



ONC HIT Certification Program Test Results Summary for 2014 Edition EHR Certification

Part 1: Product and Developer Information

1.1 Certified Product Information

Product Name: [phiMail Server](#)
Product Version: [1.3](#)
Domain: [Ambulatory](#)
Test Type: [Modular EHR](#)

1.2 Developer/Vendor Information

Developer/Vendor Name: [EMR Direct](#)
Address: [P.O. Box 676011, Rancho Santa Fe, California 92067](#)
Website: <http://www.emrdirect.com>
Email: support@emrdirect.com
Phone: [\(858\) 367-0770](#)
Developer/Vendor Contact: [Luis Maas](#)



Part 2: ONC-Authorized Certification Body Information


2.1 ONC-Authorized Certification Body Information

ONC-ACB Name: Drummond Group
Address: 13359 North Hwy 183, Ste B-406-238, Austin, TX 78750
Website: www.drummondgroup.com
Email: ehr@drummondgroup.com
Phone: 817-294-7339
ONC-ACB Contact: Bill Smith

This test results summary is approved for public release by the following ONC-Authorized Certification Body Representative:

Bill Smith
ONC-ACB Authorized Representative

Certification Body Manager
Function/Title


6/3/2015
Signature and Date

2.2 Gap Certification

The following identifies criterion or criteria certified via gap certification

§170.314			
<input type="checkbox"/> (a)(1)	<input type="checkbox"/> (a)(19)	<input type="checkbox"/> (d)(6)	<input type="checkbox"/> (h)(1)
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (a)(20)	<input type="checkbox"/> (d)(8)	<input type="checkbox"/> (h)(2)
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (b)(5)*	<input type="checkbox"/> (d)(9)	<input type="checkbox"/> (h)(3)
<input type="checkbox"/> (a)(17)	<input type="checkbox"/> (d)(1)	<input type="checkbox"/> (f)(1)	
<input type="checkbox"/> (a)(18)	<input type="checkbox"/> (d)(5)	<input type="checkbox"/> (f)(7)**	

*Gap certification allowed for Inpatient setting only
 **Gap certification allowed for Ambulatory setting only

No gap certification



2.3 Inherited Certification

The following identifies criterion or criteria certified via inherited certification

§170.314			
<input type="checkbox"/> (a)(1)	<input type="checkbox"/> (a)(16) <i>Inpt. only</i>	<input type="checkbox"/> (c)(2)	<input type="checkbox"/> (f)(2)
<input type="checkbox"/> (a)(2)	<input type="checkbox"/> (a)(17) <i>Inpt. only</i>	<input type="checkbox"/> (c)(3)	<input type="checkbox"/> (f)(3)
<input type="checkbox"/> (a)(3)	<input type="checkbox"/> (a)(18)	<input type="checkbox"/> (d)(1)	<input type="checkbox"/> (f)(4) <i>Inpt. only</i>
<input type="checkbox"/> (a)(4)	<input type="checkbox"/> (a)(19)	<input type="checkbox"/> (d)(2)	<input type="checkbox"/> (f)(5) <i>Amb. only</i>
<input type="checkbox"/> (a)(5)	<input type="checkbox"/> (a)(20)	<input type="checkbox"/> (d)(3)	
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (b)(1)	<input type="checkbox"/> (d)(4)	<input type="checkbox"/> (f)(6) <i>Amb. only</i>
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (b)(2)	<input type="checkbox"/> (d)(5)	
<input type="checkbox"/> (a)(8)	<input type="checkbox"/> (b)(3)	<input type="checkbox"/> (d)(6)	<input type="checkbox"/> (f)(7)
<input type="checkbox"/> (a)(9)	<input type="checkbox"/> (b)(4)	<input type="checkbox"/> (d)(7)	<input type="checkbox"/> (g)(1)
<input type="checkbox"/> (a)(10)	<input type="checkbox"/> (b)(5)	<input type="checkbox"/> (d)(8)	<input type="checkbox"/> (g)(2)
<input type="checkbox"/> (a)(11)	<input type="checkbox"/> (b)(6) <i>Inpt. only</i>	<input type="checkbox"/> (d)(9) <i>Optional</i>	<input type="checkbox"/> (g)(3)
<input type="checkbox"/> (a)(12)	<input type="checkbox"/> (b)(7)	<input type="checkbox"/> (e)(1)	<input type="checkbox"/> (g)(4)
<input type="checkbox"/> (a)(13)	<input type="checkbox"/> (b)(8)	<input type="checkbox"/> (e)(2) <i>Amb. only</i>	<input type="checkbox"/> (h)(1)
<input type="checkbox"/> (a)(14)	<input type="checkbox"/> (b)(9)	<input type="checkbox"/> (e)(3) <i>Amb. only</i>	<input type="checkbox"/> (h)(2)
<input type="checkbox"/> (a)(15)	<input type="checkbox"/> (c)(1)	<input type="checkbox"/> (f)(1)	<input type="checkbox"/> (h)(3)

