



Demandforce

Integration Package

athenahealth, Inc.

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# Project Overview

## Product Description

Demandforce uses the data that already exists in athenaCollector, accessed via our API, to automate patient communications. Following an appointment, a patient automatically receives a thank-you message prompting the patient to provide a review and feedback. Demandforce then shares certified patient reviews online and helps keep patients engaged by automatically sending pre-templated email campaigns to patients at designated times throughout the year based on your customized segmentation criteria.  All appointments, feedback, campaign performance, and revenue are tracked in real time to help you keep a pulse on your practice and patient satisfaction.

## 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.

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| --- | --- | --- |
| General Information |  |  |
| 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: |  |

# Interface Design

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| --- | --- | --- |
| Technical Overview | | |
| Third Party System | DemandForce | |
| Interface Type | API | |
| Schematic | Image result for Demand Forcehttps://athena.widencollective.com/thumbnail/37d26d84-a44f-4153-8a0f-0c8e7f2fa32c/av/2048px/athenaNet-3color-purple.png?t=1527965412130&s=6c28bf953fe03a733e75c8c0eb6008afd755d930  Patient Demographic & Provider Data  **Demandforce**  **athena**Net  Departments & Appointment Data  a | |
| Format | API  Appointment Data | |
| Workflow Overview | * Demandforce receives client data, Patient, Providers, Departments & Appointments, from athena API * Demandforce updates patient appointment confirmation status in athena API | |
| Use Case | DemandForce receives patient information from client’s athena API tablespace in order to send automated messages to patients. Providers receive real time patient feedback from DemandForce. | |
| API Endpoints | Method | Description |
| GET /patients | Returns patients satisfying input fields |
| GET /providers | Returns list providers |
| GET /departments | Returns departments information |
| GET /appointments/booked | Returns booked appointment slots |
| PUT /appointments/{appointmentid}/confirmationstatus | Updates confirmation status of given appointment |
| Connectivity | API | |
| Additional Information | Please note, this integration requires approximately a 1 hour set up call, followed by 3 to 4 training/optimization calls (20-30 minutes each) with DemandForce | |

## 

## 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:

Scope Approval

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

Position:

Date:

# Go-Live Authorization Form

## 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.

To contact athenahealth for help or support post go-live, the following resources are available:

1 Integration Monitoring: [IntegrationMonitoringRequests@athenahealth.com](mailto:IntegrationMonitoringRequests@athenahealth.com)

Additionally, it is **required** to provide support contact information for the client and trading partner for use by athenahealth interface support. When possible, general support hotlines and email address are preferred.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name | Company | Title | Office Phone | Mobile Phone | Email |
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## Interface Go-Live Signoff

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 2 business days to move your Interface to go live.

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 is satisfied with the functionality of the Interface set forth below and Client authorizes Athena to enable such Interface to be deployed to athenaNet production.

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

Print Name:

Position:

Date: