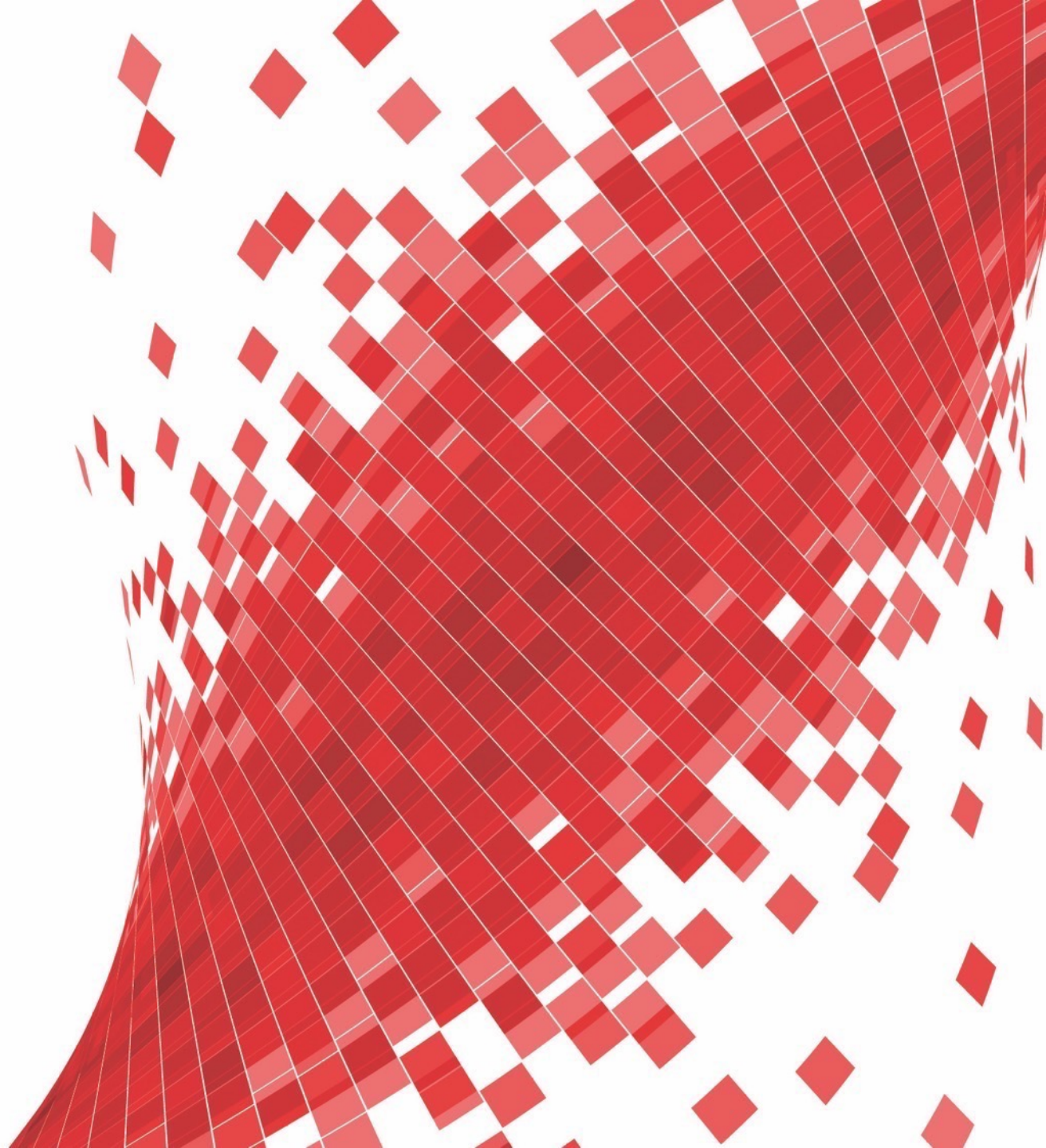
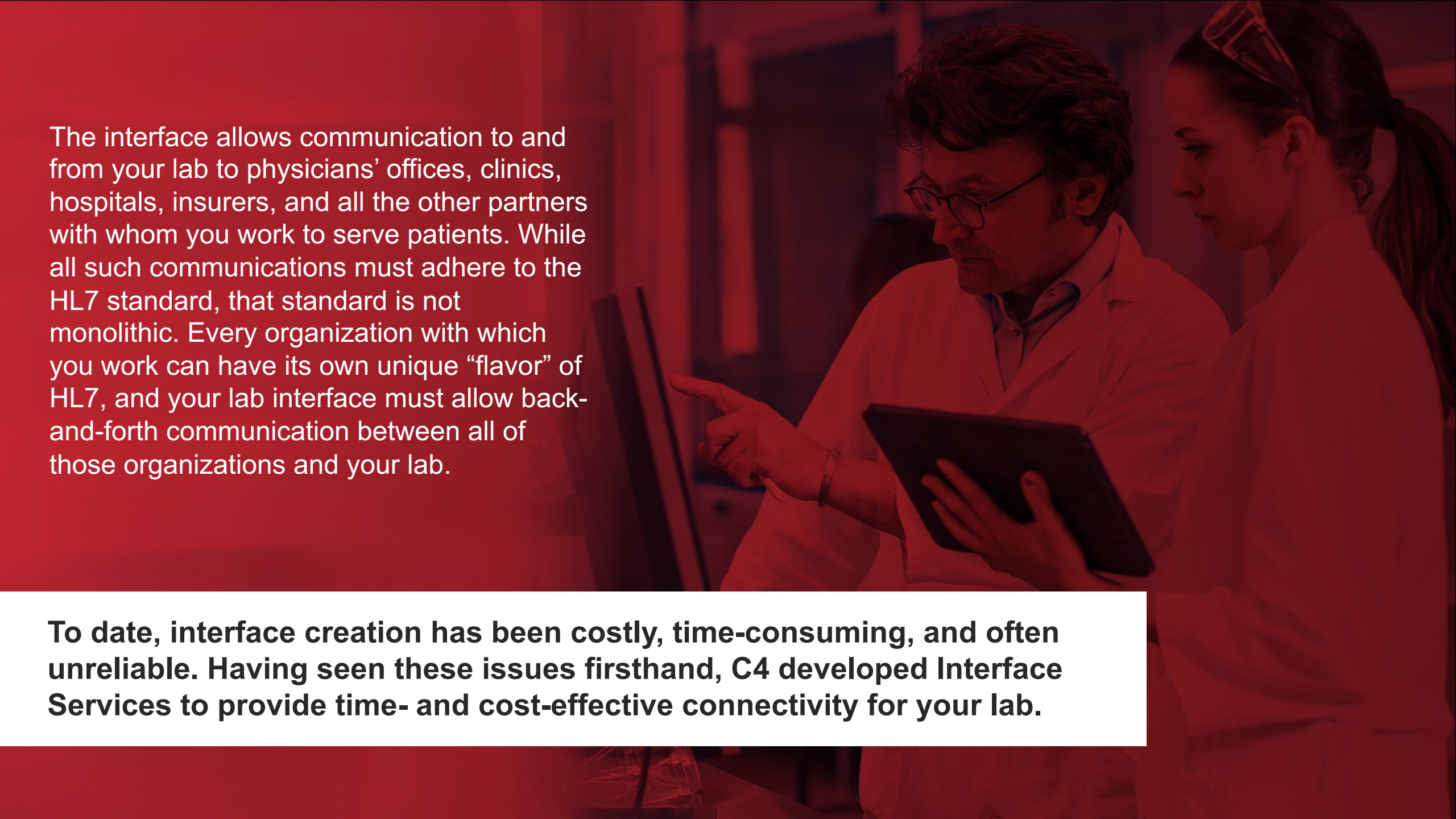