No inherited certification



Part 3: NVLAP-Accredited Testing Laboratory Information

Report Number: [JPD-05262015-298](#)

Test Date(s): [5/26/2015](#)

3.1 NVLAP-Accredited Testing Laboratory Information

ATL Name: Drummond Group EHR Test Lab
Accreditation Number: [NVLAP Lab Code 200979-0](#)
Address: 13359 North Hwy 183, Ste B-406-238, Austin, TX 78750
Website: www.drummondgroup.com
Email: ehr@drummondgroup.com
Phone: 512-335-5606
ATL Contact: Beth Morrow

For more information on scope of accreditation, please reference [NVLAP Lab Code 200979-0](#).

Part 3 of this test results summary is approved for public release by the following Accredited Testing Laboratory Representative:

[Jim Dow](#)

ATL Authorized Representative

6/3/2015

Signature and Date

Test Proctor

Function/Title

[Remote](#)

Location Where Test Conducted

3.2 Test Information

3.2.1 Additional Software Relied Upon for Certification

Additional Software	Applicable Criteria	Functionality provided by Additional Software

No additional software required



3.2.2 Test Tools

Test Tool	Version
<input type="checkbox"/> Cypress	2.4.1
<input type="checkbox"/> ePrescribing Validation Tool	1.0.4
<input type="checkbox"/> HL7 CDA Cancer Registry Reporting Validation Tool	1.0.3
<input type="checkbox"/> HL7 v2 Electronic Laboratory Reporting (ELR) Validation Tool	1.8
<input type="checkbox"/> HL7 v2 Immunization Information System (IIS) Reporting Validation Tool	1.8
<input type="checkbox"/> HL7 v2 Laboratory Results Interface (LRI) Validation Tool	1.7
<input type="checkbox"/> HL7 v2 Syndromic Surveillance Reporting Validation Tool	1.7
<input checked="" type="checkbox"/> Transport Testing Tool	179
<input checked="" type="checkbox"/> Direct Certificate Discovery Tool	3.0.2
<input type="checkbox"/> Edge Testing Tool	1.0

No test tools required

3.2.3 Test Data

Alteration (customization) to the test data was necessary and is described in Appendix [*insert appendix letter*]

No alteration (customization) to the test data was necessary

3.2.4 Standards

3.2.4.1 Multiple Standards Permitted

The following identifies the standard(s) that has been successfully tested where more than one standard is permitted

Criterion #	Standard Successfully Tested	
(a)(8)(ii)(A)(2)	<input type="checkbox"/> §170.204(b)(1) HL7 Version 3 Implementation Guide: URL-Based Implementations of the Context-Aware Information Retrieval (Infobutton) Domain	<input type="checkbox"/> §170.204(b)(2) HL7 Version 3 Implementation Guide: Context-Aware Knowledge Retrieval (Infobutton) Service-Oriented Architecture Implementation Guide
(a)(13)	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release	<input type="checkbox"/> §170.207(j) HL7 Version 3 Standard: Clinical Genomics; Pedigree



