Open@Epic CONFERENCE

Showing Up in Showroom

Paths and Programs Explained

Presenter



Zach Klein

Third-Party Relations

Epic

Learning Objectives

1. Follow the journey of an app from **open.epic** → **Showroom**
2. Learn best practices for using Epic's **programs and resources**
3. See how to position your app for **customer success**



One Goal: Customer Success

Pillow Fort
CONCIERGE

Comfort. Creativity.
Built for you.

♥

You pick your vibe
Cozy, Adventure,
Under the Sea,
Outer Space, and more!

Volunteers build your fort
Our trained volunteers create a a custom pillow fort just for you.

You feel better faster
Comfort, joy, and imagination can be powerful medicine.

Your room.
Your fort.
Your escape.



My App Journey



My App Journey



open.epic.com

Build, test, and go live with Epic customers



open.epic

Self Service - No Charge



640+ FHIR APIs

for USCDI requirements and more



230+ standards-based interfaces

including HL7, DICOM, ASC X12, and more



190+ Epic-created public APIs

for scenarios where there was no standard



Testing Sandbox

To test connections with Epic systems



EHI Export

Machine-readable export of all EHI for a patient in a customer's Epic system

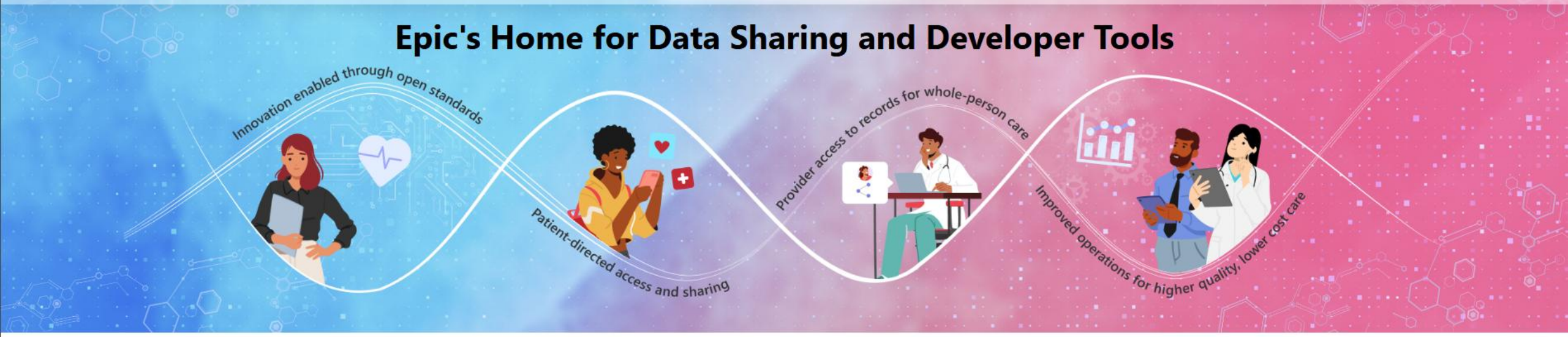


App Deployment

Patient-facing USCDI v3 apps deploy automatically, increasing patient choice

Join us at the Open@Epic conference.

Epic's Home for Data Sharing and Developer Tools



Data Sharing at Scale

9.42 billion
annual patient records exchanged.
54% with non-Epic organizations

660 billion
annual interface transactions with standards-based interfaces

297 billion
annual web service transactions using Epic's publicly available APIs

3,000
live apps using open.epic web services

Let's Get Started


Step-by-Step Developer Guide


Data Sharing Playbooks


API and Interface Specifications


Need Guidance or Access



Step-by-Step Developer Guide



Data Sharing Playbooks



API and Interface Specifications



Need Guidance or Access

Step-By-Step Developer Guide

Clarifies steps like scoping, registration, and testing

Interested? Join our next session: Getting Started with open.epic

1. Data Sharing Design
2. Register a Client Record
3. Develop and Test
4. Customer Implementation and Going Live
5. Request Showroom Listing



Step-by-Step Developer Guide



Data Sharing Playbooks



API and Interface Specifications



Need Guidance or Access

Data Sharing Playbooks

Data Sharing Playbooks

Data Sharing Playbooks offer practical guidance and recommended practices for connecting with Epic community members. Each playbook highlights proven approaches to common data sharing use cases, whether supporting patient-directed access, enabling providers to deliver whole-person care, or improving operations. By leveraging open standards, these playbooks help innovators accelerate safe, reliable connections that unlock better experiences and outcomes across healthcare.



