

## **Updox Electronic Health Information (EHI) Export 170.315(b)(10) File Format**

### **Overview of the Updox Electronic Health Information Export**

The Electronic Health Information Export feature enables an authorized user to perform an export of the Electronic Health Information (EHI) in accordance with the requirements set forth in 170.315(b)(10) of the Office of the National Coordinator (ONC) 2015 Edition Health IT Certification – Cures Update program. This feature enables a system administrator to export data for one or more patients within an organization when they need to share clinical data with other providers or with other systems. This feature can be useful when a patient wants to share their health records with another provider or institution or when performing a data migration to a new system.

A user of the Product can perform an electronic health information (EHI) export for a single patient at any time the user chooses without developer assistance and the export file

- Is created in a timely fashion;
- Includes all the EHI for a single patient as described in § 170.315(b)(10)(i)(A);
- Is electronic and in a computable format; and
- Includes a publicly accessible hyperlink of the export's format.

The Product can limit users who perform an EHI export using one of the following methods:

- Grant a set of users the ability to perform the export; or
- Grant system administrator(s) the ability to perform the export

A user of the Product can perform an EHI export for all electronic health information, and that the export:

- Includes all the EHI for a patient population as described in § 170.315(b)(10)(ii);
- Is electronic and in a computable format; and
- Includes a publicly accessible hyperlink of the export's format.

Updox, as a developer, has a process for keeping the export format(s) used to support paragraphs (b)(10)(i) and (ii) of this section up to date.

### **Summary of Updox Specific EHI Requests**

Updox has a variety of unique customers with very broad and varying product usage and as such there will be differing data available. Different types of system integrations, subscriptions, and product usage are just a few variables that will change available export data for each individual client.

Updox has no control over the USCDI Data classes nor the ONC ONDEC Data Classes as this information is entered into our system by a doctor, hospital, lab, etc. and is ingested into our patient portal as a CCD viewable file image that is not editable. Our system is designed to make all current USCDI Data Classes viewable if the fields were part of the original file uploaded by the provider entity as Updox is not an EHR (Electronic Health Record) company and does not produce the CCD nor do we have the capacity to

amend the information in the CCD. If you, your patient, or their representative need that information changed in any manner a request will need to be submitted to the doctor/hospital that provided your/their treatment and care.

Since Updox is not an EHR parts of our EHI Export will include Additional Data Classes such as:

Provider to Provider messages that may contain ePHI	Example: Secure emails linked to a shared patient
Provider to Provider chat messages that may contain ePHI	Example: Secure chat messages linked to a shared patient
Patient to Provider messages (SMS text, Portal messages)	Example: Secure emails between a patient and their doctor
Video Chat Summaries	Summaries and Notes from a Video Chat call

## Authorization

Updox offers an extensive set of access control methodologies which provide options for controlling access to the bulk data export functionality.

To meet the requirements for 170.315 (b)(10), only users with ADMIN access will have the ability to access the EHI Export functionality. This ensures that only authorized individuals can initiate data exports.

### Single Patient Export-170.315(b)(10)(ii)

Updox allows a user with ADMIN access, to export electronic health information (EHI) for a single patient within the system at any time without developer assistance.

### Patient Export - Directory Structure

```
<export_name>
├─ CCD/
├─ PortalFolderItem/
├─ SecureText/
├─ VideoChatSummary/
```

### Patient Portal Messages

#### Directory Structure

```
PortalFolderItem/
├─ Archive/
|   └─ messages.csv
|   └─ <pfi_id1>/
|       └─ Document/
|           └─ <doc_id>/
|               └─ <doc_id>.json
|               └─ <doc_id>.txt
|               └─ <doc_id>.html
```

```

| | | | | └─ Image/
| | | | | └─ <image_id1>/
| | | | | | └─ <filename1>.<ext>
| | | | | └─ <image_id2>/
| | | | | | └─ <filename2>.<ext>
└─ Inbox/
| └─ messages.csv
| └─ <pfi_id#>/
└─ Sent/
| └─ messages.csv
| └─ <pfi_id#>/
└─ Trash/
| └─ messages.csv
| └─ <pfi_id#>/

