



# Roundtrip Integration Strategy Guide

Powered by Redox

roundtrip



# General Overview



- Roundtrip partners with a third party integration partner, Redox. Redox provides a scalable integration platform that simplifies the way healthcare organizations exchange data and adopt innovative technology solutions by creating a mid-tier abstraction layer above source systems like EHRs that provides a standardized way to send and receive data. Healthcare organizations and technology vendors connect to Redox once and authorize the data they send and receive across the most extensive interoperable network in healthcare.
- Together, we'll create a VPN tunnel with your EHR and the Roundtrip application.
- Together, we'll enable Single Sign On (SSO) access which allows a user to launch Roundtrip directly from the EHR without signing in again.

## Project Requirements

- VPN Connection between Redox and EHR
  - Redox works with your specs and conforms to how you prefer to exchange messages
- Active outbound ADT HL7v2 feed or corresponding web service from EHR
- Active outbound ORU HL7 v2 feed or corresponding web service from EHR
- Ability to schedule messages via HL7v2
  - *Only required if height and weight are not included within ADT feed*



## Required Data Elements

### Demographics

- First Name
- Last Name
- Home Address
- Date of Birth
- Height
- Weight
- Gender
- Primary Phone Number
- Language Preference

### Payer Information

- Payer Name
- Plan Name
- Member ID

### Encounter Information

- Admission Date (If Available)
- Discharge Date (If Available)
- Patient Class
- Unit
- Room Number
- Bed Number
- Scheduling Facility NPI
- Visit Number
- Attending Physician Name
- Primary Care Physician Name
- ICD-10 (If available)
- Reason for Visit
- Service Dates
- Department

## Optional Data Elements

- PCP NPI
- PCP Fax Number
- Attending Physician Fax Number
- Attending Physician Phone Number
- Group Name
- Group Number

## Not Included

- Sending Roundtrip information back into EHR
- Launching the Roundtrip Dashboard directly from EHR
- Launching Roundtrip outside of a patient context



# Resources Required

## EHR Integration Champion (30 Hours)

- Lead's integration effort and serves as main point of contact to help move integration forward and meet deadlines

## Integration Analyst (21.5 Hours)

- Involved with setting up VPN tunnel and Single Sign On (SSO)
- Directly interacts with Redox Integration expert
- Completes Functional Testing for Roundtrip

## EHR Analyst (8 Hours)

- Completes end-to-end Testing for Roundtrip



# Timeline

**Initiate.** Assemble the appropriate Integration Team resources. Finalize scope of integration through careful process mapping. Establish an agreed upon testing plan.

**Build.** Set up VPN Tunnel with Redox. Complete Single Sign on Build.

**Testing.** Complete Single Sign On, Functional, and End-to-End Testing to ensure production feed can be turned on.

**Go-Live.** Turn on production feed and monitor closely to ensure system functioning as expected for Roundtrip Go-Live.

Initiate	Plan	Test	Go-Live
<ul style="list-style-type: none"><li>Identify integration team members/roles and responsibilities</li><li>Define scope of integration</li></ul>	<ul style="list-style-type: none"><li>Setup and validate connectivity with Redox</li><li>Complete single sign on setup</li></ul>	<ul style="list-style-type: none"><li>Complete Single Sign On Testing</li><li>Complete Functional Testing</li><li>Complete End-to-End Testing</li></ul>	<ul style="list-style-type: none"><li>Turn on connection in Production Environment</li><li>Monitor production closely leading up to client</li><li>Go-Live to ensure production data looks as expected</li></ul>



# Roundtrip Team

## Implementation Manager

- Roundtrip lead for all implementation activities
- Point of contact for integration
- Facilitates weekly Integration Calls to ensure milestones are met

## Integration Product Manager

- Works closely with Redox/Client to set up HL7 Feed and SSO
- Works closely with Redox/Client on SSO/Functional/End-to-End Testing

# Basic End User Workflow

- End User launches Roundtrip from a designated location within EHR
  - *Location must be within a specific patient context*
- Roundtrip Patient Profile launches within a separate browser window
- End User books transport for patient
- End User closes out of Roundtrip
- If End User needs to Edit/Cancel/Review a ride, he/she must launch Roundtrip from the designated location within EHR



# Testing Efforts

**SSO Testing** - Ensures that users are able to launch Roundtrip from EMR without having to use any login credentials (2 Hours)

**Functional Testing** - Ensures that Roundtrip is able to receive all required Data Elements from EMR (5 Hours)

**End to End Testing** - Ensures Roundtrip functions as expected in various workflows (5 Hours)

## Testing Scope

- Access to RoundTrip's standardized testing scripts
- 2 passes of Roundtrip's standardized testing scripts
- Extensive product QA prior to each release
- Roundtrip system build review

## Out of Scope

- Customized testing scripts
- Additional passes of standardized testing scripts
- Additional reporting and support based on additional requests



# Premium Roundtrip EHR Integration Items

## Direct API Integration

Send patient data directly to Roundtrip via API calls

- Granular control over the data that is sent to Roundtrip
- Requires a greater time investment than the basic integration solution

## Pre-fill Additional Data

Leverage additional EHR data to pre-fill data elements in the trip booking workflow

- Unlock additional process efficiencies for care coordinators
- Requires a greater time investment than the basic integration solution

## Automated Ride Booking

Directly book facility-paid rideshare transportation

- Allow care coordinators to book rides with a single click
- Need to ensure that all required data elements can be pulled from the EHR
- Non-rideshare transportation currently not supported