All Playbooks



Patient Access



Provider Workflows



Operational Efficiency

Alert Managers

Alert Managers ingest alerts from a variety of devices, such as inpatient vitals monitors, and determine who should get notified for each alert via Epic's Alert Communicator.

Ambulatory Cardiac Devices

Wearable cardiac devices like Holter monitors, event monitors, long-term continuous monitors and mobile cardiac telemetry, are used to monitor and record cardiac data while a patient is away from the office or hospital.

Step-by-Step Developer Guide

Data Sharing Playbooks

API and Interface Specifications

Need Guidance or Access

Quick Access to API and

Try It

Patient.Read (Demographics) (R4) USCDI

General Information
HTTP Method:
URL Template:
Supported OAuth 2.0 User Typ

Description

The FHIR Patient resou
about a person receivi

A non-patient user mu

Epic

Outgo
Interfa

Bluetooth® Generic Health Sensor Device Integration with MyChart

Description

What's New

To improve the IAS patient onboarding and app registration process and further simplify health information sharing with applications participating in TEFCA, MyChart Central now offers patients the ability to share information from all their linked organizations at once. Learn more about MyChart...

We've published new APIs that enable phone systems to file call analytics and transcripts into Epic. Check out the enhanced Telephony Integrations playbook.

- The peripheral must support reading the pairing code aloud for accessibility purposes.
- Health observation time stamps must be transmitted as either UTC or local time (with or without time zone / Daylight Saving Time offsets), not as tick counters.

GHS Control Point Behavior

After transmitting observations, the peripheral should remain connected until one of the following codes is received via the GHS Control Point characteristic:

Dev Journey: open.epic.com

- Found **FHIR-based Patient Demographics API** on open.epic
- Tested it safely in the **sandbox**
- Went live with my first connection at an Epic organization

My App Journey



Connection Hub

Live apps listed for discovery



open.epic.com

Build, test, and go live with Epic customers

Epic’s marketplace for discovery

Epic SHOWROOM

Search...

Supply Shop

With the Patient at ...

Products & Services

Cornerstone Partners

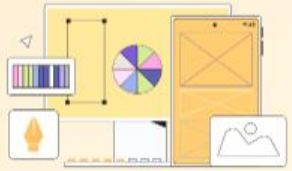


Supply Shop

Get by with a little help from your friends at Epic



With the Patient at the Heart



Products & Services

Explore products and services that work with Epic



Cornerstone Partners

Technologies that are integral to Epic software

For vendors, find ways to connect your product with Epic on open.epic.com →

Customers explore apps, services, and solutions

Contact Privacy Policy Vendor Services Frequently Asked Questions (FAQs)

Copyright © 2026 Epic Systems Corporation

Epic | EpicShare | Epic Research | Cosmos | MyChart | OPEN | UserWeb | SHOWROOM

Search...

Epic SHOWROOM

Zach Klein

Home | Supply Shop | With the Patient at the Heart | Products & Services | Cornerstone Partners

Visibility for apps & connections

Category Area

- Access & Revenue Cycle
- Acute & Inpatient Care
- Advancing Medicine
- Discovery
- ...port

- Alert Manager (3)
- Ambient Voice Recognition (36)
- Ambient Voice Recognition: Diagnosis-Aware Notes (3)
- Ambient Voice Recognition: Notes (9)
- Ambient Voice Recognition: Nursing Flowsheets (4)
- Ambient Voice Recognition: Orders (5)

Product Designation

- [x] Connection Hub
- [ ] Toolbox
- [ ] Works with Epic MyChart

Availability

Available | Under Construction

Product Type

- Backend Systems
- Clinician Staff
- Patients

Sort: Category (A-Z)

Search...

