optimal)	Mean	Mean
1	Adjust severity level on drug to drug interaction	11	100%	1.02	15.55	1.30	0%	5.00
2	Record, change, display demographic info and CDS	11	91%	1.11	240.1	1.62	9%	4.09
3	Record vitals and view CDS	11	100%	1.09	48.64	1.22	0%	5.00
4	Record, change, display UDI	11	73%	.92	258.5	1.44	27%	4.36
5	Record, change, display lab order, enter result for order and view CDS	11	100%	1.06	274.64	1.53	0%	4.82
6	Record, change, display radiology order	11	100%	1.03	114.91	1.28	0%	4.91
7	Record, change and display active and historical allergies and view CDS	11	100%	1.04	121.09	1.35	0%	4.91
8	Reconcile summary documents for allergies and view the CDS alert.	11	82%	.91	47.89	1.60	18%	3.91
9	Request and receive a patient's	11	82%	.97	13.78	1.38	18%	4.45

	medication history.							
10	Record, change and display a patient's active and historical medication list and view CDS.	11	100%	1.06	59.91	1.25	0%	4.73
11	Reconcile summary documents for meds and view the CDS alert.	11	91%	.92	37.5	1.25	9%	3.73
12	Record, change and display a patient's active and historical problem list and view CDS	11	100%	1.2	73.09	1.22	0%	4.55
13	Reconcile summary documents for problems and view the CDS alert.	11	100%	1.02	37.36	1.25	0%	3.73
14	ePrescribe/change/view meds for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions.	11	55%	.85	229.5	1.09	45%	2.82
15	Cancel an electronically prescribed medication	11	91%	.91	23.8	1.19	9%	5.00
16	Generate a newly reconciled referral summary for a patient.	11	82%	.90	45.33	1.62	18%	3.73
17	Respond to messages related	11	73%	.84	187.38	1.499	27%	3.55

	to patient prescriptions							
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Appendix 3—Post Test Questionnaire

Electronic Health Record Usability Testing

Post-Testing Final Questions

1. What was your overall impression of this system?	
2. What aspects of the system did you like most?	
3. What aspects of the system did you like least?	
4. Were there any features that you were surprised to see?	
5. What features did you expect to encounter but did not see?	
6. What features did you expect to encounter but did not see? That is, is there anything missing in this application.	
7. Compare this system to other systems you have used.	
8. Would you recommend this system to your colleagues?	

Appendix 4— Satisfaction Results

	5-Very Easy	4- Easy	3- Average	2- Difficult
Task 1	11	0	0	0
Task 2	2	8	1	0
Task 3	11	0	0	0
Task 4	6	3	2	0
Task 5	9	2	0	0
Task 6	10	1	0	0
Task 7	10	1	0	0
Task 8	2	6	3	0
Task 9	8	0	3	0
Task 10	8	3	0	0
Task 11	0	8	3	0
Task 12	6	5	0	0
Task 13	0	8	3	0
Task 14	0	2	5	4
Task 15	11	0	0	0
Task 16	0	8	3	0
Task 17	0	7	3	1
TOTALS	94	62	26	5

Appendix 5—Participant Guide

EHRUT Participant Task Form

Task # 1

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description
<i>Adjust the severity level on drug-drug interactions</i>

Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Facility</i>, located on the top navigation bar. 2. Click <i>Facility Setup</i> 3. Locate and select <i>Drug Interaction Settings</i> <ol style="list-style-type: none"> a. Select <i>All</i> from the Drug Allergy Interaction Level b. Select <i>All</i> from the Drug-Drug Interaction Level 4. Click <i>Submit</i>

Overall This Task Was:	Enter Your Rating
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	


EHRUT Participant Task Form

Task # 2

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	
	<i>Record, change and display a patient's preferred language, date of birth, birth sex, race, ethnicity, sexual orientation and gender identity. Acknowledge and view the demographic clinical decision support (CDS) alert Infobutton and resource details.</i>

Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Calendar</i>, located on the top navigation bar. 2. Locate and click on the actual test patient's name: <i>Patient, Test</i> 3. Click on the actual patient name's, <i>Patient, Test</i>, located in the black section of screen. 4. A confirmation pop-up will appear, click <i>Yes</i>. 5. On the top right of the screen, click <i>Modify</i>. 6. Locate the following data fields and enter the data listed: <ul style="list-style-type: none"> • Preferred Language: <i>Patient Declined</i> • Date of Birth: <i>01/01/1950</i> • Sex: <i>Female</i> • Race: <i>Asian</i> • Ethnicity: <i>Not Hispanic or Latino</i> • Sexual Orientation: <i>Straight or heterosexual</i> • Gender Identity: <i>Female</i> 7. Click <i>Submit</i> 8. A confirmation pop-up will appear, click <i>Yes</i>. ***** 9. At this time, a red Alert has populated on the top of the screen. Click on the  (Infobutton) 10. Click <i>Complete</i> ***** 11. Navigate back to the demographics screen, by clicking on <i>Modify</i>. 12. CHANGE the following information:

- Preferred Language: *English*
- Date of Birth: *02/02/1935*
- Sex: *Male*
- Race: *White*
- Ethnicity: *Hispanic or Latino*
- Sexual Orientation: *Lesbian, gay or homosexual*
- Gender Identity: *Male*

13. Click *Submit*

14. A confirmation pop-up will appear, click *Yes*.

15. To review the changes made:

- Navigate to the **Report & Letters** section, and click on *Full Patient Details*

<u>Overall This Task Was:</u> 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Your Rating</u> <u>Number Here (1-5):</u>
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EHRUT Participant Task Form

Task # 3

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record patient vital signs and acknowledge Vitals CDS alert Infobutton and resource details.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Intake</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>Vitals</i> tab 3. Enter the following information: <ol style="list-style-type: none"> a. Time Taken: <i>09:00</i> b. Height (in): <i>67</i> c. Weight (lbs): <i>300</i> 4. Click <i>Submit</i> 5. At this time, a red Alert has populated on the top of the screen. Click on the  (Infobutton) 6. Click <i>Complete</i>

Overall This Task Was:	Enter Your Rating
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 4

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record Implantable Device (UDI), change UDI status and access UDI, device description, identifiers and attributes.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Intake</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>HXROS</i> tab 3. Navigate to the <i>Implantable Devices</i> section of the document. 4. Click <i>Yes</i>, indicating a patient has an implantable device. 5. Enter the following device ID verbatim: <i>(01)10884521062856(11)141231(17)150707(10)A213B1(21)1234</i> 6. Click <i>Search</i> 7. Click <i>Add</i>—<i>NOTE</i>: The device is now active, and all description, identifiers and attributes are visible. ***** 8. To change the status of the device, click <i>Set as Inactive</i>

Overall This Task Was:	Enter Your Rating Number Here (1-5):
1 = Very Difficult	
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 5

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display orders for a laboratory test. Then, enter the test result for the lab test and acknowledge the generated CDS alert.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Physician</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>Orders</i> tab 3. Navigate and click on <i>Ancillaries and Diagnostics</i> 4. Next to the search box, click <i>Show all available</i> <ol style="list-style-type: none"> a. Select <i>Basic Metabolic Panel</i> b. Check the <i>Referred Away</i> Box 5. Click <i>Submit</i> ***** To Change the order: 6. Find the <i>Ancillaries and Diagnostics</i> section again and remove the Basic Metabolic Panel order by clicking '<i>Remove</i>'. 7. Click <i>Add</i>, under <i>Ancillaries and Diagnostics</i> 8. Next to the search box, click <i>Show all available</i> <ol style="list-style-type: none"> a. Select <i>Hgb A1c MFr Bld Elph</i> b. Check the <i>Referred Away</i> Box 9. Scroll to the bottom of the screen to <i>enter your Username and Password</i> 10. Click <i>Submit</i> ***** To access the print-friendly document: 11. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service. 12. View the print-friendly document 13. Click <i>Close</i> ***** To enter the test result for HgbA1c order: 14. Click on the <i>Test Results</i>

15. A confirmation pop-up will appear, click *Yes*
16. Find the order Hgb A1c MFr Bld Elph and click *Edit*
17. *Check* the Completed box
18. Click *Add Result*
19. In the Result field type: *10*
20. Click *Submit*

21. At this time, a red Alert has populated on the top of the screen. Click on the *Infobutton*
22. Click *Complete*

<u>Overall This Task Was:</u>	<u>Enter Your Rating</u>
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 6