```

**Note:** The Document payload will usually be returned in both .txt and .html formats

## **CSV columns**

<b>Column</b>	<b>Description</b>
message_id	unique numeric id of the message
type	type of message (portal, message, etc)
subject	subject of the message
mailbox_location	mailbox code (I,T,S,A)
added	date/time of message
added_by	name of practice member who sent the message (if any)
modified	date/time the message was updated
modified_by	name of practice member who updated the message (if any)
read	whether message was read as of the export (true or false)
printed	whether the message was printed (true or false)

## Secure SMS / Secure Text Messages

### Directory Structure

```
SecureText/  
├─ conversation/  
│ └─ <conversation_public_id1>/  
│ │ └─ messages.csv  
│ │ └─ message/  
│ │ │ └─ <message_public_id1>/  
│ │ │ │ └─ image/  
│ │ │ │ │ └─ <image_id>/  
│ │ │ │ │ │ └─ <image_file>  
│ │ │ │ │ └─ <image_id>/  
│ │ │ │ │ │ └─ <image_file>  
│ │ │ └─ <message_public_id2>/  
│ │ │ │ └─ image/  
│ │ │ │ │ └─ <image_id>/  
│ │ │ │ │ │ └─ <image_file>  
│ └─ conversation_public_id2/  
│ │ └─ messages.csv  
│ │ └─ message/  
│ │ │ └─ <message_public_id3>/  
│ │ │ │ └─ image/  
│ │ │ │ │ └─ <image_id>/  
│ │ │ │ │ │ └─ <image_file>
```

**Note:** Each conversation will have a separate .csv file

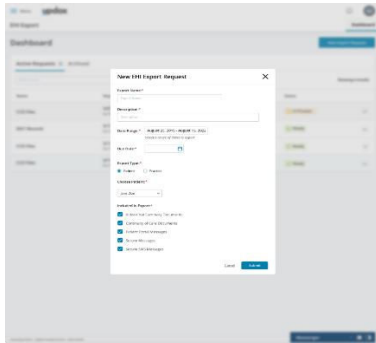
### CSV columns

Column	Description
public_id	public ID of the message
message_date	date/time message Updox sent or received message
from	<patient> if it was sent from the patient, the practice member name otherwise
to	<patient> if it was sent to the patient, the practice member name otherwise
message	the actual text of the message
images	ids of images (see directory format, above)

## Primary Method: Exporting a Single Patient

After signing in to the Updox Inbox, a user with “Admin” access may complete either a single patient export or a practice export (AKA: Pt. Population or Bulk export). You can request a single patient export by searching for a patient by name and/or Date of Birth. Data for a single patient export includes all patient Continuity of Care Documents, Patient Portal Messages, Secure SMS Messages and Video Chat Summary Documents when they are available.

- “Export Type” will have a radio button for Patient and Practice
  - When “Patient” is selected, the modal will dynamically display the Patient Lookup and patient export selection options
- When “Patient” is selected as “Export Type” the following fields will display:



**Export Type:** \*

Patient  Practice

**Patient** \*

Search or type a number or email...

**Included in Export:** \*

Continuity of Care Documents  
CCDs contain patient summary information.

Patient Portal Messages  
Messages sent to or from the Patient Portal

Secure SMS Messages  
Description Here

Video Chat Summary Documents  
Description Here

**Due Date:**

Due Date

## Confirm the EHI Export by clicking on

**Confirm Export Request** ✕

Are you sure you want to submit this export request?

Double check your selections before submitting. Exports may take hours to days to complete, depending upon the amount of data.

I acknowledge that once requested, this export cannot be cancelled.

**Only one export at a time:** I acknowledge that once requested, neither I nor anyone else will be able to request any more exports (including single-patient exports) from this account until this export completes.