FILTER BY

Remove All × | Connection Hub ×

ACCESS & REVENUE CYCLE
Adonis Revenue Cycle Intelligence & Automation
by Adonis Technology, Inc

ACCESS & REVENUE CYCLE
ARC
by Boston Medical Data LLC

ACCESS & REVENUE CYCLE
Background Processor - Movi Medical Transport Platform
by Movi Healthcare

ACCESS & REVENUE CYCLE
CollectIQ
by Omega Healthcare

ACCESS & REVENUE CYCLE
ConnectIQ
by Omega Healthcare

ACCESS & REVENUE CYCLE
Genzeon One - Prior Authorization Integration
by Genzeon

ACCESS & REVENUE CYCLE
IKS Health EVE
by IKS Health

ACCESS & REVENUE CYCLE

Connection Hub

Standardized listings for customers to explore

Connection Hub

- Showroom listing designation for live apps
- Requires ≥1 **live Epic connection**
- $500 per app/year
- Provide your own app details and screenshots
- Gives customers a place to find solutions

Connection Hub Listing Tips



Highlight **outcomes & benefits**
(avoid unsupported superlatives)



Add **images**



Keep an **accurate list of APIs used**
(work with your tech team)

Dev Journey – Connection Hub

CONNECTION HUB



Website

HOSPITAL ROOM DECOR

Pillow Fort Concierge *by NextRoom Health*

Hospital Room Decor | Acute & Inpatient Care | Patient Engagement

14 Live Organizations | 7 Installing Organizations | Version available since 9/30/2025

Lets an admitted patient order a custom pillow-fort setup in their room, built by hospital volunteers, based on their mood that day. Needs patient demographics + admission status to trigger the request.

Pillow Fort Concierge transforms a hospital room into a personalized escape by letting admitted patients request a custom pillow fort built by hospital volunteers. Patients choose a theme based on their mood, hobbies, and interests, creating a cozy, imaginative space designed to bring comfort, creativity, and joy during their stay. By turning an ordinary hospital room into a magical retreat, Pillow Fort Concierge helps patients relax, express themselves, and feel more at home while healing.

Intended Purposes: Administrative Tasks, Individualized Plan of Care, Patient Joy Intended Users: Patient/Caregiver, Volunteer Staff, Clinical Team

Dev Journey – Connection Hub

CONNECTION HUB



Website

HOSPITAL ROOM DECOR

Pillow Fort Concierge *by NextRoom Health*

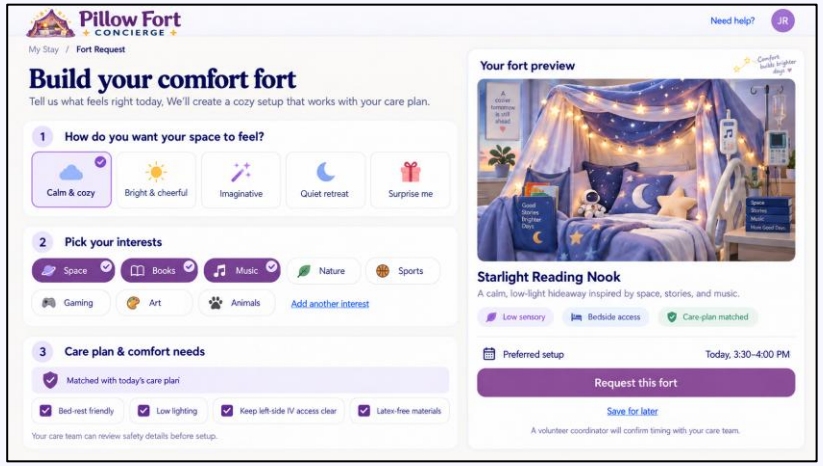
Hospital Room Decor | Acute & Inpatient Care | Patient Engagement

