Healthcare providers need access to electronic health record (EHR) technology they can trust. The Office of the National Coordinator (ONC) established the Health IT Certification Program to promote the adoption and meaningful use of EHR technology in order to improve health care quality, safety, and efficiency. Use of certified technology is now a prerequisite for providers and hospitals to receive EHR incentive payments from the Federal Government.

Certification of EHR technology by ICSA Labs reassures healthcare providers that the product they adopt has been evaluated for conformance to specific Federal criteria related to clinical functionality, interoperability, information security, and patient privacy.

But once they’ve been successfully tested, that’s not the end of it. After your initial certification contract ends, you’ll need an ONC Authorized Certification Body to maintain your product’s good standing.

Testing and Certifying against ONC HIT Program

Testing and Certification are designed as two separate processes. ICSA Labs maintains both an ATL (Authorized Test Lab) and ACB (Authorized Certification Body) which accreditations are granted by NVLAP and ANSI, respectively. This creates an environment of checks and balances necessary to uphold ONC's standards and expectations.

There are sixty different criteria across eight different domains that you, as a developer, may choose from based on your business needs. The domains include: Clinical, Care Coordination, Clinical Quality Measures, Privacy and Security, Patient Engagement, Public Health, Design and Performance and Direct Project. Compliance is demonstrated through a mix of attestation, self-declaration, and live demonstration.

ICSA Lab's ATL itself provides developers with the guidance and expertise necessary to complete the testing process successfully. To facilitate this process, ICSA Labs provides custom test scripts to help you more easily navigate the official ONC test procedures along with assistance in criteria interpretation and program logistics.

Testing includes a multi-faceted approach. The overall process incorporates specific guidance at predefined stages. Each activity begins with you providing details relative to the criteria you want tested through completion of a registration form made available via a customer portal. Submission of this form will begin the contract process and will also aid in initial criteria and technical discussions.

Once a contract is executed the ATL team will arrange a kick-off call to present details on the overall process and resources provided. Once you are ready, another presentation is offered to assist with the completion of the attestation submission. This is often necessary given the level of detail needed.

Upon successful completion of the attestation and self-declaration a third call will be arranged to prepare for live-testing. Successful completion of this step will result in all evidence being gathered and passed on to the Certification Body for final certification determination.

Key takeaways

• With both its ATL and ACB, ICSA Labs can test and certify that your product complies with the ONC Health IT Program
• If already certified, ICSA Labs' ACB will assist in maintaining your ONC Health IT product certification by providing ongoing product surveillance, product updates, and complaints investigations
• ICSA Labs has over 30 years’ experience providing independent, third-party product assurance for organizations of all sizes

Maintaining the health of your health IT products

The ONC mandates various post-certification activities for each certified product. ICSA Labs offers an annual maintenance program for all ONC Health IT certified products.

As part of this program, ICSA Labs will grant certifications for product updates, investigate complaints, and conduct other forms of reactive and proactive surveillance.

Product updates

ONC requires that any changes made to certified Health IT modules must be reported to an ONC-ACB to be reviewed for compliance. Examples of the types of changes that must be reported may include the addition of new features, enhancements to existing functionality, or bug fixes. ICSA Labs’ team of experts will review all modifications to your product to ensure continuing compliance with certification and program requirements.

Complaint handling

ICSA Labs will review complaints submitted by end users regarding a certified product’s compliance with the certification criteria or other program requirements.

Ongoing product surveillance

As part of maintaining your certification, ICSA Labs may need to conduct other forms of either proactive or reactive surveillance of your certified product in order to ensure continued conformance to the standards and requirements under which the product was certified.
Why Verizon

Verizon’s ICSA Labs has been providing independent, third party product assurance for organizations of all sizes for over 30 years. This experience gives us an in-depth understanding of the challenges that certification processes can present.

You’ll also benefit from our healthcare team’s expertise and history of providing outstanding customer service.

Verizon’s ONC Health IT Certification Program possesses the following accreditations:

- ONC Authorized and NVLAP Accredited Health IT Testing Lab through the National Voluntary Laboratory Accreditation Program (NVLAP Lab Code 200697-0)
- ONC Authorized and American National Standards Institute (ANSI) Accredited Certification Body

Learn more

For more information, contact your account representative

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