

Showing Up in Showroom

Paths and Programs Explained

Presenter



**Justin
Berezowitz**

Third Party Relations
Programs Lead

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

App Developers

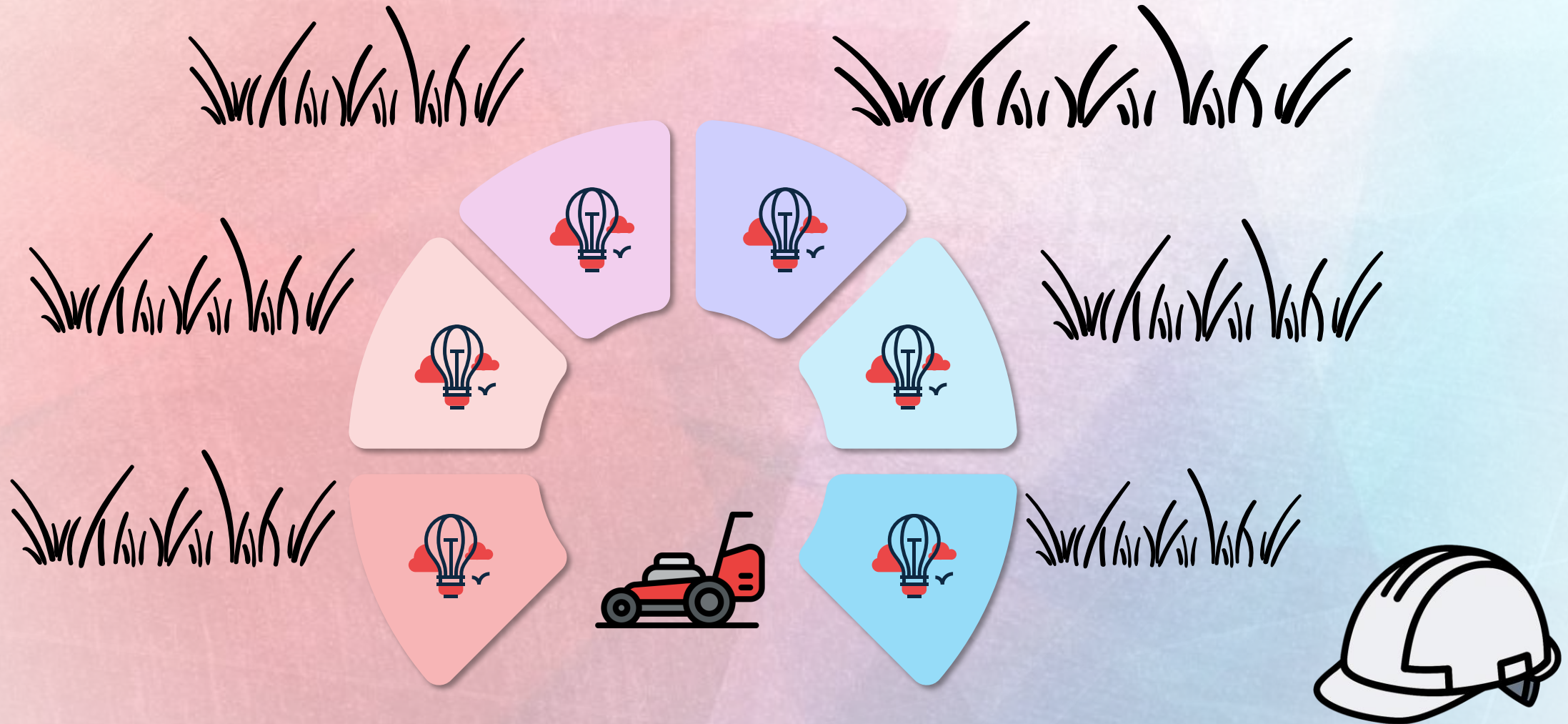
Customer Success

Epic's Paths & Programs





My App Journey





Self Service - No Charge



500+ FHIR APIs
for USCDI requirements and more



180+ standards-based interfaces
including HL7, DICOM, ASC X12, and more



150+ 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*



Frictionless Deployment
*USCDI v3 apps deploy automatically,
increasing patient choice*

Epic's Home for Data Sharing and Developer Tools

Innovation enabled through open standards



Patient directed access and sharing



Provider access to records for whole person care



Improved operations for higher quality, lower cost care



Data Sharing at Scale

 **8.05 billion**

annual patient records exchanged. 52.98% with non-Epic organizations



561 billion

annual interface transactions with standards-based interfaces



184 billion

annual web service transactions using Epic's publicly available APIs



2,229

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**

What's New



Open@Epic is a focused one-day conference for anyone looking to connect a healthcare app or service to providers using Epic software. Come learn about the free resources, technical paths, and programs available from Epic.



We've published new FHIR APIs in the Epic May 2025 release. The Observation (DICOM Image Characteristics) (R4) resource allows clients to read and file imaging metadata into the database, specifically CT Dose and Image Quality Category through codeable concepts, Calculated CT size-adjusted dose through component codes, and...