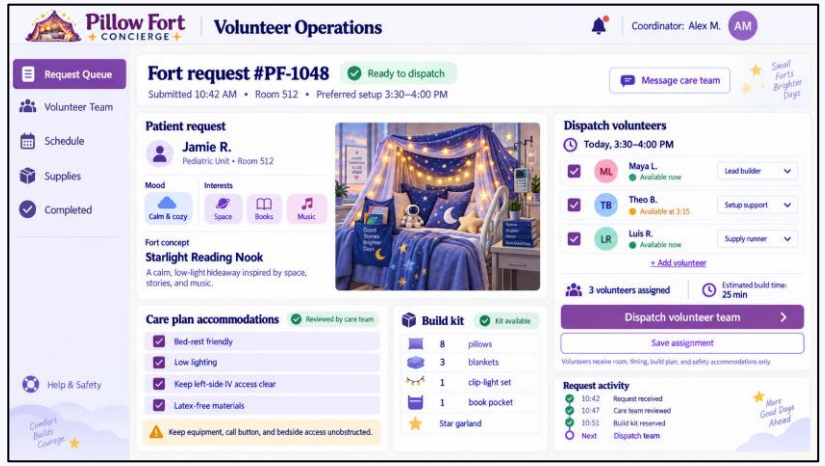
14 Live O

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Concierge helps patients relax, express themselves, and fee

Intended Purposes: Administrative Tasks, Individualized Plan of Care, P





Consumer Type

Patients, Clinician Staff, Hospital Volunteers

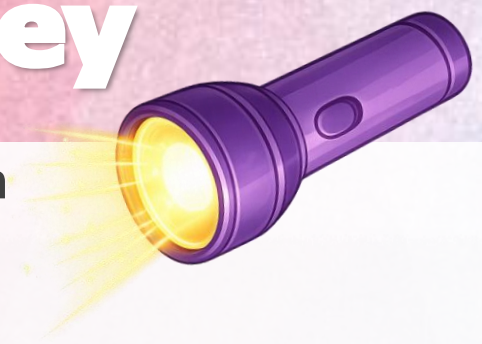
Incoming APIs Used

Patient.Read (Demographics) (R4) Encounter.Read (Patient Chart) (STU3)



Evolving My App

My App Journey



Technology Guidance Form

Be clear and detailed

Connection Hub

Live apps listed for discovery



open.epic.com

Build, test, and go live with Epic customers

Step-by-Step Developer Guide

Data Sharing Playbooks

API and Interface Specifications

Need Guidance or Access



Technology Guidance Form



Step-by-Step Developer Guide



Data Sharing Playbooks



API and Interface Specifications



Need Guidance or Access

Epic Technology Guidance

Legal Name of party seeking access

(Include Inc., LLC, Corp., etc.; if you are not representing an organization or are an independent contractor, list your full legal name.)

Principal business address

If you are not representing an organization, list your primary mailing address. Spell out the state.

Website (optional)

Corporate contact name

Corporate contact title (optional)

Corporate contact phone

Corporate contact email

This form will let you select specific technologies that you need access to. If you aren't sure where to start or want to research available technologies, check out the Data Sharing Playbooks and Specifications on open.epic.

Select technologies

Select the technologies you want to use to exchange data with an Epic customer. We will direct you to the right documentation based on your selection.

Search here to filter menu

Active Guidelines	Cash Management	Consent
AdverseEvent	CDS Hooks	Content Linking
AllergyIntolerance	Clinical Context Manager Integration	Credit Card and Bank Acc
Appointment, Schedule, Slot	Clinical Document Architecture (CDA)	Credit Card and Check Sca
Authentication and Single Sign-On (SSO)	Closing Referral Loop	CriteriaReview, ReviewColl
Batch Eligibility Query (BEQ)	Coding - Bidirectional	Cross-Community Access
Bidirectional Correspondence	Coding - Incoming Query and Response	Desktop Generic Authenti
CarePlan, Goal	Condition	Device