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display orders for a radiology (diagnostic imaging) test.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Physician</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>Orders</i> tab 3. Navigate and click on <i>Ancillaries and Diagnostics</i> 4. <i>Click Add</i> 5. Next to the search box, click <i>Show all available</i> 6. Select <i>Radiology</i> from the drop down <ol style="list-style-type: none"> a. Select <i>Bone Scan</i> b. Check the <i>Referred Away</i> Box 7. Click <i>Submit</i> <p>*****</p> <p>To Change the order:</p> <ol style="list-style-type: none"> 8. Find the <i>Ancillaries and Diagnostics</i> section again and remove the <i>Bone Scan</i> order by clicking '<i>Remove</i>'. 9. Click <i>Add</i>, under <i>Ancillaries and Diagnostics</i> 10. Next to the search box, click <i>Show all available</i> 11. Select <i>Radiology</i> from the drop down <ol style="list-style-type: none"> a. Select <i>MRI, lower extremity with contrast</i> b. Check the <i>Referred Away</i> Box 12. Click <i>Submit</i> <p>*****</p> <p>To access the print-friendly document:</p> <ol style="list-style-type: none"> 13. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service. 14. View the print-friendly document 15. Click <i>Close</i>

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	Enter Your Rating <u>Number Here (1-5):</u>
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EHRUT Participant Task Form

Task # 7

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display active and historical allergies on a patient's allergy list. Acknowledge and view the related CDS alert and Infobutton.</i>
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Participant Instruction	
1.	Click on <i>Patient, Test</i> on the Calendar
2.	Click on the <i>Intake</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>Allergy</i> tab
3.	Enter two (2) allergies: <ol style="list-style-type: none"> a. Allergy: Sulfanilamide b. Reaction: Hives c. Severity: Severe d. Active: Yes e. Active Date: Today's Date f. Click <i>Add Allergy</i> g. Allergy: Penicillin G h. Reaction: Wheezing i. Severity: Severe j. Active: Yes k. Active Date: Today's Date
4.	Click <i>Submit</i> *****
5.	At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i>
6.	Click <i>Complete</i> ***** MODIFY an Allergy
7.	Change the Reaction for Penicillin from Wheezing to <i>Headaches</i> .
8.	Click <i>Submit</i> *****
	To access the document:
9.	Find the <i>Allergy</i> tab and select the arrow to the left, choose today's date of service.

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	Enter Your Rating <u>Number Here (1-5):</u>
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EHRUT Participant Task Form

Task # 8

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for allergies and acknowledge the CDS alert.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Intake</i> portion of the workflow 3. Click on the <i>Allergy</i> tab 4. Click <i>Transition of Care—Allergies Reconciliation</i> 5. Select the entry from August 30th for allergy reconciliation. 6. <i>Check the Add box</i> for the allergy of sulfanilamide from August 30th. 7. Remove the allergy from today’s date of service, by <i>selecting the remove button from the dropdown.</i> 8. Click <i>Review</i> 9. Click <i>Confirm</i> ***** 10. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 11. Click <i>Complete</i> ***** 12. Click <i>Submit</i> on the Allergy Form to save the changes.

Overall This Task Was:	Enter Your Rating
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 9

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Request and receive a patient's medication history.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on <i>Medication</i> 3. Select <i>Retrieve Patient's Medication History</i> 4. View the Information Received

Overall This Task Was:	<u>Enter Your Rating</u>
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 10

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	
	<i>Record, change and display a patient's active and historical medication list. Acknowledge and view the related CDS alert and Infobutton with related resource information.</i>

Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on <i>Medication</i> 3. Click <i>Add Medication</i> 4. Enter Medication info: <ol style="list-style-type: none"> a. Medication: Dexamethasone b. Route: Oral c. Strength: 2mg d. Dose: 1 e. Form: tablet 5. Click <i>Select</i> 6. Click <i>Submit</i> ***** 7. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 8. Click <i>Complete</i> ***** MODIFY a Medication: 9. Locate the Dexamethasone medication and click <i>Edit</i>. 10. Change Strength from 2mg to 4mg. 11. Click <i>Select</i> 12. Click <i>Submit</i> ***** To access all active and historical medications: 13. Click on <i>Medication Reports</i>

14. Select *All Medications*

<u>Overall This Task Was:</u>	<u>Enter Your Rating</u>
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 11

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for medications and acknowledge the CDS support alert. This task is to reconcile information from an outside source so the EMR has the most up to date information for a patient.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Medications</i> portion of the workflow 3. Click <i>Transition of Care—Medication Reconciliation</i> 4. Select the entry from August 30th for medication reconciliation. 5. <i>Check the Add box</i> for the Prednisone 20mg medication 6. <i>Remove</i> the allergy for Tylenol Extra Strength medication 7. Click <i>Review</i> 8. Click <i>Confirm</i> ***** 9. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 10. Click <i>Complete</i>

<u>Overall This Task Was:</u>	<u>Enter Your Rating</u>
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 12

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display a patient's active and historical problem list. Acknowledge and view the related CDS and Infobutton.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Physician</i> portion of the workflow <ol style="list-style-type: none"> a. Click <i>Problem List</i> 3. Add the following three (3) problems: <ol style="list-style-type: none"> a. E11.621 Type 2 diabetes mellitus with foot ulcer b. E11.22 Type 2 diabetes mellitus with diabetic chronic kidney disease c. I87.2 Venous insufficiency 4. Click Inactivate for E11.22 5. <i>Submit</i> the Problem List ***** 6. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 7. Click <i>Complete</i> ***** <p>To access all active and inactive problems:</p> <ol style="list-style-type: none"> 8. Go to the <i>Problem List</i> tab and click on the arrow to the left, click today's date of service.

Overall This Task Was:	Enter Your Rating
1 = Very Difficult	<u>Number Here (1-5):</u> <input type="text"/>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 13

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for problems and acknowledge the CDS alert.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Physician</i> workflow 3. Click on the Problem List 4. Click <i>Transition of Care—Problem Reconciliation</i> 5. Select the entry from August 30th for problem reconciliation. 6. Check the Add box for E10.621 7. Remove the allergy for E11.621 8. Click <i>Review</i> 9. Click <i>Confirm</i> ***** 10. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 11. Click <i>Complete</i> 12. <i>Submit</i> the Problem List

Overall This Task Was:	Enter Your Rating
1 = Very Difficult	Number Here (1-5):
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 14

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>ePrescribe, change and view medications for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Physician</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>Orders</i> tab 3. Expand <i>Patient Medications</i> 4. Click on <i>Add Medication</i> 5. Enter medication information: <ol style="list-style-type: none"> a. Medication: Bactrim b. Route: Oral c. Strength: 400 mg-80mg d. Dose: 1 e. Form: Tablet 6. Click <i>Select</i> 7. OBSERVE drug-allergy interaction warning 8. Enter Provider Rationale: Patient will be monitored closely 9. Click <i>Medication Info</i> 10. Check E-Prescribe Box 11. Enter remaining data fields: <ol style="list-style-type: none"> a. Sig: Take 1 tablet by mouth daily b. Quantity: 28 c. Unit: Tablet d. Refills: 0 e. Primary Diagnosis: I87.2 12. <i>Submit and Confirm</i> e-prescription ***** 13. Click on <i>Add Medication</i> 14. Enter medication information: <ol style="list-style-type: none"> a. Medication: Warfarin b. Route: Oral

c. **Strength:** 6mg
d. **Dose:** 1
e. **Form:** Tablet

15. Click *Select*

16. OBSERVE drug-drug interaction warning

17. **Enter Provider Rationale:** Patient's coumadin will be monitored closely.

18. Click *Submit*

Change a medication entered via CPOE

19. *Edit* the previously entered medication for warfarin.

20. Confirmation Box will appear, click *Yes* to continue.

21. Change the **Strength** to 1mg

22. Click *Select*

23. **Re-enter Provider Rationale:** Patient's coumadin will be monitored closely.