**Step-by-Step
Developer Guide**



**Data Sharing
Playbooks**



**API and Interface
Specifications**



**Need Guidance
or Access**

New: 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

New: Data Sharing Playbooks



**Step-by-Step
Developer Guide**



**Data Sharing
Playbooks**



**API and Interface
Specifications**



**Need Guidance
or Access**

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 Interface Specifications

Patient.Read (Demographic)

General Information

HTTP Method:

URL Template:

Supported OAuth 2.0 User Types: [i](#)

Description

The FHIR Patient resource describes information about a person receiving care.

A user or staff member accesses patient details, demographic details,

A MyChart user accessing this resource. Additionally, this FHIR resource returns patient IDs.

Additionally, if an Epic organization resource must be authorized.

When two patient records are merged, the source patient will return a 404 error.

Starting in Epic Version

Starting in Epic Version	New Features
May 2025	Patient FHIR resource has configuration addresses v
November 2024	Patient FHIR resource
May 2024	Patient FHIR resource <ul style="list-style-type: none">Legal SGenderTribal

- Legal S
- Gender
- Tribal



Outgoing Interface Specifications

Version: August 2025

Last Updated: July 31, 2025

For additional interface technical specifications, see the [API and Interface Specifications](#) document. Do not distribute this document.

To access the table of contents, use the [Table of Contents](#) link.

Bluetooth® Generic Health Sensor Device Integration with MyChart

Description

This specification outlines the expected behavior for Bluetooth® Personal Health Devices (PHDs) implementing the [Generic Health Sensor Profile](#) v1.0 to integrate with the MyChart mobile app.

This integration is available starting in the Epic May 2025 release for patients with an active health log for tracking health and fitness data assigned by their health system.

Requirements

- [Generic Health Sensor Service](#)
 - The peripheral device must support the Live Health Observations, GHS Control Point, and LE GATT Security Levels characteristics.
 - The peripheral device must declare support for Security Mode 1, Level 4 (LE Secure Connections) via the LE GATT Security Levels characteristic.
 - The Stored Health Observations and Record Access Control Point characteristics are currently unused by the MyChart app.
- [Device Information Service](#)
 - The peripheral device must declare a unique identifier via one of the following characteristics: Serial Number, System ID, or UDI for Medical Devices. The selected characteristic must require client authentication.
- [User Data Service](#)
 - The User Data Service must not be registered on the peripheral device and the device must only transmit observations for a single user.
- The [Reconnection Configuration Service](#) and [Battery Service](#) are currently unused by the MyChart app.
- The peripheral device must not initiate pairing / bonding with the client.
- 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:



Step-by-Step
Developer Guide



Data Sharing
Playbooks



API and Interface
Specifications



Need Guidance
or Access

Quick
to
Intro
Spec

What's New



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Merge.		Last updated: July 31, 2025	
Starting in Epic Version	New Feature	For additional interface technical specifications, see the API and Interface Specifications document. Do not distribute this document.	
May 2025	Patient FHIR has configuration addresses v	To access the table of contents, use the Table of Contents link in the top right corner of the document.	
November 2024	Patient FHIR		
May 2024	Patient FHIR <ul style="list-style-type: none">Legal SGenderTribal		
		<ul style="list-style-type: none">The peripheral device must support the Live Health Observations, GHS Control Point, and LE GATT Security Levels characteristics.The peripheral device must declare support for Security Mode 1, Level 4 (LE Secure Connections) via the LE GATT Security Levels characteristic.The Stored Health Observations and Record Access Control Point characteristics are currently unused by the MyChart app.Device Information Service<ul style="list-style-type: none">The peripheral device must declare a unique identifier via one of the following characteristics: Serial Number, System ID, or UDI for Medical Devices. The selected characteristic must require client authentication.User Data Service<ul style="list-style-type: none">The User Data Service must not be registered on the peripheral device and the device must only transmit observations for a single user.The Reconnection Configuration Service and Battery Service are currently unused by the MyChart app.The peripheral device must not initiate pairing / bonding with the client.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 <p>After transmitting observations, the peripheral should remain connected until one of the following codes is received via the GHS Control Point characteristic:</p>	