I need to request something not listed here

I found what I need - show me the documentation

Technology Guidance Form

Technology Guidance Form Tips and Best Practices

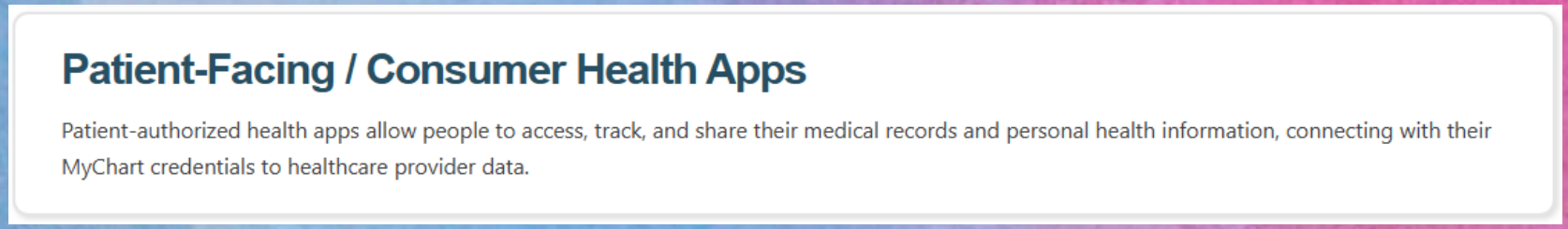
Investigate first	Check open.epic.com or FHIR.epic.com; technology may already be available.
Plan ahead	Reviews typically take 5-10 business days, so build that into your timeline.
Be detailed	Share what you've tried, what you found, and your end goal.

Dev Journey: Technology Guidance Form

Discovered **Vendor Services** via open.epic

Submitted a **Technology Guidance Form**

Matched with **a Patient Facing Data Sharing Playbook** + guidance to join **Vendor Services**



My App Journey

Technology Guidance Form

Be clear and detailed



Connection Hub

Live apps listed for discovery

Vendor Services

Documentation, testing, and support



open.epic.com

Build, test, and go live with Epic customers

Vendor Services – What Is It?

- **Website Tutorials & Testing Harnesses**
- **Troubleshooting Assistance**
- **Install Support from Epic Experts**
- **Access to Private Technologies**

Vendor Services Features & Benefits

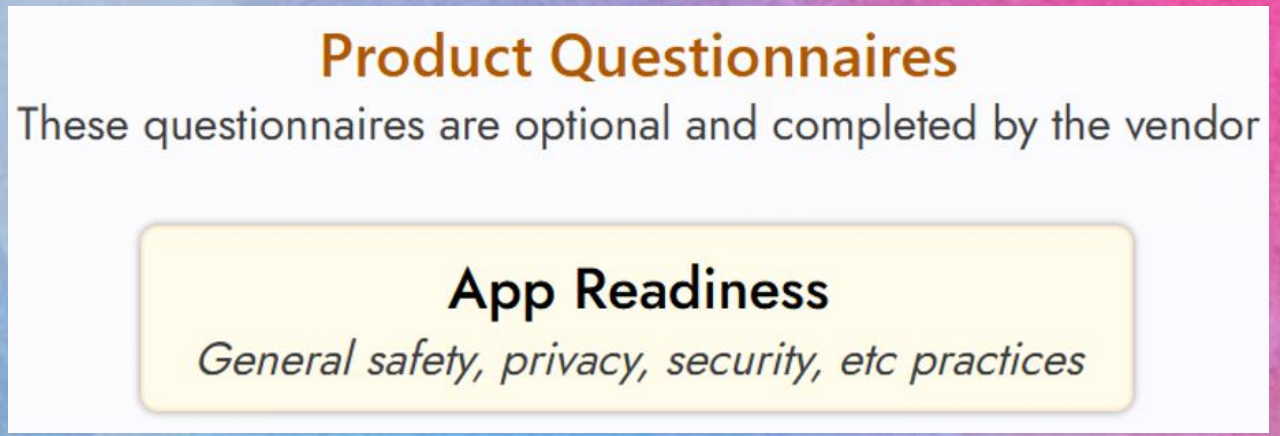
- Website Tutorials & Testing Harnesses
- Account Administration Support
- Marketing Review
- Data Exchange Guidance
- Sandbox & Customer Troubleshooting
- App Questionnaire Review
- Self Service Epic Private Technologies
- Self Service Toolbox Blueprints
- Collaborative Testing Assistance

