# HL7 Integration

With over 25 years of successful deployments, Parlance is a tested, reliable call management solution. We provide callers friction-free, voice-driven access to the right resources, meeting the caller experience demands of today's leading organizations. Our intelligent voice-enabled solution greets each caller with your branded message and allows them to speak naturally and connect quickly to the resources they need.

The Parlance solution includes everything required to provide optimum performance and availability. As part of this commitment, Parlance has secure HL7 integrations. This enables Parlance health system customers to deliver "Patient Connector" applications to callers.

**Benefits:** • Greater call offload • Callers use their own words to connect to patient rooms or nurse's station
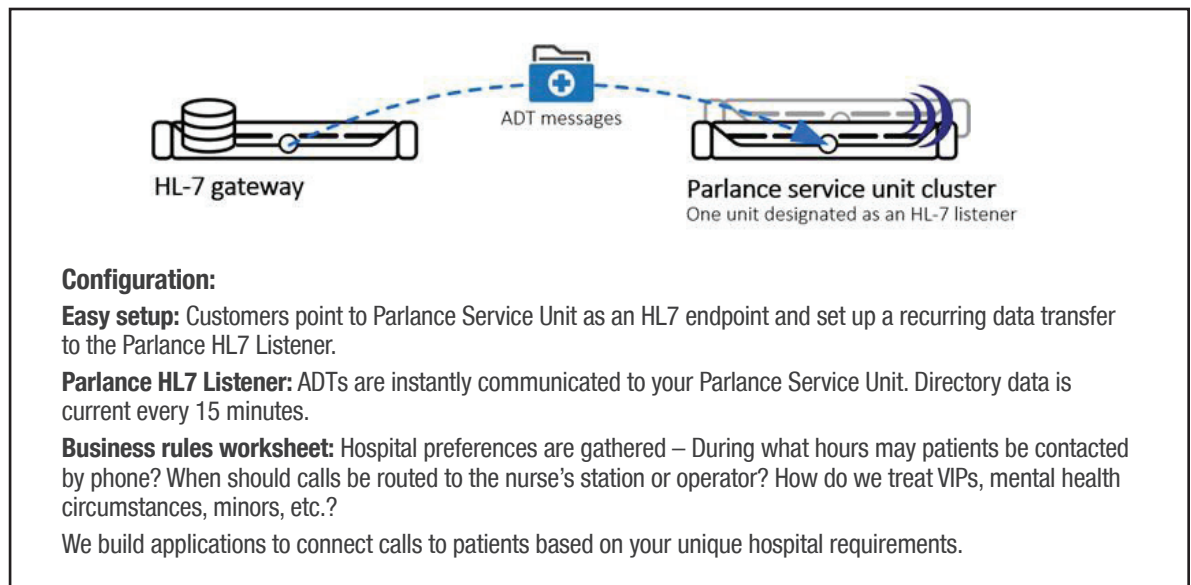
## Impact

With a large portion of total operator calls merely requiring connection to a patient's room or corresponding nurse station, offloading these routine requests allows switchboard operators to concentrate on other duties, or calls that require complex support and empathy.

As with all Parlance Service applications, Parlance offers HL7 integration as a managed service. Parlance provides the software and configuration support in order to process and receive HL7 messages. The customer simply configures delivery of the messages to the Parlance HL7 listener.

## Overview

This document provides a general understanding of the Parlance HL7 integration, including the supporting infrastructure and data transmission elements.



ADT messages

HL-7 gateway

Parlance service unit cluster
One unit designated as an HL-7 listener

**Configuration:**

**Easy setup:** Customers point to Parlance Service Unit as an HL7 endpoint and set up a recurring data transfer to the Parlance HL7 Listener.

**Parlance HL7 Listener:** ADTs are instantly communicated to your Parlance Service Unit. Directory data is current every 15 minutes.

**Business rules worksheet:** Hospital preferences are gathered – During what hours may patients be contacted by phone? When should calls be routed to the nurse's station or operator? How do we treat VIPs, mental health circumstances, minors, etc.?

We build applications to connect calls to patients based on your unique hospital requirements.

* Configuration can be physical or virtual

# HL7 Interconnection

The Parlance solution is comprised of two components - the HL7 listener, and the backend message processing done at Parlance.

Parlance installs an HL7 Listener on the Parlance server at your site. Parlance then provides to your administrator the IP address and port number of the listener. Your administrator can then enable Parlance to receive and process messages.

Parlance stores the minimum set of message data required for Patient Connector applications to connect a caller to their desired patient room or corresponding nurse's station. Typically, Parlance requires only the following: First Name, Last Name, Point of Care, Room and Bed to look up the associated phone number. This information serves as the basis of your Patient Names Directory.

## Message Details

There are numerous available HL7 message types. For the Patient Connector to work efficiently, Parlance only needs to be provided with the ADT messages (Admission/ Discharge/Transfer). This allows Parlance to keep the most recent information regarding patient location for development of an accurate and up-to-date Patient Names Directory.

From within each HL7 message type, there are additional fields referred to as "Segments." To minimize overhead, Parlance only requests to receive a selection of them, typically including the following:

MSH - Message Header

EVN - Event Type

PV1 - Patient Visit

PV2 - Patient Visit - Additional Info

PID - Patient Identification

## HIPAA

Parlance realizes the importance of addressing all HIPAA compliance concerns. Although this solution does not deal with sensitive patient information, Parlance will continue our normal practice of safeguarding this type of data.

Under HIPAA privacy rules, Parlance Corporation is considered a Business Associate. It is our policy to comply with the rules and regulations of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Through our Service Agreement and a Business Associate Agreement (BAA) with the Covered Entity, we give contractual guarantees that we will use the Protected Health Information (PHI) we are granted access to only for the purposes for which we have been contracted.

More detailed information concerning HIPAA compliance is available on request.

## Parlance®

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