



OBERD

Integration Package

athenahealth, Inc.

Version 20.01, Published: January, 2020

Table of Contents

[1 Integration overview 3](#_Toc25307959)

[1.1 Project information 3](#_Toc25307960)

[2 Technical overview 4](#_Toc25307961)

[3 Interface configuration 5](#_Toc25307962)

[4 Scope approval 6](#_Toc25307963)

[5 Go-live authorization form 7](#_Toc25307964)

[5.1 Overview 7](#_Toc25307965)

[5.2 Interfaces that don’t require testing 7](#_Toc25307967)

[5.3 Interface support 8](#_Toc25307968)

[5.4 Sign-off 8](#_Toc25307969)

[5.5 Continuing service and support 8](#_Toc25307970)

1. Integration overview

This interface supports the integration with Oberd. With this integration, your organization can send patient and appointment data into Oberd. Credentialled providers will be able to directly access Oberd from athenaNet.

* 1. Project information

Enter information in table 1. If it has been populated on your behalf, move on to the next section.

Table 1 - General information

|  |  |
| --- | --- |
|  | Details |
| athenahealth practice context ID |  |
| Event number (provided by Interface Project Engineer for internal athenahealth tracking) |  |

1. Technical overview

Review the information in table 2.

Table 2 - Technical overview

|  |  |
| --- | --- |
|  | Details |
| Third-party vendor system | Oberd |
| Integration use case | This integration enables athena clients to send patient and appointment data to OBERD and access the OBERD application directly from athenaNet |
| Workflow scenarios | * Patient and appointment data automatically populates OBERD * Provider are able to automatically log-in to OBERD to view survey results |
| Interface type | Outbound Patients and Appointments, Outbound Single Sign-On (SSO) |
| Schematic | C:\Users\amorss\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\D6053C66.tmp |
| Format | HL7, API optional |
| Direction of data transfer | 🡺 Outbound from athenaNet to OBERD |
| Frequency of data transfer | Real time |
| HL7 message types | * **Outbound from athenaNet:** AddPatient (HL7A28), Update Patient (HL7A31), Merge Patient (HL7A40), Delete Patient (HL7A29), Schedule Appointment (HL7S12), Update Appointment (HL7S14), Appointment Reschedule (HL7S14) |
| API endpoints | * The API endpoints are not standardized. If you would like to include an API integration in this request, please open a separate request directly with the API team |
| Connectivity | VPN |
| Options | * An API integration is not required, the need for this integration depends the client’s OBERD contract * Clients are not required to use the Single Sign-On (SSO) portion of the integration, but most clients find it beneficial |
| Restrictions | * Clients must have the Implementation Setting “Send original appointment ID if rescheduled” set to ON * Clients must create an appointment level custom field called “Exam Type.” This field will allow OBERD to know what survey module should be selected |
| Functionality not included in this integration | * See notes regarding the API above |

1. Interface configuration

Select interface configurations.

**Do you need athenahealth to send a Patient (ADT) backfill to OBERD?**

Yes, send an patient ADT backfill to OBERD.

No, we don’t need a backfill.

**Do you need athenahealth to send an Appointment (SUI) backfill to OBERD?**

Yes, send an appointment SIU backfill to OBERD.

No, we don’t need a backfill.

**Do you want to filter outbound messages from athenaNet? (select one)**

 No, send all messages from athenaNet

Yes, filter messages by providers.   
Enter list of athenahealth provider IDs and names to enable on the interface:

Yes, filter messages by departments.

Enter list of department IDs and names to enable on the interface:

Yes, filter messages by provider group.

Enter list of provider group IDs and names to enable on the interface:

**Please confirm which integrations options you would like to enable between OBERD athenaNet? (select all that apply)**

By default, athena has preselected both options as we recommend that clients use the full integration.

Send patient and appointment data to OBERD

Enable outbound single sign on to OBERD

1. Scope approval

This is a pre-scoped standard interface package, which means athenahealth has selected many of the configurations for your convenience. If you require customization to this integration outside of what this document provides, contact your athenahealth Interface Project Engineer and they’ll connect you with the athenahealth Integration Design team for more detailed scoping. Please note that customizing the integration may incur fees.