App Readiness Questionnaire

Optional, but powerful

RFP-style questions for safety, privacy, and security practices

Appears as button at bottom of your Showroom listing

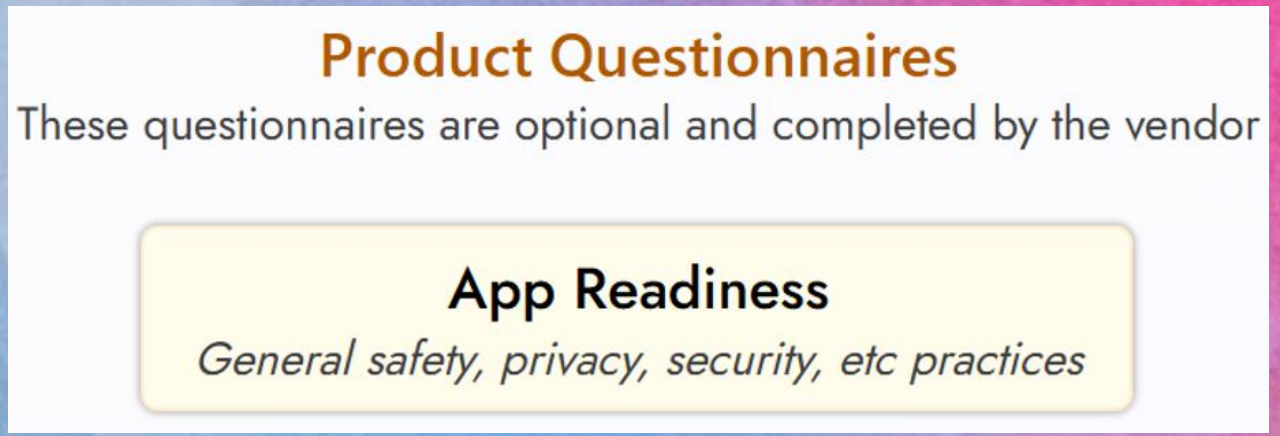


App Readiness Questionnaire

Optional, but powerful

RFP-style questions for safety, privacy, and security practices

Appears as button at bottom of your Showroom listing



Vendor Services Best Practices



Help us help you



Be descriptive



Leverage Sherlock
for technical issues



Vendor Services Best Practices



Help us help you



Be descriptive



Leverage Sherlock
for technical issues



Who To Reach Out To?

Public technology / FHIR questions?	open@epic.com
Vendor Services benefits, account, or documentation?	VendorServices@epic.com
Not in Vendor Services and have a technical question?	Submit a **Technology Guidance Form**
In Vendor Services and need technical help?	Create a **Sherlock Post**

Dev Journey – Vendor Services

Worked with **Vendor Services TS**

Tested app directly in **MyChart sandbox**

Reviewed & refined **App Readiness Questionnaire**

Provided **troubleshooting & basic install support**

My App Journey

Technology Guidance Form

Be clear and detailed

Connection Hub

Live apps listed for discovery

Vendor Services

Documentation, testing, and support



open.epic.com

Build, test, and go live with Epic customers

Toolbox

Blueprints for connections





Toolbox – What Is It?



Toolbox – What Is It?

- Blueprints = standard connection practices
- Leads to smoother implementations for customers
- Toolbox growth with new categories and apps



Toolbox – What Is It?

- Blueprints = standard connection practices
- Leads to smoother implementations for customers
- Toolbox growth with new categories and apps

Products

Contact Vendor Relations

For vendors, request a listing for your product.
Find ways to connect your product with open.epic.com.

Search By

Products | Blueprint Categories

Blueprints are Epic recommended connection practices for a product category.
Products that choose to collaborate with Epic to meet the Blueprint for their category can earn Toolbox designation.

Sort: Blueprint Categories (A-Z) **Availability:** Available | Under Construction

Search...