C4 Interface Services

Time- and Cost-effective Connectivity
for Your Lab



A man and a woman in white lab coats are in a laboratory or clinical setting. The man, wearing glasses, is pointing at a computer monitor. The woman is holding a tablet and looking at it. The background is slightly blurred, showing shelves and equipment. The entire image has a red overlay.

The interface allows communication to and from your lab to physicians' offices, clinics, hospitals, insurers, and all the other partners with whom you work to serve patients. While all such communications must adhere to the HL7 standard, that standard is not monolithic. Every organization with which you work can have its own unique “flavor” of HL7, and your lab interface must allow back-and-forth communication between all of those organizations and your lab.

To date, interface creation has been costly, time-consuming, and often unreliable. Having seen these issues firsthand, C4 developed Interface Services to provide time- and cost-effective connectivity for your lab.


Deep Experience and a Trusted Platform for Rapid Results



C4 builds interfaces using Portra, our SaaS service built on Orchard Software's Copia platform. This puts C4 in a unique position to provide interface services to labs using any version of Orchard LIS software.

Processes developed through our intimate knowledge of day-to-day lab systems, operations and challenges enable C4 to create interfaces frequently within an average 3-4-week timeframe—the same interfaces that can take other vendors many months to create, oftentimes due to lack of resources from all involved parties.

A Personalized Process that Covers all the Bases

A man and a woman in business attire are looking at a laptop screen. The man is wearing glasses and has a beard. The woman is smiling. They are in a modern office setting with large windows in the background.