I,      , agree to the interface design as described here in this document.

Date:

1. Direct to Production - Go-live authorization form
   1. Overview

In order to move new interface functionality into your athenahealth production environment, you must review and complete this form. It should be understood that additional changes to the scope of the interface once moved into production will involve separate project work and are subject to a fee.

* 1. Interfaces that don’t require testing

Athena and the Integration Entity/Vendor identified above have implemented and tested the interface described herein with at least one other Athena client. Client has elected to forego testing the interface described above and proceed with building the interface in Client’s athenaNet production environment.

Although the standardized interface above does not require testing, you must still authorize the Go Live of the interface before it can be built in your athenaNet production environment. If there is a requirement for data validation that will not be fulfilled with a Direct to Production implementation, please alert your engineer.

* 1. Interface support

There are a few athenahealth resources available for help and support with the interface post go-live:

* **For support with the athenaNet system** – Contact the Customer Support Center (CSC) in athenaNet: On the Main Menu, click **Support** and then click **Get Help**.
* **For support with the third-party vendor system** –
  + Email Integration Monitoring ([IntegrationMonitoringRequests@athenahealth.com](mailto:IntegrationMonitoringRequests@athenahealth.com)) for production connectivity issues and planned downtime (e.g., new IP, port, and so on)
  + Email Interface Network Management ([InterfaceNetworkManagement@athenahealth.com](mailto:InterfaceNetworkManagement@athenahealth.com)) for non-connectivity interface changes (e.g., changing patient matching logic on an existing production interface).

Additionally, your organization is **required** to provide support contact information for your organization and the third-party vendor for use by athenahealth interface support. athenahealth prefers general support hotlines and email addresses when available.

Table 5 - Support contact information

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name | Company | Title | Office phone | Mobile phone | Email |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

* 1. Sign-off

Reference is made to the athenahealth services agreement (the “Agreement”) entered into by and between athenahealth, Inc. (“Athena”) and the client set forth on the signature page below (“Client”, “you” or “your”). In order to move your interface (or interface change requiring testing) (the “Interface”) into your athenaNet production environment, you must sign off on the functionality of the Interface by execution of this Go Live Authorization Form. Client agrees to fully cooperate with athena and provide all assistance reasonably necessary for athena to create, implement and maintain the Interfaces. Client acknowledges that athena’s performance is contingent on Client’s timely and effective performance of its obligations and understands that the operability of the Interfaces depends on Client’s ability to maintain its own equipment and functionality. Client has obtained or will obtain all consents, licenses, and waivers and has fulfilled all legal obligations that are necessary to allow athena to create, implement and maintain the Interfaces. It should be understood that additional changes to the scope of the Interface once loaded into athenaNet production will involve additional project work and potentially incur additional costs. In addition, Client acknowledges that moving the Interface to athenaNet production environment may require changes to athenaNet practice settings and in connection with this Go-Live Authorization Form authorizes all required changes in athenaNet.

Upon receipt of this signed form, Athena requires a minimum of 5 business days to move your interface live once an engineer is assigned to this integration.

The terms of this Go Live Authorization Form are hereby incorporated into the Agreement and shall become effective upon Client’s signature below. By signing below, Client acknowledges that it agrees with (i) the interface scope and design as described above and (ii) implementing the integration directly into athenaNet production. Client is fully aware of the potential impacts associated with not testing a new interface and authorizes Athena to enable such interface to be deployed to athenaNet production..

CLIENT:

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name:

Position:

Date:

* 1. Continuing service and support

Your interface is transitioned into our daily service and support structure within two weeks after go-live.

As a standard practice, athenahealth continuously monitors all client connections and notifies the specified contacts if an error occurs. athenaNet monitors all jobs and restarts them automatically if they’re idle. For details, see the [Interface Down Support document](http://www.athenahealth.com/developer-portal/developer-toolkit/support).

You can also access support in athenaNet directly if you have questions about or modifications to the interface: On the Main Menu, click **Support** and then click **Get Help**.

