



Supplemental Results Feed

Common Use Case Package

athenahealth, Inc.

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* 1. Scoping Process

Your interface project manager is available to meet, assist with questions, and help determine the best-fit options for your project. Instructions for manual scoping are as follows:

1. **Review**:

Please read the Common Use Case Package and complete all form fields and check-boxes to the best of your ability. Should you have questions about the configuration options presented in this document please do not hesitate to discuss with your interface project manager.

If there is a customization request during the implementation process clients are subject to a fee. If there is a request to customize post go-live you will be subject to modification fees.

1. **Approve**:

When this document is completed to your satisfaction, please approve the scope of the interface by typing your name below.

* 1. Scope Approval

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

Date:

Project Information

Please fill the following to the best of your ability. While not all contacts are required, you should be able to submit at least two contacts at the onset of a new interface project.

|  |  |  |  |
| --- | --- | --- | --- |
| General Information | |  |  |
| Integration Project Name (if applicable) | | |  |
| Vendor  (If applicable, third party data exchange vendor) | Company Name:  (ex. athenahealth, Inc.) | |  |
| Software Product Name:  (ex. athenaNet) | |  |
| Version:  (ex. 14.9) | |  |
| Interface Engine:  (ex. athenaNet MX Engine) | |  |
| Trading Partner Name | | |  |
| Trading Partner Type (ex. Health Information System, EHR, etc.) | | |  |
| athenahealth Practice Context ID | | |  |
| athenahealth Interface Project Manager Name | | |  |
| athenahealth Interface Project Manager Contact Information | | |  |
| Event Number (provided by Interface Project Manager, for internal athenahealth tracking) | | |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Contact | Role | Details | |
| Project Business Contact | Responsible for overall success of the project | Name: |  |
| Phone: |  |
| Email: |  |
| Project Interface Contact | Interface expert, responsible for continuing interface support | Name: |  |
| Phone: |  |
| Email: |  |
| Project IT Contact | Networking and security expert, responsible for overall connectivity | Name: |  |
| Phone: |  |
| Email: |  |
| Vendor Contact #1 | Role: | Name: |  |
| Phone: |  |
| Email: |  |
| Vendor Contact #2 | Role: | Name: |  |
| Phone: |  |
| Email: |  |

1. Product Description

This interface supports the secure and automated transfer of information between an external third-party system and athenaNet. To ensure compatibility across a wide array of platforms and software vendors interface data is formatted according to HL7 v2 standards.

By choosing to move forward with this standard integration you are committing to the scope outlined below. If you require any customization to this integration, please contact your athenahealth project manager to engage athenahealth’s Integration Design team for detailed scoping. Please note that any customizations will result in this integration becoming a custom interface and will incur additional fees.

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Event | Default Message | Functionality |
| Result closed | Result triggered outbound | R01 | Outbound |
| Result updated | Result triggered outbound | R01 | Outbound |

1. General Interface Configuration
   1. Message Samples and Specs

For athenahealth samples and specifications, please see the [Developer Toolkit](http://www.athenahealth.com/developer-portal/developer-toolkit/by-standard).

(http://www.athenahealth.com/developer-portal/developer-toolkit/by-standard)

|  |
| --- |
| **Sample R01 Message** |
| MSH|^~\&|ATHENANET|432^AA - Aaron Athena Aardvark, MD^^|Outbound Patients and Chart Data Test V3||201804100723||ORU^R01|2370998M432|P|2.5.1||||||||  PID||1524^^^Enterprise ID|1524^^^Enterprise ID|1524|Test^Patient^^^||20100615|M|TEST|2118-8^Middle Eastern or North African|STATE STREET^^BELFAST^ME^04915^UNITED STATES||(416)546-3132^PRN^PH^^1^416^5463132^^~^^^^^^^^~test@noemail.com^NET^^mramirez@noemail.com~^^^^^^^^|^^^^^^^^|eng^English|M|||555555555||^^^^^|2155-0^Central American||||||||  PD1||||1487974648^SMITH^ADAM^J^||||||||  PV1||O|^^^Main Burrow||||^^^|^^^|||||||||^^DOOGIE^|||||||||||||||||||||||||||||||||||  ORC|RE|41637H432||||||||||^^^||||||||||||  OBR|1|41637H432|3628394|257696^XXX|2|20130718134602|20130629050000|20130629050000|||||||^^|^^^|||||||||F||||||||||||||||||||  OBX|1|NM|TSH^TSH^ATHENA|1|4.080|munit/mL|0.358-3.740|High|||F|||20130718134602|NORTHSIDE HOSPITAL: 1000 JOHNSON FERRY RD NE, ATLANTA|| |