Criterion #	Standard Successfully Tested	
(a)(15)(i)	<input type="checkbox"/> §170.204(b)(1) HL7 Version 3 Implementation Guide: URL-Based Implementations of the Context-Aware Information Retrieval (Infobutton) Domain	<input type="checkbox"/> §170.204(b)(2) HL7 Version 3 Implementation Guide: Context-Aware Knowledge Retrieval (Infobutton) Service-Oriented Architecture Implementation Guide
(a)(16)(ii)	<input type="checkbox"/> §170.210(g) Network Time Protocol Version 3 (RFC 1305)	<input type="checkbox"/> §170.210(g) Network Time Protocol Version 4 (RFC 5905)
(b)(2)(i)(A)	<input type="checkbox"/> §170.207(i) The code set specified at 45 CFR 162.1002(c)(2) (ICD-10-CM) for the indicated conditions	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release
(b)(7)(i)	<input type="checkbox"/> §170.207(i) The code set specified at 45 CFR 162.1002(c)(2) (ICD-10-CM) for the indicated conditions	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release
(b)(8)(i)	<input type="checkbox"/> §170.207(i) The code set specified at 45 CFR 162.1002(c)(2) (ICD-10-CM) for the indicated conditions	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release
(e)(1)(i)	Annex A of the FIPS Publication 140-2 <i>[list encryption and hashing algorithms]</i> <input type="text"/> <input type="text"/>	
(e)(1)(ii)(A)(2)	<input type="checkbox"/> §170.210(g) Network Time Protocol Version 3 (RFC 1305)	<input type="checkbox"/> §170.210(g) Network Time Protocol Version 4 (RFC 5905)
(e)(3)(ii)	Annex A of the FIPS Publication 140-2 <i>[list encryption and hashing algorithms]</i> <input type="text"/> <input type="text"/>	
Common MU Data Set (15)	<input type="checkbox"/> §170.207(a)(3) IHTSDO SNOMED CT® International Release July 2012 and US Extension to SNOMED CT® March 2012 Release	<input type="checkbox"/> §170.207(b)(2) The code set specified at 45 CFR 162.1002(a)(5) (HCPCS and CPT-4)

Criterion #	Standard Successfully Tested
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None of the criteria and corresponding standards listed above are applicable

3.2.4.2 Newer Versions of Standards

The following identifies the newer version of a minimum standard(s) that has been successfully tested

Newer Version	Applicable Criteria

No newer version of a minimum standard was tested

3.2.5 Optional Functionality

Criterion #	Optional Functionality Successfully Tested
<input type="checkbox"/> (a)(4)(iii)	Plot and display growth charts
<input type="checkbox"/> (b)(1)(i)(B)	Receive summary care record using the standards specified at §170.202(a) and (b) (Direct and XDM Validation)
<input type="checkbox"/> (b)(1)(i)(C)	Receive summary care record using the standards specified at §170.202(b) and (c) (SOAP Protocols)
<input type="checkbox"/> (b)(2)(ii)(B)	Transmit health information to a Third Party using the standards specified at §170.202(a) and (b) (Direct and XDM Validation)
<input type="checkbox"/> (b)(2)(ii)(C)	Transmit health information to a Third Party using the standards specified at §170.202(b) and (c) (SOAP Protocols)
<input type="checkbox"/> (e)(1)	View, download and transmit data to a third party utilizing the Edge Protocol IG version 1.1
<input type="checkbox"/> (f)(3)	Ambulatory setting only – Create syndrome-based public health surveillance information for transmission using the standard specified at §170.205(d)(3) (urgent care visit scenario)
<input type="checkbox"/> (f)(7)	Ambulatory setting only – transmission to public health agencies – syndromic surveillance - Create Data Elements
<input type="checkbox"/> Common MU Data Set (15)	Express Procedures according to the standard specified at §170.207(b)(3) (45 CFR162.1002(a)(4): Code on Dental Procedures and Nomenclature)
<input type="checkbox"/> Common MU Data Set (15)	Express Procedures according to the standard specified at §170.207(b)(4) (45 CFR162.1002(c)(3): ICD-10-PCS)

