

Test EHR Pilot Program Frequently Asked Questions (FAQ)

Q: Is there a Service Level Agreement (SLA) for response time to a request to test?

A: Guidance around minimum response times from Test EHR systems for request to test has not been established. Please provide feedback on such guidance and ONC will establish formal guidance after the pilot.

Q: We have content that we would like to receive from a Provider; can we standardize that with you?

A: Yes, please provide us with the content to be included.

Q: Is there a Service Level Agreement (SLA) for a schedule timeframe that takes into account whether trust has been established?

A: Guidance around a schedule timeframe has not been established. Please provide feedback on such guidance and ONC will establish formal guidance after the pilot.

Q: Is it acceptable to respond at the end of a daily testing period?

A: Yes, it is acceptable to respond at the end of a testing period. We recommend you convey your response policy to the Providers in two (2) ways: 1). Explain your response policy when you talk to the Provider to exchange Trust Anchors; 2). When you register, you enter "The vendor CEHRT provides confirmation of transmission:" there is a comment field where you can enter your response policy for all Providers to see. You can edit this comment at any time (not just when registering).

Q: If the failure is with the provider end of the transaction, the EHR vendor can provide the error message and interpretation of issue. However, it is expected that for the Provider to manage the issue with their vendor and then reschedule with the EHR vendor when they are ready to try again. Is that an acceptable process?

A: Yes, that is acceptable process and we will ensure that is clear in the documentation provided.