

API Requirements

HelpAround is able to easily integrate with your CRM system via API. Below are the technical steps you will need to go through in order to get your integration configured and branded correctly:

- [Request an API Key](#)

Enrollment (HA ->Partner)

After the patient completes the enrollment flow, HelpAround sends all the information that is gathered throughout the flow and sends it over to Partner via POST request.

Media data: expected media files (e.g. insurance card, signature) can be fetched via ids that are provided in this request.

Request

POST <http://api.Partner.com/webhook/user-enrollment> (This is a dummy URL, the Partner needs to provide their url to Helparound)

Field	Description	Required
event.message	String	
event.supportProgramId	String	X
event.sendDate	Datetime. {yyyy-mm-ddT hh:mm:ss.sssZ}	X
event.status	String	
event.patient.id	String. HelpAround patient id	X
event.patient.phoneNumber	String. With country code	X
event.patient.firstName	String	X
event.patient.lastName	String	X
event.patient.dob	Number. Linux timestamp is in milliseconds	
event.patient.gender	String	
event.patient.contact_method	String	
event.patient.pref_language	String	

event.patient.email	String	
event.patient.call_time	String. Morning/Evening	
event.patient.caregiver.name	String	
event.patient.caregiver.relationship	String	
event.patient.caregiver.phone	String. With country code	
event.patient.caregiver.email	String	
event.patient.address.street	String	
event.patient.address.apartment	String	
event.patient.address.city	String	
event.patient.address.state	String	
event.patient.address.zip	String	
event.patient.insurance.primaryInsurance.carrier	String	
event.patient.insurance.primaryInsurance.member_id	String	
event.patient.insurance.primaryInsurance.group_num	String	
event.patient.insurance.primaryInsurance.cardname	String	
event.patient.insurance.primaryInsurance.card_dob		
event.patient.insurance.primaryInsurance.front_picture_image	String	
event.patient.insurance.primaryInsurance.back_picture_image	String	
event.patient.insurance.secondaryInsurance.status	String	
event.patient.insurance.secondaryInsurance.carrier	String	
event.patient.insurance.secondaryInsurance.member_id	String	
event.patient.insurance.secondaryInsurance.group_num	String	
event.patient.insurance.secondaryInsurance.cardname	String	
event.patient.insurance.secondaryInsurance.card_dob	Number. Linux timestamp is in milliseconds	
event.patient.insurance.secondaryInsurance.front_picture_image	String	
event.patient.insurance.secondaryInsurance.back_picture_image	String	
event.patient.signature.timestamp	Number. Linux timestamp is in milliseconds	

event.patient.signature.image	String	
event.patient.consent	Array	
event.patient.consent.name	String	
event.patient.consent.value	Boolean	
event.patient.consent.timestamp	Number. Linux timestamp is in milliseconds	
event.patient.externalIds	Array	
event.patient.externalIds.source	String. "Partner"	
event.patient.externalIds.sourceId	String. ThePartner patient id	
event.sourceName	String. "helparound"	
event.eventName	String. "HelpAround.Patient.CompleteEnrollment"	X