No optional functionality tested



3.2.6 2014 Edition Certification Criteria* Successfully Tested

Criteria #	Version		Criteria #	Version	
	TP**	TD***		TP	TD
<input type="checkbox"/> (a)(1)	1.2	1.5	<input type="checkbox"/> (c)(3)	1.6	1.6
<input type="checkbox"/> (a)(2)	1.2		<input type="checkbox"/> (d)(1)	1.2	
<input type="checkbox"/> (a)(3)	1.2	1.4	<input type="checkbox"/> (d)(2)	1.5	
<input type="checkbox"/> (a)(4)	1.4	1.3	<input type="checkbox"/> (d)(3)	1.3	
<input type="checkbox"/> (a)(5)	1.4	1.3	<input type="checkbox"/> (d)(4)	1.3	
<input type="checkbox"/> (a)(6)	1.3	1.4	<input type="checkbox"/> (d)(5)	1.2	
<input type="checkbox"/> (a)(7)	1.3	1.3	<input type="checkbox"/> (d)(6)	1.2	
<input type="checkbox"/> (a)(8)	1.2		<input type="checkbox"/> (d)(7)	1.2	
<input type="checkbox"/> (a)(9)	1.3	1.3	<input type="checkbox"/> (d)(8)	1.2	
<input type="checkbox"/> (a)(10)	1.2	1.4	<input type="checkbox"/> (d)(9) <i>Optional</i>	1.2	
<input type="checkbox"/> (a)(11)	1.3		<input type="checkbox"/> (e)(1)	1.8	1.5
<input type="checkbox"/> (a)(12)	1.3		<input type="checkbox"/> (e)(2) <i>Amb. only</i>	1.2	1.6
<input type="checkbox"/> (a)(13)	1.2		<input type="checkbox"/> (e)(3) <i>Amb. only</i>	1.3	
<input type="checkbox"/> (a)(14)	1.2		<input type="checkbox"/> (f)(1)	1.2	1.2
<input type="checkbox"/> (a)(15)	1.5		<input type="checkbox"/> (f)(2)	1.3	1.7.1
<input type="checkbox"/> (a)(16) <i>Inpt. only</i>	1.3	1.2	<input type="checkbox"/> (f)(3)	1.3	1.7
<input type="checkbox"/> (a)(17) <i>Inpt. only</i>	1.2		<input type="checkbox"/> (f)(4) <i>Inpt. only</i>	1.3	1.7
<input type="checkbox"/> (a)(18)	1.2	1.5	<input type="checkbox"/> (f)(5) <i>Amb. only</i>	1.2	1.2
<input type="checkbox"/> (a)(19)	1.2	1.5			
<input type="checkbox"/> (a)(20)	1.2	1.5	<input type="checkbox"/> (f)(6) <i>Amb. only</i>	1.3	1.2
<input type="checkbox"/> (b)(1)	1.7	1.4	<input type="checkbox"/> (f)(7) <i>Amb. only</i>	1.3	
<input type="checkbox"/> (b)(2)	1.4	1.6	<input type="checkbox"/> (g)(1)	1.7	1.9
<input type="checkbox"/> (b)(3)	1.4	1.2	<input type="checkbox"/> (g)(2)	1.7	1.9
<input type="checkbox"/> (b)(4)	1.3	1.4	<input type="checkbox"/> (g)(3)	1.3	
<input type="checkbox"/> (b)(5)	1.4	1.7	<input checked="" type="checkbox"/> (g)(4)	1.2	
<input type="checkbox"/> (b)(6) <i>Inpt. only</i>	1.3	1.7	<input checked="" type="checkbox"/> (h)(1)	1.7	
<input type="checkbox"/> (b)(7)	1.4	1.6	<input type="checkbox"/> (h)(2)	1.3	
<input type="checkbox"/> (b)(8)	1.3	1.4	<input type="checkbox"/> (h)(3)	1.2	
<input type="checkbox"/> (b)(9)	1.4	1.6			
<input type="checkbox"/> (c)(1)	1.6	1.6			
<input type="checkbox"/> (c)(2)	1.6	1.6			



Criteria #	Version		Criteria #	Version	
	TP**	TD***		TP	TD

No criteria tested

*For a list of the 2014 Edition Certification Criteria, please reference <http://www.healthit.gov/certification> (navigation: 2014 Edition Test Method)

**Indicates the version number for the Test Procedure (TP)

***Indicates the version number for the Test Data (TD)



3.2.7 2014 Clinical Quality Measures*

Type of Clinical Quality Measures Successfully Tested:

- Ambulatory
- Inpatient
- No CQMs tested

*For a list of the 2014 Clinical Quality Measures, please the CMS [eCQM Library](#)
 (Navigation: June 2014 and April 2014 Updates)

