



iRhythm

Integration Package

athenahealth, Inc.

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1. Integration overview

This interface supports the integration with iRhythm. With this integration, your organization can electronically submit orders and receive results .

* 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 | iRhythm |
| Integration use case | This integration enables athena clients to submit electronic orders to iRhythm for cardiac monitoring. Cardiac monitoring imaging results are then electronically transmitted to athenahealth for review |
| Workflow scenarios | * Physician orders an iRhythm device for their patient and signs the order * Physician or other member of the practice staff completes the ask on order questions * Order is submitted * Imaging Result is sent back to athena for interpretation |
| Interface type | Outbound Imaging Orders, Inbound Imaging Results |
| Schematic |  |
| Format | HL7 |
| Direction of data transfer | 🡺 Outbound from athenaNet to iRhythm  🡸 Inbound from iRhythm to athenaNet |
| Frequency of data transfer | Real time |
| HL7 message types | * **Outbound from athenaNet:** Order Submitted (HL7O01) * **Inbound to athenaNet:** Result Posted (HL7R01) |
| Connectivity | athena- hosted SFTP is the strong recommendation for this integration, but the final decision is up to what the client is able to support. |
| Restrictions | * This integration requires athenaClinicals * To follow the recommended workflow for electronic ordering and patch placement, the Implementation Setting “Mandatory AOE Requirement” must be set to SUBMISSION * For full details on orders and results limitations, see page 6 |
| Functionality not included in this integration | * Task Assignment Overrides (TAOs) can impact your ability to submit orders and receive results**,** but as these configurations are not specific to an individual interface, we recommend the practice reviews their TAOs prior to interface go-live. More information on TAOs can be found [here](https://athenanet.athenahealth.com/1823/13/Ohelp/Content/C_Task_Assignment_Overrides_PH.htm). Please note that this is an o-help link, so users must be logged into athena to view. |

1. Interface configuration

Select interface configurations.

**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:

**Please confirm which order submission method your practice would prefer. (select one)**

There are two methods by which athenaNet can submit the order via the interface. Note that each option would apply to all order types – i.e. the options cannot be customized to apply only to certain order types. Please

**Manual Validation and Submission** –Signed orders are routed to a clinical staff user’s Clinical Inbox for further documentation or validation. After reviewing the order for accuracy, the staff user submits the order electronically via the interface.

**Automatic submission (no manual validation)** –The interface submits all signed orders automatically without the manual review and validation

**Does your Organization use EST? (select one)**

athenaNet sends time in Eastern Standard Time (EST) in MSH7, OBR6, and OBR7 (if populated) on the order by default.

Yes

No. Our preferred time is:

If you answered “No,” please see below

athenaNet sends the time with an offset in MSH7, OBR6, and OBR7 (if populated) on the order by default. This appears as YYYYMMDDHHMISS+/-HHMI (e.g., 20170927113043-0500). You can choose to send time without the offset, which appears as YYYYMMDDHHMISS.

**Does your organization want to send time with an offset? (select one)**

Yes

No

**Note**: Order time zone cannot be configured by department

1. Interface functionality and limitations
   1. Outbound Order Details
      1. Dedicated Use of In-House Orders Interface

An interface is set up for a specific athenahealth client. The interface will not service clients for whom it is not intended, even if the same format and connectivity apply or if the additional client submits orders to the same clinical provider.

* + 1. Compendium Management

athenahealth and iRhythm have collaborated to create a single compendium for all clients using the standard integration. For this reason, clients do not have access to the compendium self-management tools and are unable to rename tests to their practice’s preferences. If this option does not work for you, please reach out to your assigned resource. Please note, using a practice-specific compendium will result in additional interface work for your practice and will delay your interface go-live.

* + 1. Pre-existing Orders

You can submit only new orders electronically via the interface. Your organization must manually update any order that was created, submitted, or modified before the interface goes live. athenaNet does not support order revisions via the interface. For this reason, we cannot backfill order messages prior to an orders interface go-live.

* + 1. Order Cancellations and Modifications

athenaNet doesn’t support cancelling or modifying electronic orders. To cancel or modify an order after it’s submitted via the interface, a user must delete the document in athenaNet and call the performing facility to ensure they cancel the order in their system.

* + 1. Accession Identifiers

athenaNet doesn’t support the concept of accessioning and so it assigns the clinical document identifier (e.g., order ID) at the test level (e.g., CBC vs. TSH). When generating the electronic order message (ORM), athenaNet creates and sends one message per ordered test. A unique encounter ID in OBR.3 and document ID in OBR.2 are provided to indicate which unique orders belong to the same encounter. The receiving system is responsible for associating orders to LIS/RIS-defined specimens.

* + 1. Interface Message Batching

athenaNet doesn’t support batching ORM messages; batching must be done in the LIS/RIS. When a user orders multiple tests during a single encounter or under a single diagnosis, athenaNet sends each order as a separate HL7 message with one OBR segment per order message. athenaNet provides the unique encounter ID in OBR.3 and document ID in OBR.2 to indicate which unique orders belong to the same encounter. The receiving system is responsible for associating orders to LIS-defined specimens. Please ensure that your LIS/RIS is capable of accessioning based on these identifiers.

* + 1. Order Validation

Order messages are validated for the data elements required to submit a compliant order message only.

* 1. Inbound Results Details
     1. Patient Matching Logic

athenaNet matches results to a patient based on these data elements:

* Patient full name (PID.5)
* Patient date of birth (PID.7)

athenaNet matches the results automatically when the fields in the HL7 message are identical to the data in the patient’s athenaClinicals chart. If athenaNet can’t match the results to the patient automatically the result will go into a HOLD status in the department clinical inbox for your organization’s review.

* + 1. Tie-to-order Requirements (Also referred to as order matching logic)

athenaNet uses the following logic to match the results to the corresponding order:

* The patient information in the inbound result matches a patient registered in athenaNet.
* athenaNet recognizes the result’s order type or identifies an electronic order code in the message.
* athenaNet looks to match the order document ID to an order document ID in the patient’s athenaClinicals chart. (athenaNet expects to receive the order document ID in OBR.2.)
* If the document ID doesn’t match, athenaNet compares the following data elements to the patient’s existing open orders:
  + The order type
  + Order status not in DELETED or PENDING status
  + Time of order creation vs time of result collection (i.e., the order must be created before the results are collected)

If more than one order meets these criteria, athenaNet chooses the order with the most recent SUBMIT time or most recent CREATE time if orders are submitted concurrently.

* + 1. Provider and Department Matching Logic

athenaNet routes inbound results to providers based on the provider information in the message. athenaNet examines supported provider fields in order of priority (listed in table 11 ) to match a result to the appropriate provider. When athenaNet finds a matching provider, it routes the result to the provider’s Clinical Inbox in their primary department. athenaNet stops looking for additional provider matches. Your athenahealth Interface Project Engineer can provide you with a template for denoting each provider’s primary department.

Review table 4 to understand the priority matching logic for providers.

Table 3 - Priority matching logic for providers

|  |  |
| --- | --- |
| Provider matching field | Priority |
| OBR-16: Ordering Provider | 1 |
| ORC-12: Common Ordering Provider | 2 |
| OBR-32: Dictating Provider | 3 |
| OBR-28: Results Copies To | 4 |
| PV1-7: Attending Doctor | 5 |
| PV1-8: Referring Doctor | 6 |
| PV1-9: Consulting Doctor | 7 |
| PV1-17: Admitting Doctor | 8 |
| PV1-52: Other Healthcare Provider | 9 |
| PD1-4: Primary Care Provider | 10 |

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**.