I acknowledge that this export will only be available for download for 30 days after it becomes READY for download and after said 30 days the generated ZIP file(s) will be permanently deleted.

Back **Confirm**

## The Request has been made and is “In Process”

Name	Requested Date	Due Date	Status
new_export_for_screenshots	11/2/2023 8:22 PM by Jeff Snyder		In Process
Details	Activity	Actions	
<b>Requested:</b> Folder Items, Continuity of Care Documents From 11/11/2008 To 11/1/2023	<b>Export Requested</b> Jeff Snyder 11/2/2023 8:22 PM		
<b>Results:</b>			

## The EHI data is ready to download to the system in the form of a zip file.

Name	Requested Date	Due Date	Status
export_try_again	10/31/2023 3:50 PM by Jeff Snyder		Ready
Details	Activity	Actions	
<b>Requested:</b> Video Chat Summary Documents From 11/11/2008 To 10/30/2023	<b>Export Requested</b> Jeff Snyder 10/31/2023 3:50 PM	<a href="#">export_try_again_00001.zip</a> 317 kB	
<b>Results:</b> <ul style="list-style-type: none"><li>6 Video Chat Summary Documents</li><li>1 Images</li></ul>	<b>Export Ready for Download</b> Updox Export Engine 10/31/2023 3:54 PM	Scheduled for archive on 11/30/2023 12:00:00 AM EST	
	<b>Downloaded (export_try_again_00001.zip)</b> Jeff Snyder 10/31/2023 3:55 PM		

## Example of Video Chat 1

Updox will retrieve any Video Chat 1 data found by a query and include summary images in the zip file by utilizing new logic on the export side to call a new Catalyst API to return summary data. The Zip file will include a section for VC1 video chat summaries for the patient within the specified date range selected by “Admin” user. Patient Portal messages and SMS messages will be retrieved the same way for the export function.

## The directory format will be:

### VideoChatSummary/

```
├─ video_chats.csv
├─ <chat_room_name>/
│ └─ Image/
│ │ └─ <image_id_1>/
│ │ │ └─ attachment.pdf
├─ <chat_room_name>/
│ └─ Image/
│ │ └─ <image_id_2>/
│ │ │ └─ attachment.pdf_page-1.png
│ │ └─ <image_id_3>/
│ │ │ └─ attachment.pdf_page-2.png
```

**Note:** The summary file may either be a single .pdf file, or multiple .png files.

## CSV columns

Column	Description
name	short public identifier of the chat (unique string)
public_id	long public identifier of the chat (unique string)
category	the category of the chat (CALL, ROOM, etc)
started_at	date/time the chat began
ended_at	date/time the chat ended

**Note:** There are some VC customers who do all the documentation within their EMR and wouldn't use our notes or screenshots. These summaries would just show an audit trail of who joined the VC and when but nothing diagnostic. In this case, if there are clinical notes, we will provide those in the export.

Since the Bulk Data Export is asynchronous, it will need to be queried periodically to determine when it has completed compiling resources for the patient(s).

### **Patient Portal Export**

A patient that has access to the patient portal via their provider may Export a C-CDA XML File and other documents by using the view, download, transmit functionalities. If a patient does not have access to a patient portal supported by Updox they will need to make a request to their provider. The provider will then submit the request to Updox of only non-duplicative documentation that will be provided within the regulatory timeline and/or a timeframe agreed upon by both parties.

### **Patient Population/Bulk EHI Export - 170.315(b)(10)(ii)**

Updox allows a user with ADMIN access, to export electronic health information (EHI) for an entire patient population within the system at any time without developer assistance for export request. Many variables come into play which in some cases may require developer assistance for completion of process. For a Bulk Export the CCDs will be included and all Folder Items which could include items from the inbox, archive, sent, and trash folders and any attachments.