Ambulatory CQMs							
CMS ID	Version	CMS ID	Version	CMS ID	Version	CMS ID	Version
<input type="checkbox"/> 2		<input type="checkbox"/> 90		<input type="checkbox"/> 136		<input type="checkbox"/> 155	
<input type="checkbox"/> 22		<input type="checkbox"/> 117		<input type="checkbox"/> 137		<input type="checkbox"/> 156	
<input type="checkbox"/> 50		<input type="checkbox"/> 122		<input type="checkbox"/> 138		<input type="checkbox"/> 157	
<input type="checkbox"/> 52		<input type="checkbox"/> 123		<input type="checkbox"/> 139		<input type="checkbox"/> 158	
<input type="checkbox"/> 56		<input type="checkbox"/> 124		<input type="checkbox"/> 140		<input type="checkbox"/> 159	
<input type="checkbox"/> 61		<input type="checkbox"/> 125		<input type="checkbox"/> 141		<input type="checkbox"/> 160	
<input type="checkbox"/> 62		<input type="checkbox"/> 126		<input type="checkbox"/> 142		<input type="checkbox"/> 161	
<input type="checkbox"/> 64		<input type="checkbox"/> 127		<input type="checkbox"/> 143		<input type="checkbox"/> 163	
<input type="checkbox"/> 65		<input type="checkbox"/> 128		<input type="checkbox"/> 144		<input type="checkbox"/> 164	
<input type="checkbox"/> 66		<input type="checkbox"/> 129		<input type="checkbox"/> 145		<input type="checkbox"/> 165	
<input type="checkbox"/> 68		<input type="checkbox"/> 130		<input type="checkbox"/> 146		<input type="checkbox"/> 166	
<input type="checkbox"/> 69		<input type="checkbox"/> 131		<input type="checkbox"/> 147		<input type="checkbox"/> 167	
<input type="checkbox"/> 74		<input type="checkbox"/> 132		<input type="checkbox"/> 148		<input type="checkbox"/> 169	
<input type="checkbox"/> 75		<input type="checkbox"/> 133		<input type="checkbox"/> 149		<input type="checkbox"/> 177	
<input type="checkbox"/> 77		<input type="checkbox"/> 134		<input type="checkbox"/> 153		<input type="checkbox"/> 179	
<input type="checkbox"/> 82		<input type="checkbox"/> 135		<input type="checkbox"/> 154		<input type="checkbox"/> 182	

Inpatient CQMs							
CMS ID	Version	CMS ID	Version	CMS ID	Version	CMS ID	Version
<input type="checkbox"/> 9		<input type="checkbox"/> 71		<input type="checkbox"/> 107		<input type="checkbox"/> 172	
<input type="checkbox"/> 26		<input type="checkbox"/> 72		<input type="checkbox"/> 108		<input type="checkbox"/> 178	
<input type="checkbox"/> 30		<input type="checkbox"/> 73		<input type="checkbox"/> 109		<input type="checkbox"/> 185	
<input type="checkbox"/> 31		<input type="checkbox"/> 91		<input type="checkbox"/> 110		<input type="checkbox"/> 188	
<input type="checkbox"/> 32		<input type="checkbox"/> 100		<input type="checkbox"/> 111		<input type="checkbox"/> 190	
<input type="checkbox"/> 53		<input type="checkbox"/> 102		<input type="checkbox"/> 113			
<input type="checkbox"/> 55		<input type="checkbox"/> 104		<input type="checkbox"/> 114			
<input type="checkbox"/> 60		<input type="checkbox"/> 105		<input type="checkbox"/> 171			



3.2.8 Automated Numerator Recording and Measure Calculation

3.2.8.1 Automated Numerator Recording

Automated Numerator Recording Successfully Tested			
<input type="checkbox"/> (a)(1)	<input type="checkbox"/> (a)(11)	<input type="checkbox"/> (a)(18)	<input type="checkbox"/> (b)(6)
<input type="checkbox"/> (a)(3)	<input type="checkbox"/> (a)(12)	<input type="checkbox"/> (a)(19)	<input type="checkbox"/> (b)(8)
<input type="checkbox"/> (a)(4)	<input type="checkbox"/> (a)(13)	<input type="checkbox"/> (a)(20)	<input type="checkbox"/> (b)(9)
<input type="checkbox"/> (a)(5)	<input type="checkbox"/> (a)(14)	<input type="checkbox"/> (b)(2)	<input type="checkbox"/> (e)(1)
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (a)(15)	<input type="checkbox"/> (b)(3)	<input type="checkbox"/> (e)(2)
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (a)(16)	<input type="checkbox"/> (b)(4)	<input type="checkbox"/> (e)(3)
<input type="checkbox"/> (a)(9)	<input type="checkbox"/> (a)(17)	<input type="checkbox"/> (b)(5)	

