



Interface Performance Expectations

Third Party System: eClinicalWorks

Revised: November 8, 2024

In response to the hospital’s request, TruBridge has performed a preliminary level of effort review of an interface between the software provided by TruBridge and the third-party system indicated above. The attached Interface Performance Expectations have been developed by TruBridge to reflect the communication protocols and functionality of the proposed interface. To ensure a clear understanding of the interface to be delivered by TruBridge, we require that representatives of the hospital review the attached performance expectations and provide confirmation of your agreement with interface communication protocols and functionality by signing below.

Please note that both this signed document and an order for the interface must be received by TruBridge before we will begin any additional development efforts as may be needed to deliver the interface.

However, it is understood that

1. the signing of this document **only** signifies agreement with the Interface Performance Expectations;
2. signing by the hospital **does not** obligate the hospital to order the proposed interface;

Hospital Name: _____
(Print Clearly)

Hospital Location (City/State): _____

Hospital

By: _____
(Authorized Signature)

Name: _____
(Printed)

Title: _____

Date: _____



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- Interface functionality includes:
 - Inbound to TruBridge EHR – Laboratory orders (HL7 ORM message)
 - Outbound from TruBridge EHR – Lab Results (HL7 ORU message)
- Data will be transmitted utilizing TCP/IP communications. TruBridge will be configured as the client for sending data. TruBridge will act as TCP/IP server when receiving data. HL7 Minimal Lower Layer Protocol will be followed for data framing. TruBridge expects to receive HL7 message acknowledgements from the receiving application.
- The proper functionality of this interface is dependent upon the facility being on the latest version of TruBridge EHR software. Modifications to the HIS programs are limited to the current software release and update.
- TruBridge EHR is ONC-ACB certified to the 2015 certification edition. Any interface transmitting data to meet Promoting Interoperability Program measures will be configured in HL7 v2.5.1 only.
- TruBridge will install HL7 unidirectional and bidirectional interfaces using version 2.5.1 unless otherwise noted prior to interface implementation.
- The interface functionality outlined in this PE does not include documents from TruBridge EHR Electronic File Management, Electronic Forms or Notes applications. Each of these applications requires a separate interface feed from TruBridge.
- Transmission of data via the interface:
 - > Only the last ten days of messages at any given time can be transmitted via the interface.
 - > Archived or historical data is **not** available for transmission via the interface.
- **Orders Inbound to Future Orders –**
 - Receiving Inbound Future Orders:**
 - > Upon receipt of the order message a search algorithm will be performed in TruBridge EHR for an existing person profile using parameters from the message, specifically SSN, last name, first name, and DOB. When a matching profile is found the Future orders will be associated to that existing profile. If no match is found a new profile will be created and the Future orders associated to the newly created profile. **Based on the data received in the ORM message, there is the potential for an additional profile to be created for a patient with an existing profile in the TruBridge EHR Master Patient Index (MPI) if an exact match to the data on the HIS is not transmitted.**
 - > Patient guarantor information sent in the order message will be handled as follows:
 - If a new person profile is created for the patient, the guarantor will be added to the new profile.
 - If a person profile match is found and there is no existing guarantor on the profile, the guarantor will be added to the existing profile.
 - If a person profile match is found and already contains a guarantor, the guarantor information from the order message will **not** update or replace existing guarantor information.



Interface Performance Expectations

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Releasing Future Orders Upon Patient/Specimen Arrival:

- > When a patient or a sample arrives at the facility, if orders are available for processing the “Future orders” option will appear on the Person Profile and existing patient accounts associated with that profile. The orders can be released from the Person Profile, Patient Census, or Ancillary Department Patient Function Screen options. ***Facilities will be responsible for incorporating new procedures within their registration processes to check for future orders, for applicable patient types, on the person profile or patient account prior to following normal patient registration and order entry processes. Unprocessed future orders will automatically purge one year from the date they are received.***
 - From the Person Profile the “Future orders” option is selected taking the user to the list of available future orders. Once orders are selected for release the user is then taken through the steps of creating a new patient visit to which the orders will be applied.
 - From an existing patient account selecting the “Future orders” option, from either Census or Ancillary Patient Functions screens, will allow the user to select future orders to be released to that existing patient account.
 - The Future Orders functionality does **not** support the release of orders from different ordering providers to a single patient account. Multiple orders received for the same patient must have the same ordering provider to be released to the same patient account.
 - > Departments are not notified of orders received via the interface until they are released through the Future Orders option from Person Profile, Patient Census, or Ancillary Department Patient Function Screen.
 - > Future orders that have been released to the ancillary department can be canceled and returned to the Unreleased Future Orders queue provided that the order has not yet been collected.
- **Processing Data Received with Inbound Orders:**
 - > The TruBridge EHR Person Profile, including guarantor and insurance information, will only be updated with the first order message received for the same date. The first order received on subsequent service dates will update the person profile.
 - > Patient insurance information sent in the order message will be uploaded to the person profile in the order in which it is received in the message. Any existing insurance information is not updated or removed.
 - > Diagnosis codes are **not** automatically uploaded to the Medical Record Grouper application. Within the Medical Record Grouper, a manual release is required to Insert Order Reason or Insert from Medical Necessity.
 - > Medical necessity checks and ABN is supported with the Future Orders interface **(financial class required for Medical Necessity checks):**
 - If diagnosis codes are provided in the HL7 ORM message, this information will be automatically uploaded to the medical necessity screen.
 - If diagnosis codes are **not** provided in the HL7 ORM message, when the order is released to a patient visit the user will be prompted to enter a diagnosis code on the Medical Necessity screen where the check will occur.
 - > The TruBridge EHR item number (HL7 ORM message field OBR-4.1 procedure code) is required for the test(s) to be ordered.
 - > Repeat or recurring (standing) orders will be created by the interface only once; additional orders will need to be created manually or sent as separate order messages.



Interface Performance Expectations

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- > The interface can accept multiple orders (OBR segments) for a single patient per HL7 ORM message.
- > Incoming orders should be identified by a diagnostic service. By default, orders are identified as "LAB" using HL7 field OBR-24 (diagnostic service section).
- > TruBridge can receive order entry questions or notes in NTE segments (preferred) or OBX segments following the OBR segment. TruBridge does not utilize codes in OBX-3.1 for ask at order entry (AOE) questions.
 - o A maximum of four AOE NTE or OBX segments can be received for lab orders.
 - o A maximum of three AOE NTE or OBX segments can be received for rad orders.
 - o It is recommended that AOE questions in the third-party system match the existing set-up in TruBridge EHR as AOE questions or comments received from a third-party vendor will overwrite any existing AOE question(s) in the TruBridge software item setup for the patient order received.
- > For orders received through the interface, TruBridge can save the third-party order or requisition number to return with results.

- **Functionality not supported with Inbound Orders:**
 - > Orders uploaded via the interface are designed to coordinate with the level of care of patients treated in an outpatient "clinic" setting only. Inpatient orders are not in scope with this project.
 - > The interface **cannot** upload a TruBridge EHR Contract Code to an existing profile or a new profile that may be created by the interface. When required, the facility will be responsible for manually entering a contract code onto the correct patient account.
 - > The interface **cannot** upload or flag accounts with bill type information, i.e. Client Bill, Third Party Bill, or Patient Bill.
 - > The interface **cannot** accept order updates or cancellations to existing orders with this interface.
 - > Orders uploaded via an interface do not update TruBridge EHR scheduling applications.
 - > "STAT" order notifications are not supported with this interface.
 - > Orders uploaded via the interface are not assigned a status of "signed" in TruBridge EHR.

