**Improvement Activity:** Provide 24/7 access to eligible clinicians or groups who have real-time access to patient’s medical record (IA\_EPA\_1)

**Activity Weighting:** High

**Description:** Provide 24/7 access to MIPS eligible clinicians, groups, or care teams for advice about urgent and emergent care (e.g., eligible clinician and care team access to medical record, cross-coverage with access to medical record, or protocol-driven nurse line with access to medical record) that could include one or more of the following: Expanded hours in evenings and weekends with access to the patient medical record (e.g., coordinate with small practices to provide alternate hour office visits and urgent care); Use of alternatives to increase access to care team by MIPS eligible clinicians and groups, such as e-visits, phone visits, group visits, home visits and alternate locations (e.g., senior centers and assisted living centers); and/or Provision of same-day or next-day access to a consistent MIPS eligible clinician, group or care team when needed for urgent care or transition management.

**Eligible clinician name:**

**NPI / Tax ID:**

As the above-named MIPS eligible clinician, I attest that I implemented and utilized an alternative to expand patient access to our practice. I accomplished this through use of a secure messaging system in a manner that utilized certified EHR technology and aligned with the Secure Messaging objective within the Advancing Care Information performance category. Per the final rule:

“If secure messaging functionality is used to provide 24/7 access for advice about urgent and emergent care (for example, sending or responding to secure messages outside business hours), this would meet the requirement of using CEHRT to complete the improvement activity and would qualify for the advancing care information bonus score.”

To increase awareness and utilization of this system, each patient is offered secure login credentials as part of their registration process with our practice. The system is available 24 hours per day and is appropriately monitored outside of the regular business hours.

As a clinician who uses a cloud-based EHR, I can also access my patient records from anywhere. This combination allows me to provide 24/7 availability to patients while also having 24/7 access to their medical records.

**Activity Start / End Date:**