NextGen® Healthcare 2025 Real World Test Report

GENERAL INFORMATION

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

Developer Name: NextGen Healthcare
Product Name(s), Version Number(s) and Certified Health IT CHPL ID(s):

NextGen® Enterprise EHR 6.2021.1 Cures   15.04.04.2054.Next.60.10.1.220318

NextGen® Enterprise EHR Enterprise 8   15.04.04.2054.Next.80.12.1.250602

Developer Real World Testing Plan Page URL: Certifications | NextGen CMS, ONC Product Certifications

CHANGES TO ORIGINAL PLAN

Summary of Change [Summarize each element that changed between the plan and actual execution of Real World Testing]	Reason [Describe the reason this change occurred]	Impact [Describe what impact this change had on the execution of your Real World Testing activities]
Removed criterion 170.315(b)(1-3,10), (c)(1-3), (e)(1), (f)(1, 5), and (h)(1)	Per ONC enforcement discretion in accordance with Executive Order 14192, only (g)(7-10) are required.	N/A

WITHDRAWN PRODUCTS

Product Name(s):	N/A
Date(s) Withdrawn:	N/A
Inclusion of Data in Results Report	N/A

JUSTIFICATION FOR REAL WORLD TESTING APPROACH

Because the functionality is the same in all products, all Real World Testing occurred in NextGen Enterprise 6.2021.1 Cures.

- This report will cover NextGen Healthcare's approach to Real World Testing for our ambulatory care client base.
- Data was gathered primarily in an automated fashion using database queries and logs.
- Each criterion will have between one to two metrics defined to showcase how the criterion is being used in real clinical scenarios. The numbers of customers used for each criterion will be defined as part of each metric, as well as the timeframe where applicable examined to collect each metric.
- The main care settings used throughout this testing is the Ambulatory Care Setting including multispecialty practices, community health centers and primary care organizations.
- No supported specialty types were excluded from metric and data collection.
- Success will be defined by our ability to highlight how each of these criteria is being used by providers in real patient care.

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

[   ] Yes, I have products certified with voluntary SVAP or USCDI standards. (If yes, please complete the table below.

Standard (and version)	N/A
Updated certification criteria and Associated Product	N/A
CHPL Product Number	N/A
Method used for standard update	N/A
Date of ONC ACB notification	N/A
Date of customer notification (SVAP only)	N/A
Conformance measure	N/A
USCDI updated certification criteria (and USCDI version)	N/A

Care Setting(s)

All criteria were tested in the Ambulatory setting.

Metrics and Outcomes

§ 170.315(g)(7) Application Access – Patient Selection

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Query the API to successfully perform to • Identify a patient and receive a token for access Report the number of successes vs failures over time to determine a success/failure rate	§170.315(g)(7)	NextGen® Patient Access API, NextGen®, Medfusion Patient Portal (NextGen® PxP Portal)	Total Queries: 1,157,788 **Timeframe:** 90 days (August 1-October 31) **Success Percentage:** (69.88%) **Failure:** 498,956 (30.12%) *79.97% of failures had a HTTP status code of 400 (Bad Request, meaning the request was not formulated correctly).*

§ 170.315(g)(9) Application Access – All Data Request

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Query the API to successfully perform to: • Retrieve a C-CDA R2.1 document and validate using the test tool Report the number of successes vs failures over time to determine a success/failure rate for each of the above steps	§170.315(g)(9)	NextGen® Patient Access API.	Total Queries: 72,647 **Timeframe:** 90 days (August 1-October 31) **Success Percentage:** (66.75%) **Failure Amt./Percentage:** 24,152 (33.25%) *96.94% of failures had a HTTP status code of 401 (Unauthorized, meaning the request did not include a valid authorization token).*

§ 170.315(g)(10) Standardized API for Patient and Population Services

Measurement/Metric	Associated Certification Criteria	Relied Upon Software (if applicable)	Outcomes
Query the API to successfully perform to: • Retrieve the full set of data for each USCDI v3 data category. • Demonstrate the ability to display this data in the NextGen EHR Report the number of successes vs failures over time to determine	§170.315(g)(10)	NextGen® FHIR API	Total Queries: 692,458,639 **Timeframe**: 30 days (Oct. 1-Oct 31) **Success Percentage**: 645,099,794 (93.16%) **Failure Percentage**: 47,358,845 (6.84%) Failures were not unexpected, data sent is from outside sources and therefore out of our control Failure Reason Codes below: 6,058,344: 401 - Unauthorized (0.87%) 16,686,852: 400 - Bad Request (2.41%) 14,052,220: 404 - Not Found (2.03%) 9,467,343: 5XX – Server Error (1.37%)

KEY MILESTONES

Key Milestone	Care Setting	Date/Timeframe
Queries were developed and validated with internal data, client systems and/or transactions	Ambulatory	Q2, 2025
Data collected and / or observed from client systems	Ambulatory	Q2, 2025
Validation and analysis of data and metrics completed	Ambulatory	Q4, 2025
Report created and submitted to ONC-ACB (Drummond)	Ambulatory	Q1, 2026

ATTESTATION

This Real World Testing Results Report is complete with all required elements, including measures that address all certification criteria and care settings. All information in this Report is up to date and fully addresses the Health IT developer's Real-World Testing requirements.

Authorized Representative Name: John Ellis, DO

Authorized Representative Email: jwellis@nextgen.com

Authorized Representative Phone: 949-237-6981

Authorized Representative Signature:

DocuSigned by:

John Ellis

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Date: 01/21/2026 | 11:28:52 PST

Certified health IT continues to be compliant with the certification criteria, including the required technical standards and vocabulary codes sets; certified health IT is exchanging EHI in the care and practice settings for which it is marketed for use; and EHI is received by and used in the certified health IT. (85 FR 25766) [ii] https://www.federalregister.gov/d/2020-07419/p-3582