Access & Revenue Cycle

- Clinical Documentation Improvement →
- Electronic Payment Integrations →
- Encoder →
- Fully Autonomous Coding Integration →
- NoteReader CDI →
- Payer Medical Necessity Guideline Creation →

Acute & Inpatient Care

- Alert Manager →
- Bedside Dining →
- Bedside TV Hardware →
- Clinical Knowledge Set →
- Hospital Utilization Review Creation →
- In-Room Ambient Hardware →
- Infusion Pump Integration →
- Inpatient Care Plan Content →

Toolbox Benefits

App-Dedicated Epic TS

Dedicated Epic technical services representative

A familiar face through all stages of the product life-cycle

Option for onsite visits from your Epic representative



Epic SHOWROOM

TOOLBOX *OVERVIEW*

For third-parties, Toolbox is a way for vendors to work more closely with Epic on an eligible application. Products that are under development to follow Epic's recommended integration practices and technologies for a given category (Epic's *Blueprint*) can join the Toolbox program for access to the below benefits. Applications that meet all requirements are then eligible for Epic's Toolbox designation, which displays on Epic's Showroom website.

Epic created Toolbox to help healthcare organizations find products that use Epic's recommended technology and integration schema to streamline implementation and keep high-quality outcomes at the forefront of every product.

Toolbox consists of categories chosen by Epic based on feedback from customers and other industry research. Each category includes a *Blueprint*– a set of guidelines meant to reflect the recommended workflow and integration for Epic's customers. Toolbox guidelines are reevaluated yearly as the healthcare landscape and available technologies evolve.

While Toolbox has apparent value to customers and Epic, we recognize that it places additional responsibilities on vendors. We offer Toolbox's technical support services and product visibility features to ease this process and make the outcome worthwhile for all parties.

Benefits

App-Dedicated Epic TS

- Dedicated Epic technical services representative (TS) who will develop an intimate understanding of your product and category area.
- Option for onsite visits from your Epic representative to a mutual customer or to your corporate office.
- A familiar face through all stages of the product life-cycle, offering expert advice from early development to your latest install.

Development Support

- Pool of included hours for support services.
- Implementation guides, troubleshooting resources, and Blueprints updated as recommended practices change.
- Testing in Epic's full Sandbox environment to validate desired outcomes.

Product Visibility

- Toolbox designation on Showroom and Toolbox logo usage, following marketing guidelines.
- Host your app licensing agreement on our Showroom listing to efficiently complete contracting.
- Build trust with customers through your working relationship with Epic and adherence to Blueprint guidelines.

Install Support

- Robust install documentation and other resources.
- Dedicated TS ready to provide technical support and troubleshooting on installation.
- Collaboratively develop replicable integration models as you scale your customer base.

Toolbox Benefits

Development Support

Pool of included hours for support services

Implementation guides and troubleshooting resources

Collaborative testing to validate app's desired outcomes



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Toolbox Benefits

Product Visibility

Toolbox designation on Showroom

Facilitated license agreement to streamline contracting

Builds customers trust and confidence



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Toolbox Benefits

Install Support

Robust install documentation

Dedicated technical support during installation

Collaboratively develop replicable connection models



Epic SHOWROOM

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Dev Journey - Toolbox

TOOLBOX



Website

HOSPITAL ROOM DECOR

Pillow Fort Concierge *by NextRoom Health*

Version 2.5

Hospital Room Decor | Acute & Inpatient Care | Patient Engagement | Hospital Room of the Future | Mood Enhancement

281 Live Organizations | 28 Installing Organizations | Version available since 2/11/2026

163 Nominations

Ready to License?

Use Facilitated App Agreement

Ready to Set Up This Product in Your System?

Request Client IDs

Dev Journey - Toolbox

TOOLBOX



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App Journey

Technology Guidance Form

Be clear and detailed

Connection Hub

Live apps listed for discovery

Vendor Services

Documentation, testing, and support



open.epic.com

Build, test, and go live with Epic customers

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open.epic.com

Build, test, and go live with Epic customers

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Blueprints for connections

Customer Success



3,200+

live apps using open.epic web services

Q&A

OEC32

Wrap-Up: Putting It All Together

Form closes today at 5:00 PM

Wrap Up

Zach Klein | zach@epic.com

open.epic.com | open@epic.com

Vendor Services | VendorServices@epic.com

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