24. Click *Submit*

25. *Enter your assigned username and password*

26. *Submit* the Physician Order form

To access the document:

27. Find the *Orders* tab and select the arrow to the left, choose today's date of service.

<u>Overall This Task Was:</u>	<u>Enter Your Rating</u>
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 15

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Cancel an electronically prescribed medication.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Medications Tab</i> 3. Click on <i>Active Medications</i> 4. Locate the prescription for Bactrim and Click <i>Cancel</i> 5. A confirmation box will appear, click <i>Yes</i>

Overall This Task Was:	Enter Your Rating
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 16

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Generate a newly reconciled referral summary for a patient. This task is to generate a new referral summary based on incorporated reconciled data.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click <i>Inbox</i> 2. Click <i>Compose New Message</i> 3. Select Message Type: <i>Referral Summary Message</i> 4. Click <i>Generate Referral Summary</i> button 5. Select Patient: <i>Patient, Test</i> 6. Select a Provider to send to by using the address book <ol style="list-style-type: none"> a. Click <i>Address Book</i> b. Select <i>Physician, Test</i> 7. Enter Reason for Referral: <i>Consult</i> 8. Click <i>Select</i> 9. Click <i>Send</i>

Overall This Task Was:	Enter Your Rating
1 = Very Difficult	<u>Number Here (1-5):</u>
2 = Difficult	
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Participant Task Form

Task # 17

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Respond to messages related to patient prescriptions. This task is to address a request to change, cancel, and refill a patient's medication, as well as, read a fill notification from a pharmacy.</i>
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Participant Instruction
<ol style="list-style-type: none"> 1. Click <i>Inbox</i> 2. Acknowledge a cancel medication message <ol style="list-style-type: none"> a. Find the Rx Cancellation Request for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Enter your <i>username and password</i> 3. Acknowledge a change medication message <ol style="list-style-type: none"> a. Find the Rx Change Requested for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Click <i>Deny</i> d. Denial Reason: <i>Change not appropriate</i> e. Enter your <i>username and password</i> 4. Acknowledge a refill medication message <ol style="list-style-type: none"> a. Find the Refill Request for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Indicate: <i>Denied</i> d. Denial Reason: <i>Patient Needs Appointment</i> e. Click <i>Send</i> 5. Acknowledge a fill message <ol style="list-style-type: none"> a. Find the Rx Fill Notification for patient: <i>Patient, Test</i> b. <i>Open</i> the message c. <i>Close</i> the message

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	Enter Your Rating <u>Number Here (1-5):</u>
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Appendix 6—Moderator Guide

EHRUT Moderator Task Form

Task # 1

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Adjust the severity level on drug-drug interactions</i>
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Participant Instructions	Safety Measure	Criteria
5. Click on <i>Facility</i> , located on the top navigation bar. 6. Click <i>Facility Setup</i> 7. Locate and select <i>Drug Interaction Settings</i> a. Select <i>All</i> from the Drug Allergy Interaction Level b. Select <i>All</i> from the Drug-Drug Interaction Level 8. Click <i>Submit</i>	This task allows a facility administrator to indicate what level of drug-drug interventions, so only pertinent alerts should be triggered within the application.	170.315(a)(4)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was:	Enter Participant's
1 = Very Difficult	<u>Rating Number Here</u>
2 = Difficult	<u>(1-5):</u>
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Moderator Task Form


Task # 2

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display a patient's preferred language, date of birth, birth sex, race, ethnicity, sexual orientation and gender identity. Acknowledge and view the demographic clinical decision support (CDS) alert Infobutton and resource details.</i>
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Participant Instructions	Safety Measure	Criteria
16. Click on <i>Calendar</i> , located on the top navigation bar. 17. Locate and click on the actual test patient's name: <i>Patient, Test</i> 18. Click on the actual patient name's, <i>Patient, Test</i> , located in the black section of screen. 19. A confirmation pop-up will appear, click <i>Yes</i> . 20. On the top right of the screen, click <i>Modify</i> . 21. Locate the following data fields and enter the data listed: <ul style="list-style-type: none"> • Preferred Language: <i>Patient Declined</i> • Date of Birth: <i>01/01/1950</i> • Sex: <i>Female</i> • Race: <i>Asian</i> • Ethnicity: <i>Not Hispanic or Latino</i> • Sexual Orientation: <i>Straight or heterosexual</i> • Gender Identity: <i>Female</i> 22. Click <i>Submit</i>	This task demonstrates that patient demographic can be entered, modified and access in the EHRUT. When demographic information is documented the related CDS alerts are triggered. The CDS contains an Infobutton. When the	170.315(a)(5) 170.315(a)(9)

<p>23. A confirmation pop-up will appear, click <i>Yes</i>. *****</p> <p>24. At this time, a red Alert has populated on the top of the screen. Click on the  (Infobutton)</p> <p>25. Click <i>Complete</i> *****</p> <p>26. Navigate back to the demographics screen, by clicking on <i>Modify</i>.</p> <p>27. CHANGE the following information:</p> <ul style="list-style-type: none"> • Preferred Language: <i>English</i> • Date of Birth: <i>02/02/1935</i> • Sex: <i>Male</i> • Race: <i>White</i> • Ethnicity: <i>Hispanic or Latino</i> • Sexual Orientation: <i>Lesbian, gay or homosexual</i> • Gender Identity: <i>Male</i> <p>28. Click <i>Submit</i></p> <p>29. A confirmation pop-up will appear, click <i>Yes</i>. *****</p> <p>30. To review the changes made:</p> <ul style="list-style-type: none"> • Navigate to the Report & Letters section, and click on <i>Full Patient Details</i> 	<p>Infobutton is selected the following information is displayed: bibliographic citation, developer, funding source and release/revision date.</p>	
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Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

<p><u>Overall This Task Was:</u> 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy</p>	<p><u>Enter Participant's Rating Number Here (1-5):</u></p>
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EHRUT Moderator Task Form

Task # 3

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record patient vital signs and acknowledge Vitals CDS alert Infobutton and resource details.</i>
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Participant Instructions	Safety Measure	Criteria
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Intake</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>Vitals</i> tab 3. Enter the following information: <ol style="list-style-type: none"> a. Time Taken: <i>09:00</i> b. Height (in): <i>67</i> c. Weight (lbs): <i>300</i> 4. Click <i>Submit</i> 5. At this time, a red Alert has populated on the top of the screen. Click on the  (Infobutton) <p>Click <i>Complete</i></p>	<p>This task demonstrates that when patient vital signs are documented the related or applicable CDS alert and Infobutton are triggered.</p>	<p>170.315(a)(9)</p>

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was:	Enter Participant's
1 = Very Difficult	Rating Number Here
2 = Difficult	(1-5):
3 = Average	
4 = Easy	
5 = Very Easy	

EHRUT Moderator Task Form

Task # 4

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record UDI, change UDI status and access UDI, device description, identifiers and attributes.</i>
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Participant Instructions	Safety Measure	Criteria
9. Click on <i>Patient, Test</i> on the Calendar 10. Click on the <i>Intake</i> portion of the workflow a. Click on the <i>HXROS</i> tab 11. Navigate to the <i>Implantable Devices</i> section of the document. 12. Click <i>Yes</i> , indicating a patient has an implantable device. 13. Enter the following device ID verbatim: (01)10884521062856(11)141231(17)150707(10)A213B1(21)1234 14. Click <i>Search</i> 15. Click <i>Add</i> — <i>NOTE</i> : The device is now active, and all description, identifiers and attributes are visible. ***** *** 16. To change the status of the device, click <i>Set as Inactive</i>	This task demonstrates that a patient with an implantable device could have that device entered and specific information would be retrieved and added to the patient's medical record.	170.315(a)(14)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

<u>Overall This Task Was:</u> 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's Rating Number Here (1-5):</u>
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EHRUT Moderator Task Form

Task # 5

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display orders for a laboratory test. Then, enter the test result for the lab test and acknowledge the generated CDS alert.</i>
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Participant Instructions	Safety Measure	Criteria
23. Click on <i>Patient, Test</i> on the Calendar 24. Click on the <i>Physician</i> portion of the workflow a. Click on the <i>Orders</i> tab 25. Navigate and click on <i>Ancillaries and Diagnostics</i> 26. Next to the search box, click <i>Show all available</i> a. Select <i>Basic Metabolic Panel</i> b. Check the <i>Referred Away</i> Box 27. Click <i>Submit</i> ***** To Change the order: 28. Find the <i>Ancillaries and Diagnostics</i> section again and remove the Basic Metabolic Panel order by clicking ' <i>Remove</i> '. 29. Click <i>Add</i> , under <i>Ancillaries and Diagnostics</i> 30. Next to the search box, click <i>Show all available</i> a. Select <i>Hgb A1c MFr Bld Elph</i> b. Check the <i>Referred Away</i> Box 31. Scroll to the bottom of the screen to <i>enter your Username and Password</i> 32. Click <i>Submit</i> ***** To access the document: 33. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service. 34. View the document 35. Click <i>Close</i> *****	This task ensures that a laboratory order was documented using computerized provider order entry (CPOE). This task also ensures that when a result for a specific test is identified it will display the appropriate CDS alert and include the associated Infobutton.	170.315(a)(2) 170.315(a)(9)