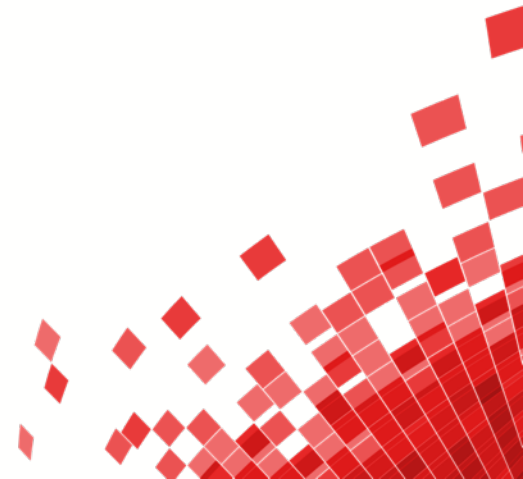
We not only discuss your needs with you, but with your clients and your integration partner as well. We have direct conversations with your send/receive endpoints to make sure you're providing information in a manner and format that suits all parties' processes and technical needs, regardless of whether or not you are using an integration partner or building the interface directly from your laboratory LIS to the client's EMR.

Determining Organizational Needs

STEP 1

Identify Goals

We work with your organization to identify what you need the interface to accomplish. We evaluate your needs and ask questions to help identify any additional requirements you may not have considered.



Determining Organizational Needs

STEP 2

Review or Develop Specifications

As mentioned, every organization has its own interpretation of the HL7 standard and each interpretation must be accommodated. Interface specifications are written “blueprints” for creating a specification to fulfill specific tasks. Unfortunately, many organizations do not have written specifications. In that case, C4 uses an example of an existing HL7 message to reverse engineer the interface.

Ensuring Accommodation of System Architecture

STEP 3

Identify EMR Requirements

Part of this process is identifying the most efficient form of connectivity. Can your or your client's EMRs accommodate a PDF? Can you adopt TCP-IP connectivity, which provides real-time send/receive, or must you use a file drop interface that collects messages only at specific times throughout the day? To provide the best patient care, C4 recommends real-time TCP-IP connections, while understanding that many EMRs don't support them. Either way, we work to provide the timeliest delivery and receipt of the important patient information you generate.

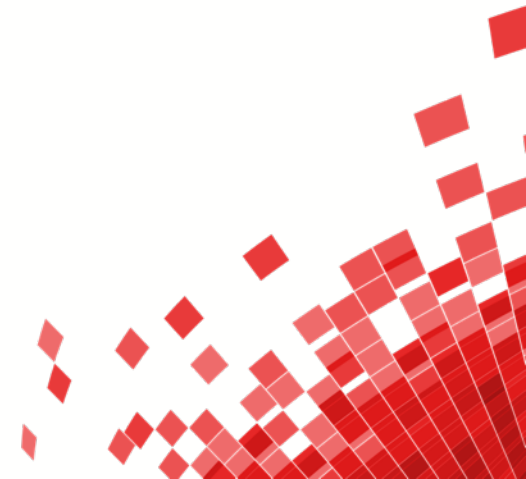
Attending to Details too Often Overlooked

STEP 4

Memorialize

During the reverse engineering, written specifications are created to simplify the process in the future.

It's also important to determine the route information takes from your lab to its destination. It may seem like a direct communication between point A and point B, however, there can be detours through other pieces of software that are not plainly visible. C4 identifies and diagrams these routes for future reference.



Testing in Phases

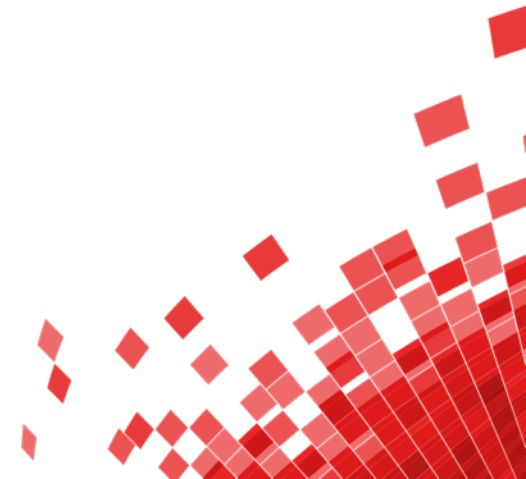
STEP 5

Test and Validate

Once the interface is created, the testing process begins. For C4, it begins in a testing environment completely separate from your active systems. This allows us to identify any bugs or flaws without impacting your work.

We then create another testing environment to mimic your send/receive partner, and with that in place, we test back and forth messaging.

Once the interface tests cleanly in the test environment, it's moved to production, where testing begins again on your active systems.





A New Paradigm for Interface Development

In close consultation with you and your information partners, C4 works to thoroughly assess needs, document communication protocols, pathways and processes, and quickly develop the reliable interfaces you need to serve patients.

Let comprehensive knowledge of LIS systems and laboratory processes help you maximize the efficiency of interface development. Contact us to see if we can help guide your lab toward a more seamless process.