- **Lab Results Outbound from TruBridge EHR –**
 - > Lab result results are sent in HL7 ORU messages and may include the following segments: MSH, SFT, PID, PD1, NK1, PV1, PV2, AL1, DG1, GT1, ACC, ORC, OBR, TQ1, OBX, NTE, and SPM. TruBridge can filter segments based on third-party system needs, if required.
 - > TruBridge can include the third-party order or requisition number and patient identifier with results if the order was originally received through the interface from the third party. TruBridge cannot return the third-party patient identifier or the order/requisition number with reflex or add-on orders.
 - > Lab results may include both discrete and non-discrete text data sent in HL7 ORU messages. For the transmission of discrete reference lab and microbiology results please see the ****Notes** below.
 - > TruBridge will send corrections of single test results that are part of an ordered panel, i.e. CBC. A status of "C" will be applied to OBX.11 for the corrected test(s). The entire panel will be included in the transmission.



Interface Performance Expectations

Third Party System: eClinicalWorks

Revised: November 8, 2024

- > By default, TruBridge EHR order codes (item number) and test codes will be sent in OBR-4 and OBX-3, respectively, of the HL7 ORU message. TruBridge EHR utilizes the test name as both the test code and test description. Example: OBX|1|NM|Hemoglobin^Hemoglobin|...
- > When available, the applicable LOINC codes along with the local order and test codes will be sent in the HL7 message.
 - o The coding systems for local and LOINC codes will be identified in the appropriate HL7 OBR-4 and OBX-3 component fields.
 - o It is the facility's responsibility to ensure LOINC codes are loaded in the appropriate tables within TruBridge EHR software applications. **Note: LOINC codes are not available at the test level (OBX-3) with results sent as non-discrete text.**
- > Results can be transmitted automatically when they are completed. Results can also be re-sent using manual send options within the TruBridge EHR software applications. Retransmission of results will contain all tests for that order.
- > Only final/verified results will be transmitted unless otherwise specified by the facility.

NOTES:

Modifications to third-party reference lab interfaces and/or Microbiology analyzer interfaces to accommodate discrete and coded results will not automatically apply to outbound lab result interfaces.

To enable discrete/coded lab results to be transmitted from TruBridge EHR to existing lab result-receiving vendors, the facility is encouraged to coordinate discussions with those vendors and contact TruBridge to initiate the appropriate modifications to those interfaces.

When changes are made to begin sending discrete/coded reference lab results to a downstream vendor all downstream interfaces will receive discrete/coded reference lab results.

Modifications to accommodate discrete/coded microbiology results can be made per individual interface.

- Sample messages from the facility's TruBridge EHR software can be provided after the scheduled implementation begins and messages are being generated.
- Translations may be required for some table-driven fields in TruBridge EHR, such as race, relationship, etc.
 - > For any translations not performed by the third-party vendor, the facility will need to provide TruBridge with a one-to-one cross-reference of TruBridge EHR codes to third-party codes prior to development of the interface.
 - > The cross-reference file provided can be an Excel file or comma-delimited text file. Once the initial translation tables are created, the facility will be responsible for any future maintenance to the tables.
- Messages may be filtered by physician, service code and/or patient type. When filtering by physician, it is TruBridge's recommendation that a facility-maintained translation table be set up for the facility to add or remove physicians as needed. ***When TruBridge is asked to perform result filtering based***



Interface Performance Expectations

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on physician, notification to TruBridge is required when a physician's privileges are inactivated in the third-party system. Otherwise, results will continue to be sent as per the original configuration.

- As TruBridge strives to meet the changing needs of the healthcare industry and the complexities required with interoperability, future enhancements to the software may necessitate modifications to existing facility interfaces. We encourage all facilities to plan accordingly for the potential of longer development time, supplementary input from parties involved and additional fees. TruBridge is not responsible for any third-party vendor costs that may be incurred for interface changes.
- The above requirements meet the preliminary needs for the interface. This initial sign-off is needed prior to development of the interface. Relatively minor changes during development are permitted if the third-party and TruBridge both agree that it will not impact development resources/timelines and implementation target dates. Please note that changes outside the scope of this initial interface performance expectation will require review for level of effort and may necessitate an additional quote.