<p>To enter the test result for HgbA1c order:</p> <p>36. Click on the <i>Test Results</i></p> <p>37. A confirmation pop-up will appear, click <i>Yes</i></p> <p>38. Find the order Hgb A1c MFr Bld Elph and click <i>Edit</i></p> <p>39. <i>Check</i> the Completed box</p> <p>40. Click <i>Add Result</i></p> <p>41. In the Result field type: <i>10</i></p> <p>42. Click <i>Submit</i></p> <p>*****</p> <p>43. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i></p> <p>44. Click <i>Complete</i></p>		
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Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's Rating Number Here (1-5):</u>
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EHRUT Moderator Task Form

Task # 6

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display orders for a radiology (diagnostic imaging) test.</i>
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Participant Instructions	Safety Measure	Criteria
<p>16. Click on <i>Patient, Test</i> on the Calendar</p> <p>17. Click on the <i>Physician</i> portion of the workflow</p> <p style="padding-left: 20px;">a. Click on the <i>Orders</i> tab</p> <p>18. Navigate and click on <i>Ancillaries and Diagnostics</i></p> <p>19. <i>Click Add</i></p> <p>20. Next to the search box, click <i>Show all available</i></p> <p>21. Select <i>Radiology</i> from the drop down</p> <p style="padding-left: 20px;">a. Select <i>Bone Scan</i></p> <p style="padding-left: 20px;">b. Check the <i>Referred Away</i> Box</p> <p>22. Click <i>Submit</i></p> <p>*****</p> <p style="padding-left: 20px;">To Change the order:</p> <p>23. Find the <i>Ancillaries and Diagnostics</i> section again and remove the <i>Bone Scan</i> order by clicking <i>Remove</i>.</p> <p>24. Click <i>Add</i>, under <i>Ancillaries and Diagnostics</i></p> <p>25. Next to the search box, click <i>Show all available</i></p> <p>26. Select <i>Radiology</i> from the drop down</p> <p style="padding-left: 20px;">a. Select <i>MRI, lower extremity with contrast</i></p> <p style="padding-left: 20px;">b. Check the <i>Referred Away</i> Box</p> <p>27. Click <i>Submit</i></p> <p>*****</p> <p style="padding-left: 20px;">To access the document:</p> <p>28. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service.</p>	<p>This task ensures that a diagnostic imaging order was documented using CPOE.</p>	<p>170.315(a)(3)</p>

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's Rating Number Here (1-5):</u>
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EHRUT Moderator Task Form

Task # 7

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display active and historical allergies on a patient's allergy list. Acknowledge and view the related CDS alert and Infobutton.</i>
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Participant Instructions	Safety Measure	Criteria
<ol style="list-style-type: none"> 1. Click on <i>Patient, Test</i> on the Calendar 2. Click on the <i>Intake</i> portion of the workflow <ol style="list-style-type: none"> a. Click on the <i>Allergy</i> tab 3. Enter two (2) allergies: <ol style="list-style-type: none"> a. Allergy: Sulfanilamide b. Reaction: Hives c. Severity: Severe d. Active: Yes e. Active Date: Today's Date f. Click <i>Add Allergy</i> g. Allergy: Penicillin G h. Reaction: Wheezing i. Severity: Severe j. Active: Yes k. Active Date: Today's Date 4. Click <i>Submit</i> ***** 5. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 6. Click <i>Complete</i> ***** MODIFY an Allergy 7. Change the Reaction for Penicillin from Wheezing to <i>Headaches</i>. 8. Click <i>Submit</i> 	<p>This task ensures that patient allergies can be recorded and updated. Active and historical allergy information can be accessed and the associated CDS alert and Infobutton will be displayed.</p>	<p>170.315(a)(8) 170.315(a)(9)</p>

<p>*****</p> <p>To access the document:</p> <p>9. Find the <i>Allergy</i> tab and select the arrow to the left, choose today's date of service.</p>		
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Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

<p><u>Overall This Task Was:</u></p> <p>1 = Very Difficult</p> <p>2 = Difficult</p> <p>3 = Average</p> <p>4 = Easy</p> <p>5 = Very Easy</p>	<p><u>Enter Participant's Rating Number Here (1-5):</u></p>
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EHRUT Moderator Task Form

Task # 8

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for allergies and acknowledge the CDS alert.</i>
------------------	---

Participant Instructions	Safety Measure	Criteria
13. Click on <i>Patient, Test</i> on the Calendar 14. Click on the <i>Intake</i> portion of the workflow 15. Click on the <i>Allergy</i> tab 16. Click <i>Transition of Care—Allergies Reconciliation</i> 17. Select the entry from August 30 th for allergy reconciliation. 18. <i>Check the Add box</i> for the allergy of sulfanilamide from August 30 th . 19. Remove the allergy from today’s date of service, by <i>selecting the remove button from the dropdown</i> . 20. Click <i>Review</i> 21. Click <i>Confirm</i> ***** 22. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 23. Click <i>Complete</i> ***** 24. Click <i>Submit</i> on the Allergy Form to save the changes.	<i>This task is to reconcile information from an outside source, so the EMR has the most up to date information for a patient.</i>	170.315(b)(2) 170.315(a)(9)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's Rating Number Here (1-5):</u>
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EHRUT Moderator Task Form

Task # 9

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Request and receive a patient's medication history.</i>
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Participant Instructions	Safety Measure	Criteria
5. Click on <i>Patient, Test</i> on the Calendar 6. Click on <i>Medication</i> 7. Select <i>Retrieve Patient's Medication History</i> 8. View the Information Received	This task is to request a patient's medication history to maintain an up to date list of medications for a patient and ensure that our EMR has the capability to retrieve a patient's medication history from an outside source	170.315(b)(3)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's Rating Number Here (1-5):</u>
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EHRUT Moderator Task Form

Task # 10

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display a patient's active and historical medication list. Acknowledge and view the related CDS alert and Infobutton with related resource information.</i>
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Participant Instructions	Safety Measure	Criteria
15. Click on <i>Patient, Test</i> on the Calendar 16. Click on <i>Medication</i> 17. Click <i>Add Medication</i> 18. Enter Medication info: a. Medication: Dexamethasone b. Route: Oral c. Strength: 2mg d. Dose: 1 e. Form: tablet 19. Click <i>Select</i> 20. Click <i>Submit</i> ***** 21. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 22. Click <i>Complete</i> ***** MODIFY a Medication: 23. Locate the Dexamethasone medication and click <i>Edit</i> . 24. Change Strength from 2mg to 4mg. 25. Click <i>Select</i> 26. Click <i>Submit</i> *****	This task ensures that patient medications can be recorded and updated. Active and historical medication information can be accessed and the associated CDS alert and Infobutton with resource detail will be displayed.	170.315(a)(7) 170.315(a)(9)

<p>To access all active and historical medications:</p> <p>27. Click on <i>Medication Reports</i></p> <p>28. Select <i>All Medications</i></p>		
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Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

<p>Overall This Task Was:</p> <p>1 = Very Difficult</p> <p>2 = Difficult</p> <p>3 = Average</p> <p>4 = Easy</p> <p>5 = Very Easy</p>	<p><u>Enter Participant's Rating Number Here (1-5):</u></p>
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EHRUT Moderator Task Form

Task # 11

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for medications and acknowledge the CDS support alert. This task is to reconcile information from an outside source so the EMR has the most up to date information for a patient.</i>
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Participant Instructions	Safety Measure	Criteria
11. Click on <i>Patient, Test</i> on the Calendar 12. Click on the <i>Medications</i> portion of the workflow 13. Click <i>Transition of Care—Medication Reconciliation</i> 14. Select the entry from August 30 th for medication reconciliation. 15. <i>Check the Add box</i> for the Prednisone 20mg medication 16. <i>Remove</i> the allergy for Tylenol Extra Strength medication 17. Click <i>Review</i> 18. Click <i>Confirm</i> ***** 19. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 20. Click <i>Complete</i>	This task is to reconcile information from an outside source and ensures that a CDS alert with Infobutton was triggered upon reconciling medications from a received CCDA.	170.315(b)(2) 170.315(a)(9)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

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Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	Enter Participant's Rating Number Here (1-5):
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EHRUT Moderator Task Form

Task # 12

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display a patient's active and historical problem list. Acknowledge and view the related CDS and Infobutton.</i>
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Participant Instructions	Safety Measure	Criteria
9. Click on <i>Patient, Test</i> on the Calendar 10. Click on the <i>Physician</i> portion of the workflow a. Click <i>Problem List</i> 11. Add the following three (3) problems: a. E11.621 Type 2 diabetes mellitus with foot ulcer b. E11.22 Type 2 diabetes mellitus with diabetic chronic kidney disease c. I87.2 Venous insufficiency 12. Click Inactivate for E11.22 13. <i>Submit</i> the Problem List ***** 14. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 15. Click <i>Complete</i> ***** To access all active and inactive problems: 16. Go to the <i>Problem List</i> tab and click on the arrow to the left, click today's date of service.	This task ensures that a patient problem list can be recorded and updated. Active and historical problem information can be accessed and the associated CDS alert and Infobutton with resource detail will be displayed. This also demonstrates that a CDS alert can be generated by using a combination of two (2) data elements.	170.315(a)(6) 170.315(a)(9)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's Rating Number Here (1-5):</u>
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EHRUT Moderator Task Form

