

To make sure that you are in alignment with the requirements, please download the test cases from the resources folder.

Please check HIS/EMR maturity level by taking SAT on the SAT Playbook multiple times (downloadable from resource folder). You can submit the SAT on the portal only once, so proceed carefully, as the final results will reflect your product maturity and define the scope of testing.

Organisation: Softcure Technology Llp

Application No.: T-DH2/2024/N00033

Reference ID: DH2/2024/00033

HIS

EMR

Core

Commitment

Achievement

Excellence

SAT Maturity Level Result

Maturity Level Requirements

AAC

COP

MOM

DAC

DOM

FPM

HRM

IMS

* PLEASE SELECT THE APPROPRIATE RESPONSE FROM THE CHECK BOX

DOM.1. STANDARDIZED METHODOLOGY IS USED TO DESIGN AND IMPLEMENT THE SYSTEM ACROSS THE HEALTHCARE ORGANIZATION.

DOM 1.a. The system configures access rights based on the technical roles.

- ☐ 0: The system does not configure access rights based on role, and anyone can perform any action.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and configures access rights based on role and only authorized staff can carry the action which is assigned to their role.

DOM 1.b. The system provides a help section in the system to guide the users.

- ☐ 0: The system does not provide a help section to guide the users.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and provides a help section to guide the users.

DOM 1.c. The system has robust security mechanism to protect data against external vulnerabilities.

- ☐ 0: The system does not have security mechanisms to protect against external vulnerabilities.
- ☐ 5: The capability is present partially however, the WASA certification is not available.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective. The system has obtained WASA certification and it will be submitted.

DOM 1.d. The system is capable of sharing the master data across all the modules of the system.

- ☐ 0: The system does not share the master data across the modules of the system.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The system shares the master data across certain modules of the system. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and shares the master data across all the modules of the system.

DOM 1.e. The system is capable of taking a backup/ archiving old data.

- ☐ 0: The system does not take a backup / archive old data.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and takes a backup/ archives old data depending on the law of the state or healthcare organization requirements.

DOM 1.f. The source code management processes are defined and practiced by the HIS/EMR vendor.

- ☐ 0: The system does not follow well-defined source code management processes and are not practiced by the HIS/EMR vendor.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.

- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and follows well-defined source code management processes and they are practiced by the HIS/EMR vendor.

DOM.2. THE SYSTEM PROVIDES SOFTWARE SUPPORT AND GUIDANCE TO THE USERS.

DOM 2.a. The HIS/ EMR vendor disseminates timely patches or updates to address key functionality bugs or identified security issues.

- ☐ 0: The HIS/ EMR vendor does not disseminate timely patches or updates to address identified security issues.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. For example (not limited to): The HIS/ EMR vendor disseminates patches or updates to address identified security issues but are delayed and not frequent, or there is no proper log maintained for the patches/updates. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective. The HIS/ EMR vendor disseminates frequent and timely patches or updates to address identified security issues.

DOM 2.b. The HIS/EMR vendor provides maintenance and user support in a timely manner with clearly defined service level agreements (SLAs).

- ☐ 0: The HIS/EMR vendor does not provide maintenance and support.
- ☐ 5: The HIS/EMR vendor provides maintenance and support, however the documentation is not available.
- ☒ 10: The HIS/EMR provides maintenance and support . Documentation (e.g., maintenance contracts including SLA) are available and will be submitted.

DOM.3. THE SYSTEM CAPTURES AND MANAGES CRITICAL INCIDENTS.

DOM 3.a. The system has the capability to log critical security incidents and events information.

- ☐ 0: The system does not log critical security incidents and events information.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective. The system logs critical security incidents and events information.

DOM 3.b. The system has capability to roll-back changes by a designated IT officer, whenever needed.

- ☐ 0: The system can not back-out/ roll-back the transactions automatically or even when controlled by a designated IT officer.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and can back-out/ roll-back the transactions automatically or when controlled by a designated IT officer.

DOM.4. THE SYSTEM MANAGES ACCESS CONTROLS TO PROVIDE SECURE ACCESS TO THE USERS.

DOM 4.a. The system follows a defined password policy for user authentication.

- ☐ 0: The system does not define password policy for user authentication.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10:The system is fully compliant as per the requirements mentioned in the objective and is fully compliant as per the requirements mentioned in the objective and defines password policy for user authentication.

DOM 4.b. The system has the capability to configure auto screen lock feature.

- ☐ 0: The system does not provide the capability to configure auto screen lock feature.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and provides the capability to configure auto screen lock feature.

DOM 4.c. The system has the capability to block user-based security provisions.

- ☐ 0: The system does not block/log out the user after the configured number of incorrect attempts are made.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and blocks/logs out the user after configured number of incorrect attempts are made.

DOM 4.d. The system has an effective centralized user management.

- ☐ 0: The system does not have a centralized user management.

- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and has a centralized user management.

DOM 4.e. The system has the capability to configure multi-factor authentication (MFA).

- ☐ 0: The system does not have a capability to configure multi-factor authentication (MFA).
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and has a capability to configure multi-factor authentication (MFA).

DOM.5. THE SYSTEM SUPPORTS THE MIGRATION TO NEW SYSTEM WHENEVER NEEDED BY HEALTHCARE ORGANIZATION.

DOM 5.a. The system supports the migration to new system whenever needed by healthcare organization.

- ☐ 0: The system does not allow migration process to a new system when required.
- ☐ 5: The capability has been demonstrated but there is a deviation from the requirements mentioned in the objective. A few examples of common errors are mentioned in the guidelines (non-exhaustive). If any of the common errors are experienced, a score of 5 should be given.
- ☒ 10: The system is fully compliant as per the requirements mentioned in the objective and allows migration process to a new system when required.