Payload example:

```

{
  "event": {
    "message": "Patient complete enrollment.",
    "supportProgramId": "78ef982b-00ea-39c2-a875-f549c40e92ad",
    "sendDate": "2021-08-23T08:45:24.000Z",
    "status": "success",
    "patient": {
      "id": "ha61236024160af",
      "phoneNumber": "+12027953213",
      "firstName": "John",
      "lastName": "Doe",
      "dob": 1614556800000,
      "gender": "male",
      "contact_method": "Phone",
      "pref_language": "English",
      "email": "test@gmail.com",
      "call_time": "Morning",
      "caregiver": {
        "name": "test",
        "relationship": "Parent",
        "phone": "+12027953213",
        "email": "test@gmail.com"
      },
      "address": {
        "street": "test",
        "apt": "12",
        "city": "test",
        "state": "AL",
        "zip": "12345"
      },
      "insurance": {
        "primaryInsurance": {
          "carrier": "test",
          "member_id": "123",
          "group_num": "ds43",
          "cardname": "test",
          "card_dob": 1614556800000,
          "front_picture_image": "7b20a933-9292-41e4-91ea-59eba72f2221",
          "back_picture_image": "eb6f8886-11e0-4339-801a-ee645351042b"
        },
        "secondaryInsurance": {
          "status": "active",
          "carrier": "test2",
          "member_id": "234234",
          "group_num": "hg89",
          "cardname": "test2",
          "card_dob": 1614556800000,
          "front_picture_image": "fc497e96-9f09-4c2a-a964-89c6f7473f4d",
          "back_picture_image": "5405ec11-c9d0-4279-82db-2f70f959b904"
        }
      },
      "signature": {
        "timestamp": 1614556800000,
        "image": "85219935-52b6-41a4-82ca-2f32ed709e5c"
      },
      "consents": [
        {
          "name": "communication",
          "value": true,
          "timestamp": 1614556800000
        },
        {
          "name": "sharePHI",
          "value": true,
          "timestamp": 1614556800000
        }
      ],
      "externalIds": [
        {
          "source": "Source ",
          "sourceId": "4aadb997-e9fd-3909-a2f0-833b821544bd"
        }
      ]
    },
    "sourceName": "helparound",
    "eventName": "HelpAround.Patient.CompleteEnrollment"
  }
}

```

Response

Status code: **200 OK**

Body:

```
{
  "success": true,
  "data": {
    "supportProgramId": "78ef982b-00ea-39c2-a875-f549c40e92ad",
    "patientId": "ha61236024160af",
    "externalId": "4aadb997-e9fd-3909-a2f0-833b821544bd"
  }
}
```

Status code: **400 Bad Request**

Body:

// fill info that Partner can share with HelpAround to investigate a problem

```
{
  "errorMessage": "request has bad syntax Foo Foo",
  "data": {
    "patientId": "ha61236024160af" // if possible to provide
    ...
  }
}
```

Viewed/Visited (HA ->Partner)

Every time a patient gets in the tracker (whether it is after an SMS update or on his/her own) HelpAround sends a notification of the event.

Request

POST http://api.Partner.com/webhook/user-action (This is a dummy URL, the Partner needs to provide their url to Helparound)

Field	Description	Required
event.message	String	
event.supportProgramId	String	X
event.sendDate	Datetime. {yyyy-mm-ddT hh:mm:ss.sssZ}	X
event.status	String	
event.data.key	String. "userAction"	X
event.data.value	String. "viewedTracker"	X

event.patient.id	String. HelpAround patient id	X
event.patient.phoneNumber	String. With country code	X
event.patient.externalIds	Array	
event.patient.externalIds.source	String. "Partner"	
event.patient.externalIds.sourceId	String. Partner patient id	
event.sourceName	String. "helparound"	
event.eventName	String. "HelpAround.Patient.UserAction.ViewedTracker"	X

Payload example:

```
{
  "event": {
    "message": "Patient visited a tracker.",
    "supportProgramId": "78ef982b-00ea-39c2-a875-f549c40e92ad",
    "sendDate": "2021-08-23T08:45:24.000Z",
    "status": "success",
    "data": {
      "key": "userAction",
      "value": "viewedTracker"
    }
  },
  "patient": {
    "id": "ha61236024160af",
    "phoneNumber": "+12027953213",
    "externalIds": [
      {
        "source": "partner",
        "sourceId": "4aadb997-e9fd-3909-a2f0-833b821544bd"
      }
    ]
  }
},
"sourceName": "helparound",
"eventName": "HelpAround.Patient.UserAction.ViewedTracker"
}
```

Response

Status code: **200 OK**

Body:

```
{
  "success": true,
  "data": {
    "supportProgramId": "78ef982b-00ea-39c2-a875-f549c40e92ad",
    "patientId": "ha61236024160af",
    "externalId": "4aadb997-e9fd-3909-a2f0-833b821544bd"
  }
}
```

Status code: **400 Bad Request**

Body:

// fill info that Partner can share with HelpAround to investigate a problem

```
{
  "errorMessage": "request has bad syntax Foo Foo",
  "data": {
    "patientId": "ha61236024160af" // if possible to provide
    ...
  }
}
```