Task # 13

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for problems and acknowledge the CDS alert.</i>
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Participant Instructions	Safety Measure	Criteria
13. Click on <i>Patient, Test</i> on the Calendar 14. Click on the <i>Physician</i> workflow 15. Click on the Problem List 16. Click <i>Transition of Care—Problem Reconciliation</i> 17. Select the entry from August 30 th for problem reconciliation. 18. <i>Check the Add box</i> for E10.621 19. Remove the allergy for E11.621 20. Click <i>Review</i> 21. Click <i>Confirm</i> ***** 22. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 23. Click <i>Complete</i> 24. <i>Submit</i> the Problem List	This task is to reconcile information from an outside source so the EMR has the most up to date information for a patient. This task ensures that a CDS alert with Infobutton was triggered upon reconciling problems from a received CCDA.	170.315(b)(2) 170.315(a)(9)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

<u>Overall This Task Was:</u> 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's</u> <u>Rating Number Here</u> <u>(1-5):</u>
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EHRUT Moderator Task Form

Task # 14

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>ePrescribe, change and view medications for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions.</i>
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Participant Instructions	Safety Measure	Criteria
28. Click on <i>Patient, Test</i> on the Calendar 29. Click on the <i>Physician</i> portion of the workflow a. Click on the <i>Orders</i> tab 30. Expand <i>Patient Medications</i> 31. Click on <i>Add Medication</i> 32. Enter medication information: a. Medication: Bactrim b. Route: Oral c. Strength: 400 mg-80mg d. Dose: 1 e. Form: Tablet 33. Click <i>Select</i> 34. OBSERVE drug-allergy interaction warning 35. Enter Provider Rationale: Patient will be monitored closely 36. Click <i>Medication Info</i> 37. Check E-Prescribe Box 38. Enter remaining data fields: a. Sig: Take 1 tablet by mouth daily b. Quantity: 28 c. Unit: Tablet d. Refills: 0 e. Primary Diagnosis: I87.2 39. <i>Submit and Confirm</i> e-prescription *****	This task ensured that a user ordered a medication for a patient using CPOE and then they changed that medication order and accessed a copy of the final order. This also had a user create a new electronic prescription. This also had the user acknowledge interactions detected with active medications, and acknowledge interactions detected with an active allergy.	170.315 (a)(1) 170.315 (a)(4) 170.315 (b)(3)

<p>40. Click on <i>Add Medication</i></p> <p>41. Enter medication information:</p> <ul style="list-style-type: none"> a. Medication: Warfarin b. Route: Oral c. Strength: 6mg d. Dose: 1 e. Form: Tablet <p>42. Click <i>Select</i></p> <p>43. OBSERVE drug-drug interaction warning</p> <p>44. Enter Provider Rationale: Patient's coumadin will be monitored closely.</p> <p>45. Click <i>Submit</i> ***** Change a medication entered via CPOE</p> <p>46. <i>Edit</i> the previously entered medication for warfarin.</p> <p>47. Confirmation Box will appear, click <i>Yes</i> to continue.</p> <p>48. Change the Strength to 1mg</p> <p>49. Click <i>Select</i></p> <p>50. Re-enter Provider Rationale: Patient's coumadin will be monitored closely.</p> <p>51. Click <i>Submit</i></p> <p>52. <i>Enter your assigned username and password</i></p> <p>53. <i>Submit</i> the Physician Order form ***** To access the document:</p> <p>54. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service.</p>		
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Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	Enter Participant's Rating Number Here (1-5):
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EHRUT Moderator Task Form

Task # 15

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Cancel an electronically prescribed medication.</i>
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Participant Instructions	Safety Measure	Criteria
7. Click on <i>Patient, Test</i> on the Calendar 8. Click on the <i>Medications Tab</i> 9. Click on <i>Active Medications</i> 10. Locate the prescription for Bactrim and Click <i>Cancel</i> 11. A confirmation box will appear, click <i>Yes</i>	This task ensures that a user could cancel an electronically prescribed medication if an error was identified.	170.315(b)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

Overall This Task Was: 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's Rating Number Here (1-5):</u>
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EHRUT Moderator Task Form

Task # 16

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Generate a newly reconciled referral summary for a patient. This task is to generate a new referral summary based on incorporated reconciled data.</i>
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Participant Instructions	Safety Measure	Criteria
<ul style="list-style-type: none"> 10. Click <i>Inbox</i> 11. Click <i>Compose New Message</i> 12. Select Message Type: <i>Referral Summary Message</i> 13. Click <i>Generate Referral Summary button</i> 14. Select Patient: <i>Patient, Test</i> 15. Select a Provider to send to by using the address book <ul style="list-style-type: none"> a. Click <i>Address Book</i> b. Select <i>Physician, Test</i> 16. Enter Reason for Referral: <i>Consult</i> 17. Click <i>Select</i> 18. Click <i>Send</i> 	This task ensured that the user generated a new CCDA with the information reconciled for the patient during prior tasks.	170.315(b)(2)

Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

<u>Overall This Task Was:</u> 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy	<u>Enter Participant's</u> <u>Rating Number Here</u> <u>(1-5):</u>
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EHRUT Moderator Task Form

Task # 17

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Respond to messages related to patient prescriptions. This task is to address a request to change, cancel, and refill a patient's medication, as well as, read a fill notification from a pharmacy.</i>
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Participant Instructions	Safety Measure	Criteria
6. Click <i>Inbox</i> 7. Acknowledge a cancel medication message <ul style="list-style-type: none"> a. Find the Rx Cancellation Request for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Enter your <i>username and password</i> 8. Acknowledge a change medication message <ul style="list-style-type: none"> a. Find the Rx Change Requested for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Click <i>Deny</i> d. Denial Reason: <i>Change not appropriate</i> e. Enter your <i>username and password</i> 9. Acknowledge a refill medication message <ul style="list-style-type: none"> a. Find the Refill Request for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Indicate: <i>Denied</i> 	<i>This task is to electronically address a request to change, cancel, and refill a patient's medication, as well as, read a fill notification from a pharmacy.</i>	170.315(b)(3)

<ul style="list-style-type: none"> d. Denial Reason: <i>Patient Needs Appointment</i> e. Click <i>Send</i> <p>10. Acknowledge a fill message</p> <ul style="list-style-type: none"> a. Find the Rx Fill Notification for patient: <i>Patient, Test</i> b. <i>Open</i> the message c. <i>Close</i> the message 		
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Moderator Duties		
Observed Errors	Participant's Comments	Other Notes

<p>Overall This Task Was:</p> <ul style="list-style-type: none"> 1 = Very Difficult 2 = Difficult 3 = Average 4 = Easy 5 = Very Easy 	<p>Enter Participant's Rating Number Here (1-5):</p>
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Appendix 7–Data Logger Guide

EHRUT Data Logger Task Form

Task # 1

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description
<i>Adjust the severity level on drug-drug interactions</i>

Participant Instructions	Safety Measure	Criteria
9. Click on <i>Facility</i> , located on the top navigation bar. 10. Click <i>Facility Setup</i> 11. Locate and select <i>Drug Interaction Settings</i> <ol style="list-style-type: none"> Select <i>All</i> from the Drug Allergy Interaction Level Select <i>All</i> from the Drug-Drug Interaction Level 12. Click <i>Submit</i>	This task allows a facility administrator to indicate what level of drug-drug interventions, so only pertinent alerts should be triggered within the application.	170.315(a)(4)

Data Logger Duties		
Success (Check): <ul style="list-style-type: none"> <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed 	# times attempted: Task Time Seconds: Optimum Time: 12 seconds Allotted Time: 30 seconds	Comments

Optimum Facility→Drug Settings→All→All→Submit	Path: Interaction	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors
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EHRUT Data Logger Task Form