* 2. Interface Workflow

Consider your workflow and use cases for this interface and outline them below. The following are some questions to get you thinking about your workflows: What information from athena would you like to have populated in your vendor system? Does any of this information already exist in the vendor system? Is there any information that should not be sent to the vendor system?

Please note that we do not restrict message generation for specific vendors or interfaces. If information should not be sent from some interfaces, the vendor will need to set up a filter on their side.

Please provide a list of the current results interfaces your practice has live with athena:

Does your practice order Point of Care tests?

With your workflows above in mind, please complete the interface message types and triggers table below:

* + 1. Lab & Imaging Results

Messages for this data type include lab & imaging results from inbound lab result interfaces and lab & imaging results recorded with discrete data elements associated to an athenaNet patient.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Enable? | Action | Direction | Default Message | Custom Message |
|  | Lab Result Close | Outbound | R01 |  |
|  | Lab Result Update | Outbound | R01 |  |
|  | Imaging Result Close | Outbound | R01 |  |
|  | Imaging Result Update | Outbound | R01 |  |

* + - 1. **Embedded PDF**

Enabling embedded PDFs will allow the interface to send Lab/Imaging documents that have been received via fax and electronic interface. The interface will encode the PDFs in Base-64 and send them in the OBX-5.5 field.

Please note that enabling this functionality will permit both PDF result documents received via interface, such as Clinical Documents, and faxed results to be sent outbound. This functionality cannot be restricted to send only one of these types of result documents.  
  
Will Embedded PDFs be enabled for this interface?

* 2. Integration Testing Environment

To facilitate testing, the Supplemental Results Feed interface is built in the athena Production environment. It is expected that the other vendor system provides a non-live environment for testing on their side. By allowing the live workflow of the practice to trigger messages to a non-live system the volume of messages is increased, and the fidelity greatly improved.

Will a vendor test environment be made available for this project?  Yes is recommended

If no, please tell us what will be done for testing:

* + 1. Testing Phases and Resource Allocation

Interface testing is generally broken up into two phases, unit testing and end-user testing.

In the unit testing phase, athenahealth works directly with the other vendor to ensure outbound messages are generated and delivered successfully to the receiver.

Upon completion of unit testing, the end-user testing phase begins. For the Supplemental Results Feed interface, end-user testing will not require a dedicated testing resource as messages will be generated by the live workflow.

Will a vendor test plan be provided for end-user testing?

* 1. Additional Comments

Through completion of this document, if there are general interface comments, not already covered by the questions and sections below, please enter them here:

1. Standard Functionality Overview
   1. Charts
      1. Code Sets Sent

For outbound result messages, codes will be sent in the following format.

|  |  |
| --- | --- |
| Clinical Data | Code Set |
| Labs | athena Global Lab Order Types |
|  | LOINC (will be sent only when available, otherwise athena Global Order Types will be sent) |
| Imaging | athena Global Imaging Order Types |
|  | LOINC (will be sent only when available, otherwise athena Global Order Types will be sent) |

Additional Comments:

1. Connectivity Method Options

As part of interface implementation, athenahealth will need to establish a secure method of transfer for electronic data to and from a third party system. The most common options are described in this section. Not all options will be available for all interface types. For questions, please contact your Interface Project Manager.

Connectivity method choice and details will be collected in the Connectivity Worksheet:   
<http://www.athenahealth.com/_doc/interfaces/Standardized_Connectivity_Worksheet.pdf>  
<http://www.athenahealth.com/_doc/interfaces/Interface_Connectivity_Worksheet.pdf>

* 1. athena-Hosted SFTP

These connections are initiated externally by the client or third-party system to a SSH-FTP server in athenahealth’s data center. The client or third-party system is provided with an athena-issued DNS name, username, and password. Once the client-initiated SSH tunnel is established, the client is able to securely transfer files to or from athenahealth.