Automated Numerator Recording was not tested

3.2.8.2 Automated Measure Calculation

Automated Measure Calculation Successfully Tested			
<input type="checkbox"/> (a)(1)	<input type="checkbox"/> (a)(11)	<input type="checkbox"/> (a)(18)	<input type="checkbox"/> (b)(6)
<input type="checkbox"/> (a)(3)	<input type="checkbox"/> (a)(12)	<input type="checkbox"/> (a)(19)	<input type="checkbox"/> (b)(8)
<input type="checkbox"/> (a)(4)	<input type="checkbox"/> (a)(13)	<input type="checkbox"/> (a)(20)	<input type="checkbox"/> (b)(9)
<input type="checkbox"/> (a)(5)	<input type="checkbox"/> (a)(14)	<input type="checkbox"/> (b)(2)	<input type="checkbox"/> (e)(1)
<input type="checkbox"/> (a)(6)	<input type="checkbox"/> (a)(15)	<input type="checkbox"/> (b)(3)	<input type="checkbox"/> (e)(2)
<input type="checkbox"/> (a)(7)	<input type="checkbox"/> (a)(16)	<input type="checkbox"/> (b)(4)	<input type="checkbox"/> (e)(3)
<input type="checkbox"/> (a)(9)	<input type="checkbox"/> (a)(17)	<input type="checkbox"/> (b)(5)	

Automated Measure Calculation was not tested

3.2.9 Attestation

Attestation Forms (as applicable)	Appendix
<input type="checkbox"/> Safety-Enhanced Design*	A
<input checked="" type="checkbox"/> Quality Management System**	B
<input type="checkbox"/> Privacy and Security	C

*Required if any of the following were tested: (a)(1), (a)(2), (a)(6), (a)(7), (a)(8), (a)(16), (a)(18), (a)(19), (a)(20), (b)(3), (b)(4), (b)(9).

**Required for every EHR product

3.3 Appendices

Attached below.



Test Results Summary Change History

Test Report ID	Description of Change	Date

2014 Edition Test Report Summary

APPENDIX B – QUALITY MANAGEMENT SYSTEM



P.O. Box 676011
Rancho Santa Fe CA 92067
(858) 367-0770

To: Drummond Group, Inc.
Re: 170.314(g)(4) Quality Management System
Date: May 21, 2015

EMR Direct uses a single home-grown QMS for the development, testing, implementation, and maintenance of the software products and services we offer. Our QMS is adapted from agile methodologies, with software design principles that lead to only small incremental changes in a single build and minimal potential interruption in service or other impact to production users when code changes are pushed.

Our product development process is highly customized to our organization. Customer requirements feed heavily into our development decisions and documentation design. We identify new features or issues and immediately log them with descriptions into our issue tracking system. Urgent issues are given a milestone of the current minor release; enhancements are tagged to the next minor or major release, to be refined in greater detail of priority when the feature prioritization for the appropriate release is addressed. Product Management and Engineering continuously review issues tagged with the current and next minor product version number, to determine the highest-priority enhancement or fix requirements and acceptable time frames.

We utilize a version control system for our software products. Development of new enhancements is conducted in a separate development repository or a development branch in the main repository. New features are merged into the production branch only after development and unit testing are complete. Regular commits of development code changes are encouraged with appropriate summary comments for each commit and issue (defect or enhancement) ID references where appropriate.

For projects consisting of more than one simple feature to be prioritized, developed, unit tested and regression tested independently, a product specification document is published and reviewed prior to software development. Unit testing of all aspects of the feature's behavior takes place. When the feature is ready, the new build is pushed to our staging server for acceptance testing, and regression testing if the scope of the change merits more detailed testing. When we are satisfied with the performance of a new build on our staging server, it is migrated to sandbox and production servers. We also conduct performance testing periodically, in order to plan capacity and offer the best product experience to our customers.

Sincerely,

A handwritten signature in black ink that reads 'Julie Maas'. The signature is written in a cursive, flowing style.

Julie Maas
Chief Executive Officer
EMR Direct