Task # 2

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display a patient's preferred language, date of birth, birth sex, race, ethnicity, sexual orientation and gender identity. Acknowledge and view the demographic clinical decision support (CDS) alert Infobutton and resource details.</i>
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Participant Instructions	Safety Measure	Criteria
31. Click on <i>Calendar</i> , located on the top navigation bar. 32. Locate and click on the actual test patient's name: <i>Patient, Test</i> 33. Click on the actual patient name's, <i>Patient, Test</i> , located in the black section of screen. 34. A confirmation pop-up will appear, click <i>Yes</i> . 35. On the top right of the screen, click <i>Modify</i> . 36. Locate the following data fields and enter the data listed: <ul style="list-style-type: none"> • Preferred Language: <i>Patient Declined</i> • Date of Birth: <i>01/01/1950</i> • Sex: <i>Female</i> • Race: <i>Asian</i> • Ethnicity: <i>Not Hispanic or Latino</i> • Sexual Orientation: <i>Straight or heterosexual</i> • Gender Identity: <i>Female</i> 37. Click <i>Submit</i> 38. A confirmation pop-up will appear, click <i>Yes</i> . *****	This task demonstrates that patient demographic can be entered, modified and access in the EHRUT. When demographic information is documented the related CDS alerts are triggered. The CDS contains an Infobutton. When the Infobutton is	170.315(a)(5) 170.315(a)(9)

<p>39. At this time, a red Alert has populated on the top of the screen. Click on the  (Infobutton)</p> <p>40. Click <i>Complete</i> *****</p> <p>41. Navigate back to the demographics screen, by clicking on <i>Modify</i>.</p> <p>42. CHANGE the following information:</p> <ul style="list-style-type: none"> • Preferred Language: <i>English</i> • Date of Birth: <i>02/02/1935</i> • Sex: <i>Male</i> • Race: <i>White</i> • Ethnicity: <i>Hispanic or Latino</i> • Sexual Orientation: <i>Lesbian, gay or homosexual</i> • Gender Identity: <i>Male</i> <p>43. Click <i>Submit</i></p> <p>44. A confirmation pop-up will appear, click <i>Yes</i>. *****</p> <p>45. To review the changes made:</p> <ul style="list-style-type: none"> • Navigate to the Report & Letters section, and click on <i>Full Patient Details</i> 	<p>selected the following information is displayed: bibliographic citation, developer, funding source and release/revision date.</p>	
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Data Logger Duties		
<p>Success (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed 	<p># times attempted:</p> <p>Task Time Seconds:</p> <p>Optimum Time: 148 seconds</p> <p>Allotted Time: 370 Seconds</p>	<p>Comments</p>
<p>Optimum Path: Calendar→Patient Name→Patient Name→Modify→Preferred Language→Date of Birth→Sex→Race→Ethnicity→Sexual Orientation→Gender Identity→Submit→Yes→Infobutton→Complete→Modify→Preferred Language→Date of Birth→Sex→Race→Ethnicity→Sexual</p>	<p>Results (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations 	<p>Total # Errors</p>

Orientation → Gender Identity → Submit → Yes → Full Patient Details		
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EHRUT Data Logger Task Form

Task # 3

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record patient vital signs and acknowledge Vitals CDS alert Infobutton and resource details.</i>
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Participant Instructions	Safety Measure	Criteria
6. Click on <i>Patient, Test</i> on the Calendar 7. Click on the <i>Intake</i> portion of the workflow a. Click on the <i>Vitals</i> tab 8. Enter the following information: a. Time Taken: <i>09:00</i> b. Height (in): <i>67</i> c. Weight (lbs): <i>300</i> 9. Click <i>Submit</i> 10. At this time, a red Alert has populated on the top of the screen. Click on the  (Infobutton) 11. Click <i>Complete</i>	This task demonstrates that when patient vital signs are documented the related or applicable CDS alert and Infobutton are triggered.	170.315(a)(9)

Data Logger Duties

Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 40 seconds Allotted Time: 100 seconds	Comments
Optimum Path: Patient Name→ Intake→ Vitals→Time→ Height→ Weight→Submit→ Infobutton→ Complete	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 4

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record UDI, change UDI status and access UDI, device description, identifiers and attributes.</i>
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Participant Instructions	Safety Measure	Criteria
17. Click on <i>Patient, Test</i> on the Calendar 18. Click on the <i>Intake</i> portion of the workflow a. Click on the <i>HXROS</i> tab 19. Navigate to the <i>Implantable Devices</i> section of the document. 20. Click <i>Yes</i> , indicating a patient has an implantable device. 21. Enter the following device ID verbatim: (01)10884521062856(11)141231(17)150707(10)A213B1(21)1234 22. Click <i>Search</i> 23. Click <i>Add</i> — <i>NOTE</i> : The device is now active, and all description, identifiers and attributes are visible. ***** *** 24. To change the status of the device, click <i>Set as Inactive</i>	This task demonstrates that a patient with an implantable device could have that device entered and specific information would be retrieved and added to the patient's medical record.	170.315(a)(14)

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 180 seconds Allotted Time: 450 seconds	Comments
Optimum Path: Patient Name→ Intake→HXROS →Implantable Devices → Yes→ ENTER UID → Search→Add →Set as Inactive	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 5

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display orders for a laboratory test. Then, enter the test result for the lab test and acknowledge the generated CDS alert.</i>
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Participant Instructions	Safety Measure	Criteria
45. Click on <i>Patient, Test</i> on the Calendar 46. Click on the <i>Physician</i> portion of the workflow a. Click on the <i>Orders</i> tab 47. Navigate and click on <i>Ancillaries and Diagnostics</i> 48. Next to the search box, click <i>Show all available</i> a. Select <i>Basic Metabolic Panel</i> b. Check the <i>Referred Away</i> Box 49. Click <i>Submit</i> ***** To Change the order: 50. Find the <i>Ancillaries and Diagnostics</i> section again and remove the Basic Metabolic Panel order by clicking ' <i>Remove</i> '. 51. Click <i>Add</i> , under <i>Ancillaries and Diagnostics</i> 52. Next to the search box, click <i>Show all available</i> a. Select <i>Hgb A1c MFr Bld Elph</i> b. Check the <i>Referred Away</i> Box 53. Scroll to the bottom of the screen to <i>enter your Username and Password</i> 54. Click <i>Submit</i> ***** To access the document: 55. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service. ***** To enter the test result for HgbA1c order: 56. Click on the <i>Test Results</i>	This task ensures that a laboratory order was documented using computerized provider order entry (CPOE). This task also ensures that when a result for a specific test is identified it will display the appropriate CDS alert and include the associated Infobutton.	170.315(a)(2) 170.315(a)(9)

<p>57. A confirmation pop-up will appear, click <i>Yes</i></p> <p>58. Find the order Hgb A1c MFr Bld Elph and click <i>Edit</i></p> <p>59. <i>Check</i> the Completed box</p> <p>60. Click <i>Add Result</i></p> <p>61. In the Result field type: <i>10</i></p> <p>62. Click <i>Submit</i></p> <p>*****</p> <p>63. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i></p> <p>64. Click <i>Complete</i></p>		
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Data Logger Duties			
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 180 Allotted Time: 450	Comments	
Optimum Path: Patient Name → Physician → Orders → Ancillaries and Diagnostics → Show All → Basic Metabolic Panel → Referred Away → Submit → Ancillaries and Diagnostics → Remove → Add → Show All Available → Referred Away → Enter Credentials → Submit → Print Friendly → DOS → Close → Test Results → Edit → Complete → Add Result → Submit → Infobutton → Complete	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors	

EHRUT Data Logger Task Form

Task # 6

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display orders for a radiology (diagnostic imaging) test.</i>
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Participant Instructions	Safety Measure	Criteria
<p>29. Click on <i>Patient, Test</i> on the Calendar</p> <p>30. Click on the <i>Physician</i> portion of the workflow</p> <p style="padding-left: 20px;">a. Click on the <i>Orders</i> tab</p> <p>31. Navigate and click on <i>Ancillaries and Diagnostics</i></p> <p>32. Click <i>Add</i></p> <p>33. Next to the search box, click <i>Show all available</i></p> <p>34. Select <i>Radiology</i> from the drop down</p> <p style="padding-left: 20px;">a. Select <i>Bone Scan</i></p> <p style="padding-left: 20px;">b. Check the <i>Referred Away</i> Box</p> <p>35. Click <i>Submit</i></p> <p>*****</p> <p style="padding-left: 20px;">To Change the order:</p> <p>36. Find the <i>Ancillaries and Diagnostics</i> section again and remove the <i>Bone Scan</i> order by clicking <i>Remove</i>.</p> <p>37. Click <i>Add</i>, under <i>Ancillaries and Diagnostics</i></p> <p>38. Next to the search box, click <i>Show all available</i></p> <p>39. Select <i>Radiology</i> from the drop down</p> <p style="padding-left: 20px;">a. Select <i>MRI, lower extremity with contrast</i></p> <p style="padding-left: 20px;">b. Check the <i>Referred Away</i> Box</p> <p>40. Click <i>Submit</i></p> <p>*****</p> <p style="padding-left: 20px;">To access the document:</p> <p>41. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service.</p>	<p>This task ensures that a diagnostic imaging order was documented using CPOE.</p>	<p>170.315(a)(3)</p>