* 1. athenaLightning

athenaLightning is a program that can be downloaded and installed inside of a third-party network. It opens an SSL tunnel out to athenahealth and supports file-based data transfers to and from other applications running inside the client-network.

* 1. Locally-Hosted SFTP

athenahealth can initiate outbound connections to a third-party or client-hosted SSH2 server. The client provides an IP (or DNS name), username, and password for athenahealth to initiate an outbound SSH connection. Once the SSH tunnel is established we can exchange files locally using SFTP.

* 1. HL7 Messaging over SSH

athenahealth can initiate outbound connections to a third-party or client-hosted SSH2 server. Once the SSH tunnel is established athenaNet can run an HL7-receiver and HL7-sender (MLLP TCP/IP socket based transfers) on the client-hosted SSH server in real time.

* 1. Establishing a VPN

 VPN connections may incur additional cost

athenahealth network operations staff can work to establish a point-to-point VPN tunnel (sometimes referred to as site-to-site) between two networks as needed. Once the VPN is in place we can perform file based transfers through plain FTP or run an HL7-receiver / HL7-sender (MLLP TCP/IP socket based transfers). Coordination of VPN staff on both the athenahealth and remote side will add additional time to the project.

* + 1. FTP Transfer Through VPN

This option requires an established VPN and client-hosted FTP server. The client provides an IP (or DNS name), username, and password for athenahealth to initiate an outbound FTP connection. Once the connection is in place we can securely and automatically transfer files to and from the client-hosted FTP server.

* + 1. HL7 Messaging Through VPN

Another way of sending or receiving data through a VPN is via MLLP TCP/IP socket based connections. This is accomplished by running an HL7-sender on one end of the tunnel and an HL7-listener on the other end. The source system always runs the “sender” while the receiving (consuming) system always runs the “listener.”

1. Appendices and Other References
   1. Planned Maintenance Window

The athenaNet MX Engine is subject to the same maintenance windows as the default, all interfaces are shut-off during this time window, and also remain disabled until 4 A.M. Eastern Time.

* 1. Interface Message Queue Manager

The athenaNet Interface Message Queue Manager (IMQM) is an interactive repository for all interface messages that pass through athenaNet. Messages can be categorized into several processing states. Please note that messages in a final state (processed or deleted) will only remain in the queue for 90 days.

|  |  |
| --- | --- |
| Message State | Explanation |
| SCHEDULED | Scheduled to be sent at a later time |
| NEW | Placeholder for a new message and ready to be sent or received |
| DISTRIBUTED | Delivery or acknowledgement is pending for Global interfaces |
| PENDING | Delivery or acknowledgement is pending |
| PROCESSED | Processed normally; remains in queue for only 90 days |
| ERROR | Generic error encountered; routed to client |
| CBOERROR | Billing related error encountered; routed to client |
| ATHENAERROR | Internal error encountered; routed to athenahealth Client Support Center |
| DELETED | Messages that have been deleted; remains in queue for only 90 days |

In order to access the IMQM in athenaNet to manually resolve common errors, such as missing providers, invalid procedure codes, or unknown departments, the following user permissions must be granted by the local system administrator:

|  |  |
| --- | --- |
| Permission | Use Case |
| Interface Admin: View Message Queue | You want to be able to view the IMQM. |
| Interface Admin: Map Insurance Messages | You need to map insurance messages. |
| Interface Admin: Map Messages (except Insurances) | You need to map all messages excluding insurance messages (e.g. provider and department mappings). |
| Interface Admin: File Upload Interface | You want to be able to upload files via the interface. |

See [athenaNet Interface Queue Management Guide](http://www.athenahealth.com/developer-portal/developer-toolkit/support) for more information on the functionality of the IMQM and on client-side cleanup for ERRORs and CBOERRORs.

* 1. Continuing Service and Support

Within two weeks after go-live your interface will be transitioned into our daily service and support structure.

As a standard practice, athenahealth continuously monitors all client connections and will notify the contacts specified if an error occurs. All jobs are monitored and automatically restarted if idle. For more details please refer to the [Interface Down Support Document](http://www.athenahealth.com/developer-portal/developer-toolkit/support).

To contact athenahealth for questions or modifications to the interface, support can be accessed directly in athenaNet:

