

SyncTimes Unidirectional HL7 Integration

Purpose

The SyncTimes HL7 Integration allows health centers to track patient flow at a patient- and appointment-specific level of detail, allowing staff to know where patients are throughout the clinic, which patients have arrived, and how long those patients have been waiting. The integration allows analytics to review a specific patient visit based on the Patient ID, breakdown of cycle times by appointment type, and additional workflow analysis. The integration minimizes additional steps required from staff.

Narrative Description of Integration

At patient check-in, the health center's Interface Engine sends an HL7 message indicating the patient has arrived. This message is parsed and mapped to the appropriate department in the SyncTimes system and the patient is placed in the "waiting room" of the SyncTimes system. Staff are alerted that the patient has arrived via desktop & audible notifications. The patient visit is then tracked through the SyncTimes system. Upon completion of the visit, the entire visit is logged to SyncTimes reporting database, with the Appointment Id, Appointment Type, and Patient ID as identifying fields.

Required Fields

The following fields are required:

- Patient Name
- Practice/Facility ID
- DOB
- Patient ID
- Provider ID
- Resource ID
- Appointment Time
- Appointment Type/Description
- Appointment Status
- Appointment Id

Triggers & Filters

The health center's interface engine should trigger to send the message on patient arrival. The messages should be further filtered to only send when the following criteria are met:

- Appointment is in applicable departments
- Patient has arrived
- Appointment is in person (not a telephonic visit)

SyncTimes Filtering & Mapping

SyncTimes further filters and maps the messages as follows:

- Ignore messages where department or provider are not in the SyncTimes system
- Ignore messages with an existing appointment ID currently in the SyncTimes system
- Maps to Provider and Department in SyncTimes system

Transport Method & Network Connectivity

Health centers typically communicate with SyncTimes Interface Engine through a TCP/IP connection or SFTP connection.

SyncTimes provides health center with whitelisted IP addresses for its Interface Engine.



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Typical HL7 Message Types

SIU S12 (appointment creation), S14 (appointment update), S15, (appointment cancellation), including the below fields:

- Patient Name
- Facility ID
- DOB
- Patient ID
- Resource ID
- Appointment Time
- Appointment Type/Description
- Appointment Status
- Appointment ID

SyncTimes Filtering & Mapping

SyncTimes filters and maps the messages based on the following fields:

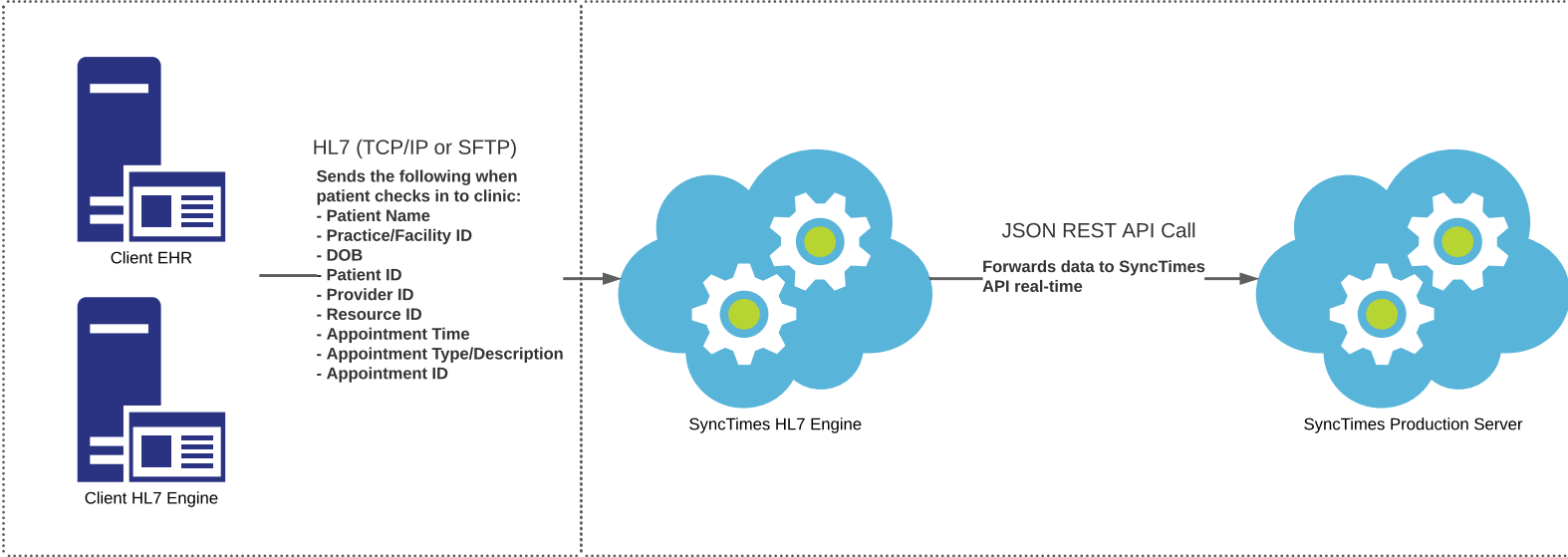
- Appointment Status
- Facility ID
- Appointment Type
- Resource ID

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Client Builds & Manages

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