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 90 Allotted Time: 225	Comments
Optimum Path: Patient Name → Physician → Orders → Ancillaries and Diagnostics → Add → Show All → Radiology → Bone Scan → Referred Away → Submit → Ancillaries and Diagnostics → Remove → Add → Show All Available → Radiology → MRI → Referred Away → Enter Credentials → Submit → Print Friendly → DOS → Close	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 7

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	Record, change and display active and historical allergies on a patient's allergy list. Acknowledge and view the allergy CDS alert and Infobutton.
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Participant Instructions	Safety Measure	Criteria
10. Click on <i>Patient, Test</i> on the Calendar 11. Click on the <i>Intake</i> portion of the workflow a. Click on the <i>Allergy</i> tab 12. Enter two (2) allergies: a. Allergy: Sulfanilamide b. Reaction: Hives c. Severity: Severe d. Active: Yes e. Active Date: Today's Date f. Click <i>Add Allergy</i> g. Allergy: Penicillin G h. Reaction: Wheezing i. Severity: Severe j. Active: Yes k. Active Date: Today's Date 13. Click <i>Submit</i> ***** 14. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 15. Click <i>Complete</i> ***** MODIFY an Allergy 16. Change the Reaction for Penicillin from Wheezing to <i>Headaches</i> . 17. Click <i>Submit</i>		170.315(a)(8) 170.315(a)(9)

<p>*****</p> <p>To access the document:</p> <p>18. Find the <i>Allergy</i> tab and select the arrow to the left, choose today's date of service.</p>		
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Data Logger Duties		
<p>Success (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed 	<p># times attempted:</p> <p>Task Time Seconds:</p> <p>Optimum Time: 90 seconds</p> <p>Allotted Time: 225 seconds</p>	<p>Comments</p>
<p>Optimum Path: Patient Name → Intake → Allergy → Add Allergy → Add Reaction → Add Severity → Active Status → Date → ADD → Add Allergy → Add Reaction → Add Severity → Active Status → Date → Submit → Infobutton → Complete → Allergy List → DOS</p>	<p>Results (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations 	<p>Total # Errors</p>

EHRUT Data Logger Task Form

Task # 8

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	Reconcile summary documents for allergies and acknowledge the CDS alert.
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Participant Instructions	Safety Measure	Criteria
25. Click on <i>Patient, Test</i> on the Calendar 26. Click on the <i>Intake</i> portion of the workflow 27. Click on the <i>Allergy</i> tab 28. Click <i>Transition of Care—Allergies Reconciliation</i> 29. Select the entry from August 30 th for allergy reconciliation. 30. <i>Check the Add box</i> for the allergy of sulfanilamide from August 30 th . 31. Remove the allergy from today’s date of service, by <i>selecting the remove button from the dropdown</i> . 32. Click <i>Review</i> 33. Click <i>Confirm</i> ***** 34. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 35. Click <i>Complete</i> ***** 36. Click <i>Submit</i> on the Allergy Form to save the changes.	<i>This task is to reconcile information from an outside source, so the EMR has the most up to date information for a patient.</i>	170.315(b)(2) 170.315(a)(9)

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 30 Allotted Time: 75	Comments
Optimum Path: Patient Name → Intake → Allergy List → Transition of Care → Add → Remove → Review → Confirm → Info button → Complete → Submit	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 9

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Request and receive a patient's medication history.</i>
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Participant Instructions	Safety Measure	Criteria
9. Click on <i>Patient, Test</i> on the Calendar 10. Click on <i>Medication</i> 11. Select <i>Retrieve Patient's Medication History</i> 12. View the Information Received	This task is to request a patient's medication history to maintain an up to date list of medications for a patient and ensure that our EMR has the capability to retrieve a patient's medication history from an outside source	170.315(b)(3)

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 10 Allotted Time: 25	Comments

Optimum Path: Patient Name → Medication → Patient's Medication Retrieve	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors
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EHRUT Data Logger Task Form

Task # 10

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display a patient's active and historical medication list. Acknowledge and view the related CDS alert and Infobutton with related resource information.</i>
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Participant Instructions	Safety Measure	Criteria
29. Click on <i>Patient</i> , <i>Test</i> on the Calendar 30. Click on <i>Medication</i> 31. Click <i>Add Medication</i> 32. Enter Medication info: a. Medication: Dexamethasone b. Route: Oral c. Strength: 2mg d. Dose: 1 e. Form: tablet 33. Click <i>Select</i> 34. Click <i>Submit</i> ***** 35. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 36. Click <i>Complete</i> ***** MODIFY a Medication:	This task ensures that patient medications can be recorded and updated. Active and historical medication information can be accessed and the associated CDS alert and Infobutton with resource detail will be displayed.	170.315(a)(7) 170.315(a)(9)

<p>37. Locate the Dexamethasone medication and click <i>Edit</i>.</p> <p>38. Change Strength from 2mg to 4mg.</p> <p>39. Click <i>Select</i></p> <p>40. Click <i>Submit</i></p> <p>*****</p> <p>To access all active and historical medications:</p> <p>41. Click on <i>Medication Reports</i></p> <p>42. Select <i>All Medications</i></p>		
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Data Logger Duties			
<p>Success (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed 	<p># times attempted:</p> <p>Task Time Seconds:</p> <p>Optimum Time: 48 seconds</p> <p>Allotted Time: 120 seconds</p>	<p>Comments</p>	
<p>Optimum Path:</p> <p>Patient Name → Medication → Add Medication → Dexamethasone → Oral → 2mg → Dose (1) → Tablet → Select → Submit → Infobutton → Complete → Edit → 4mg → Select → Submit → Medication Reports → All Medications</p>	<p>Results (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations 	<p>Total # Errors</p>	

EHRUT Data Logger Task Form

Task # 11

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for medications and acknowledge the CDS support alert. This task is to reconcile information from an outside source so the EMR has the most up to date information for a patient.</i>
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Participant Instructions	Safety Measure	Criteria
21. Click on <i>Patient</i> , <i>Test</i> on the Calendar 22. Click on the <i>Medications</i> portion of the workflow 23. Click <i>Transition of Care—Medication Reconciliation</i> 24. Select the entry from August 30 th for medication reconciliation. 25. <i>Check the Add box</i> for the Prednisone 20mg medication 26. <i>Remove</i> the allergy for Tylenol Extra Strength medication 27. Click <i>Review</i> 28. Click <i>Confirm</i> ***** 29. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 30. Click <i>Complete</i>	This task is to reconcile information from an outside source and ensures that a CDS alert with Infobutton was triggered upon reconciling medications from a received CCDA.	170.315(b)(2) 170.315(a)(9)

Data Logger Duties

Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 30 Allotted Time: 75	Comments
Optimum Path: Patient Name → Medications →Transition of Care →DOS →Add →Remove →Review Confirm →Infobutton→ Complete	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 12

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Record, change and display a patient's active and historical problem list. Acknowledge and view the related CDS and Infobutton.</i>
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Participant Instructions	Safety Measure	Criteria
17. Click on <i>Patient, Test</i> on the Calendar 18. Click on the <i>Physician</i> portion of the workflow a. Click <i>Problem List</i> 19. Add the following three (3) problems: a. E11.621 Type 2 diabetes mellitus with foot ulcer b. E11.22 Type 2 diabetes mellitus with diabetic chronic kidney disease c. I87.2 Venous insufficiency 20. Click Inactivate for E11.22 21. <i>Submit</i> the Problem List ***** 22. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 23. Click <i>Complete</i> ***** To access all active and inactive problems: 24. Go to the <i>Problem List</i> tab and click on the arrow to the left, click today's date of service.	This task ensures that a patient problem list can be recorded and updated. Active and historical problem information can be accessed and the associated CDS alert and Infobutton with resource detail will be displayed. This also demonstrates that a CDS alert can be generated by using a combination of two (2) data elements.	170.315(a)(6) 170.315(a)(9)

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 60 seconds Allotted Time: 150	Comments
Optimum Path: Patient Name → Physician → Problem List → E11.621 →Add →E11.22 →Add →I87.2 →Inactivate → Submit →Infobutton →Complete →Print Friendly	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 13