### **Practice Export - Directory Structure**

```
<export_name>  
├─ CCD/  
├─ FolderItem/
```

## Folder Items-Directory Structure

```
FolderItem/  
├─ Archive/  
│ └─ messages.csv  
│ └─ <fi_id1>/  
│ │ └─ Document/  
│ │ │ └─ <doc_id>/  
│ │ │ │ └─ <doc_id>.json  
│ │ │ │ └─ <doc_id>.txt  
│ │ │ │ └─ <doc_id>.html  
│ │ │ │ └─ Image/  
│ │ │ │ │ └─ <image_id1>/  
│ │ │ │ │ │ └─ <filename1>.<ext>  
│ │ │ │ │ │ └─ <image_id2>/  
│ │ │ │ │ │ └─ <filename2>.<ext>  
├─ Inbox/  
│ └─ messages.csv  
│ └─ <fi_id#>/  
├─ Sent/  
│ └─ messages.csv  
│ └─ <fi_id#>/  
├─ Trash/  
│ └─ messages.csv  
│ └─ <fi_id#>/
```

## CSV Columns

Column	Description
message_id	unique numeric id of the message
type	type of message (portal, message, etc)
subject	subject of the message
mailbox_location	mailbox code (I,T,S,A)
received	date/time of message
from_recipient	id of sender
from_name	name of sender
to_recipient	id of recipient
to_name	name of recipient
read	whether message was read as of the export (true or false)



## Primary Method: Export of entire patient population

After signing in to the Updox Inbox, any user with “Admin” access may complete either a single patient export or a practice export (AKA: Pt. Population or Bulk export).

**Export Type: \***

Patient  Practice

**Included in Export: \***

**Continuity of Care Documents**  
CCDs contain patient summary information.

**Folder Items**  
This will include all items from the inbox, archive, sent and trash folders and any attachments.

## The Request has been made and is “In Process”

new_export_for_screenshots		11/2/2023 8:22 PM	In Process
by Jeff Snyder			
Details	Activity	Actions	
<b>Requested:</b> Folder Items, Continuity of Care Documents From 11/11/2008 To 11/1/2023	<b>Export Requested</b> Jeff Snyder 11/2/2023 8:22 PM		
<b>Results:</b>			
<ul style="list-style-type: none"><li>• 1,214 Folder Items</li><li>• 2 Continuity of Care Documents</li><li>• 84 Documents</li></ul>			

Since the Bulk Data Export is asynchronous, it will need to be queried periodically to determine when it has completed compiling resources for the patient(s).

**The EHI data is ready to download to the system in the form of a zip file. Under the Actions column you will see where the file is ready for download. The zip file will be available for 29 days and on the 30<sup>th</sup> day from completion will be removed and no longer available for download.**

export_try_again		10/31/2023 3:50 PM	Ready
by Jeff Snyder			
Details	Activity	Actions	
<b>Requested:</b> Video Chat Summary Documents From 11/11/2008 To 10/30/2023	<b>Export Requested</b> Jeff Snyder 10/31/2023 3:50 PM	<a href="#">export_try_again_00001.zip</a> 317 kB	
<b>Results:</b>	<b>Export Ready for Download</b> Updox Export Engine 10/31/2023 3:54 PM	Scheduled for archive on 11/30/2023 12:00:00 AM EST	
<ul style="list-style-type: none"><li>• 6 Video Chat Summary Documents</li><li>• 1 Images</li></ul>	<b>Downloaded (export_try_again_00001.zip)</b> Jeff Snyder 10/31/2023 3:55 PM		

**Note:** There are some VC customers who do all the documentation within their EMR and wouldn't use our notes or screenshots. These summaries would just show an audit trail of who joined the VC and when but nothing diagnostic. In this case, if there are clinical notes, we will provide those in the export.

**Note:** All patient files are packaged into a secured .zip file, which you can download to your workstation. You have 29 days, once the data export job is completed, to download your .zip-packaged files. After 30 days, the .zip file is removed from the EHI Export file and will no longer be available for download.