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Reconcile summary documents for problems and acknowledge the CDS alert.</i>
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Participant Instructions	Safety Measure	Criteria
25. Click on <i>Patient, Test</i> on the Calendar 26. Click on the <i>Physician</i> workflow 27. Click on the Problem List 28. Click <i>Transition of Care—Problem Reconciliation</i> 29. Select the entry from August 30 th for problem reconciliation. 30. Check the Add box for E10.621 31. Remove the allergy for E11.621 32. Click <i>Review</i> 33. Click <i>Confirm</i> ***** 34. At this time, a red Alert has populated on the top of the screen. Click on the <i>Infobutton</i> 35. Click <i>Complete</i> 36. <i>Submit</i> the Problem List	This task is to reconcile information from an outside source so the EMR has the most up to date information for a patient. This task ensures that a CDS alert with Infobutton was triggered upon reconciling problems from a received CCDA.	170.315(b)(2) 170.315(a)(9)

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 30 Allotted Time: 75	Comments
Optimum Path: Patient Name → Physician → Problem List → Transition of Care → DOS → Add → Remove → Review →Confirm →Infobutton →Complete →Submit	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 14

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>ePrescribe, change and view medications for a patient via CPOE and acknowledge the drug-drug and drug-allergy interactions.</i>
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Participant Instructions	Safety Measure	Criteria
55. Click on <i>Patient, Test</i> on the Calendar 56. Click on the <i>Physician</i> portion of the workflow a. Click on the <i>Orders</i> tab 57. Expand <i>Patient Medications</i> 58. Click on <i>Add Medication</i> 59. Enter medication information: a. Medication: Bactrim b. Route: Oral c. Strength: 400 mg-80mg d. Dose: 1 e. Form: Tablet 60. Click <i>Select</i> 61. OBSERVE drug-allergy interaction warning 62. Enter Provider Rationale: Patient will be monitored closely 63. Click <i>Medication Info</i> 64. Check E-Prescribe Box 65. Enter remaining data fields: a. Sig: Take 1 tablet by mouth daily b. Quantity: 28 c. Unit: Tablet d. Refills: 0 e. Primary Diagnosis: I87.2 66. <i>Submit and Confirm</i> e-prescription *****	This task ensured that a user ordered a medication for a patient using CPOE and then they changed that medication order and accessed a copy of the final order. This also had a user create a new electronic prescription. This also had the user acknowledge interactions detected with active medications, and acknowledge interactions detected with an active allergy.	170.315 (a)(1) 170.315 (a)(4) 170.315 (b)(3)

<p>67. Click on <i>Add Medication</i></p> <p>68. Enter medication information:</p> <ol style="list-style-type: none"> a. Medication: Warfarin b. Route: Oral c. Strength: 6mg d. Dose: 1 e. Form: Tablet <p>69. Click <i>Select</i></p> <p>70. OBSERVE drug-drug interaction warning</p> <p>71. Enter Provider Rationale: Patient's coumadin will be monitored closely.</p> <p>72. Click <i>Submit</i> ***** Change a medication entered via CPOE</p> <p>73. <i>Edit</i> the previously entered medication for warfarin.</p> <p>74. Confirmation Box will appear, click <i>Yes</i> to continue.</p> <p>75. Change the Strength to 1mg</p> <p>76. Click <i>Select</i></p> <p>77. Re-enter Provider Rationale: Patient's coumadin will be monitored closely.</p> <p>78. Click <i>Submit</i></p> <p>79. <i>Enter your assigned username and password</i></p> <p>80. <i>Submit</i> the Physician Order form ***** To access the document:</p> <p>81. Find the <i>Orders</i> tab and select the arrow to the left, choose today's date of service.</p>		
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Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 210	Comments

	Allotted Time: 525	
<p>Optimum Path: Patient Name → Physician →Orders →Expand Meds →Add Med → Enter Medication Name → Route →Strength → Dose →Form →Select →Observe → Rationale Entry →Med Info →e-Prescribe → Sig →Quantity →Unit →Refills →Primary Diagnosis →Submit and Confirm</p> <p>→ Physician →Orders →Expand Meds →Add Med → Enter Medication Name → Route →Strength → Dose →Form →Select →Observe → Rationale Entry →Med →Submit</p> <p>Edit→Yes →Strength →Select → Rationale Entry → Submit →Username and Password →Submit →Print Friendly</p>	<p>Results (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations 	<p>Total # Errors</p>

EHRUT Data Logger Task Form

Task # 15

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description
<i>Cancel an electronically prescribed medication.</i>

Participant Instructions	Safety Measure	Criteria
12. Click on <i>Patient, Test</i> on the Calendar 13. Click on the <i>Medications Tab</i> 14. Click on <i>Active Medications</i> 15. Locate the prescription for Bactrim and Click <i>Cancel</i> 16. A confirmation box will appear, click <i>Yes</i>	This task ensures that a user could cancel an electronically prescribed medication if an error was identified.	170.315(b)

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 20 Allotted Time: 50	Comments
Optimum Path: Patient Name → Medications → Active → Cancel → Confirm	Results (Check): <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	Total # Errors

EHRUT Data Logger Task Form

Task # 16

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	<i>Generate a newly reconciled referral summary for a patient. This task is to generate a new referral summary based on incorporated reconciled data.</i>
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Participant Instructions	Safety Measure	Criteria
19. Click <i>Inbox</i> 20. Click <i>Compose New Message</i> 21. Select Message Type: <i>Referral Summary Message</i> 22. Click <i>Generate Referral Summary button</i> 23. Select Patient: <i>Patient, Test</i> 24. Select a Provider to send to by using the address book a. Click <i>Address Book</i> b. Select <i>Physician, Test</i> 25. Enter Reason for Referral: <i>Consult</i> 26. Click <i>Select</i> Click <i>Send</i>	This task ensured that the user generated a new CCDA with the information reconciled for the patient during prior tasks.	170.315(b)(2)

Data Logger Duties		
Success (Check): <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed	# times attempted: Task Time Seconds: Optimum Time: 28 Allotted Time: 70	Comments

Optimum Path:	Results (Check):	Total # Errors
Inbox → Compose New Message → Type → Referral Summary Message → Generate Referral Summary button → Patient, Test → Address Book → Physician, Test → Enter Reason → Select → Click Send	<input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations	

EHRUT Data Logger Task Form

Task # 17

Participant Number	Date	Time

Moderator	Data Logger	Location
		5220 Belfort Rd. STE 130 Jacksonville, FL 32256

Task Description	
	<i>Respond to messages related to patient prescriptions. This task is to address a request to change, cancel, and refill a patient's medication, as well as, read a fill notification from a pharmacy.</i>

Participant Instructions	Safety Measure	Criteria
11. Click <i>Inbox</i> 12. Acknowledge a cancel medication message <ul style="list-style-type: none"> a. Find the Rx Cancellation Request for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Enter your <i>username and password</i> 13. Acknowledge a change medication message <ul style="list-style-type: none"> a. Find the Rx Change Requested for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Click <i>Deny</i> d. Denial Reason: <i>Change not appropriate</i> e. Enter your <i>username and password</i> 14. Acknowledge a refill medication message <ul style="list-style-type: none"> a. Find the Refill Request for Patient: <i>Patient, Test</i> b. <i>Open</i> the message c. Indicate: <i>Denied</i> 	<i>This task is to electronically address a request to change, cancel, and refill a patient's medication, as well as, read a fill notification from a pharmacy.</i>	170.315(b)(3)

<ul style="list-style-type: none"> d. Denial Reason: <i>Patient Needs Appointment</i> e. Click <i>Send</i> <p>15. Acknowledge a fill message</p> <ul style="list-style-type: none"> a. Find the Rx Fill Notification for patient: <i>Patient, Test</i> b. <i>Open</i> the message c. <i>Close</i> the message 		
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Data Logger Duties		
<p>Success (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Easily Completed <input type="checkbox"/> Completed with Difficulty or Help <input type="checkbox"/> Not Completed 	<p># times attempted:</p> <p>Task Time Seconds:</p> <p>Optimum Time: 125</p> <p>Allotted Time: 312.5</p>	<p>Comments</p>
<p>Optimum Path:</p> <p>Click Inbox → Cancel → Find Test Patient → Open the message → Confirm Cancel with UID and PW</p> <p>Click Inbox → Find Test Patient with Change → Open the message → Deny → Enter Reason → Confirm Change with UID and PW</p> <p>Click Inbox → Find Test Patient with Refill → Open the message → Deny → Enter Reason → Confirm Change with UID and PW</p> <p>Click Inbox → Find Test Patient with refill acknowledgement → Open → Close</p>	<p>Results (Check):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Correct <input type="checkbox"/> Minor Deviations <input type="checkbox"/> Major Deviations 	<p>Total # Errors</p>