Dev Journey - open.epic.com



Found **FHIR-based Patient Demographics API** on open.epic



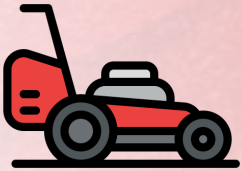
Tested it safely in the **sandbox**



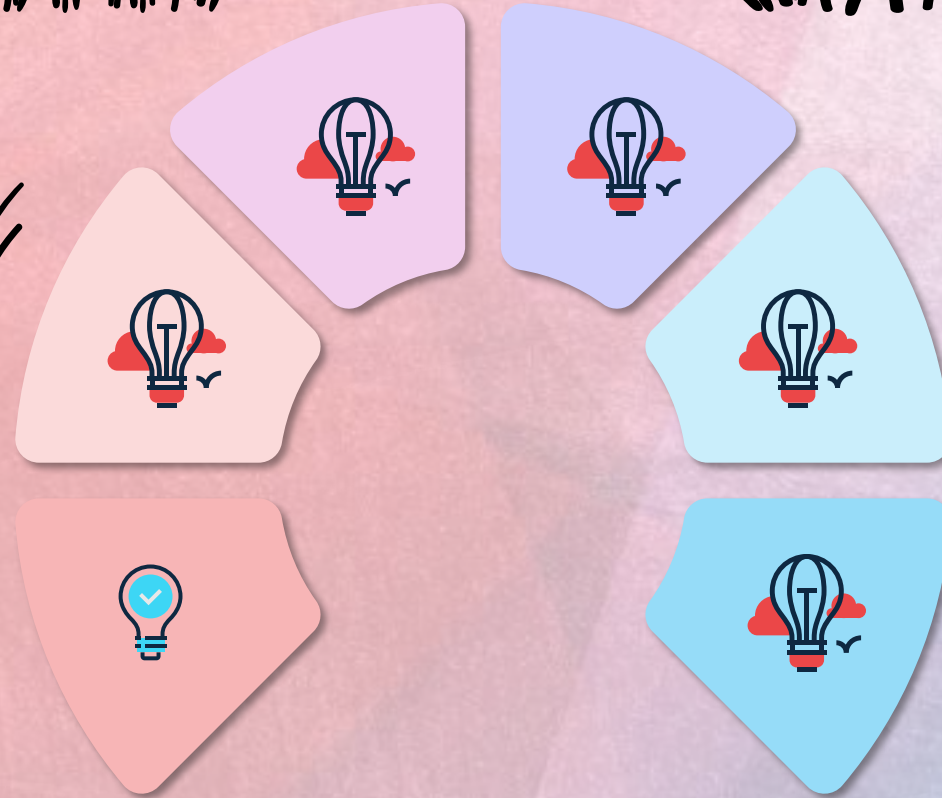
Went live with my first connection at an Epic organization



My App Journey



open.epic.com





Epic SHOWROOM



Epic's marketplace
for discovery

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 →

Join us at the [Open@Epic conference](#).



Customers explore
apps, services, and
solutions

Search...



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Products

For vendors, [request a listing](#) for your product.
 Find ways to connect your product with [open.epic.com](#).



Visibility for apps & connections

Search By

Products

Blueprint Categories

Category Area

- ☐ Access & Revenue Cycle
- ☐ Acute & Inpatient Care
- ☐ Advancing Medicine
- ☐ Analytics, Insights, & Discovery
- ☐ Clinical Decision Support

Categories

Search categories...

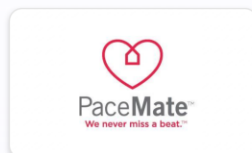
- Alert Manager (3)
- Ambient Voice Recognition (32)
- Ambulatory Cardiac Monitoring Integration (5)
- Automated Prescription Filling System (APFS) (1)
- Bedside Entertainment (1)
- Bedside TV Hardware (3)
- Bedside TV Video Visits (1)

Product Designation

- ☐ Connection Hub
- ☐ Toolbox / Workshop

Sort: Category (A-Z)

Search...



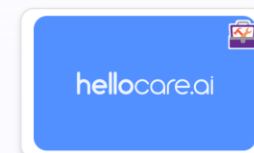
AMBULATORY CARDIAC
 MONITORING...
PaceMate LIVE -
SMART on FHIR EHR
Launch
by Pacemate, LLC



AMBULATORY CARDIAC
 MONITORING...
Rhythm360



AUTOMATED
 PRESCRIPTION FILLIN...
adherent360
by Adherent360



BEDSIDE TV
 HARDWARE
hellocare.ai
by Solaborate Inc.



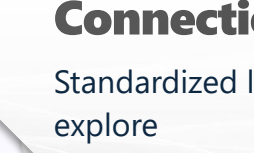
BEDSIDE TV
 HARDWARE
LincTV
by Lincata, Inc



BEDSIDE TV
 HARDWARE
PDi TVs
by PDi Communication Systems, Inc.



BILL PAY
Basys Electronic
Payment Integration
App
by Basys Processing Inc.

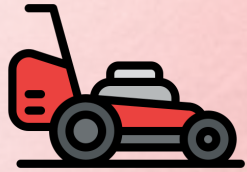


BILL PAY
Eckoh TokenSync
by Eckoh LLC

Connection Hub & Toolbox

Standardized listings for customers to explore

My App Journey



Showroom

open.epic.com



Connection Hub



Showroom listing designation for live apps



Requires ≥ 1 **live Epic connection**



\$500 per app/year



Provide your own app details and screenshots



Purpose: 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

INPATIENT MOWING SERVICE

EasyYard

Version 1.0

★ Patient Experience

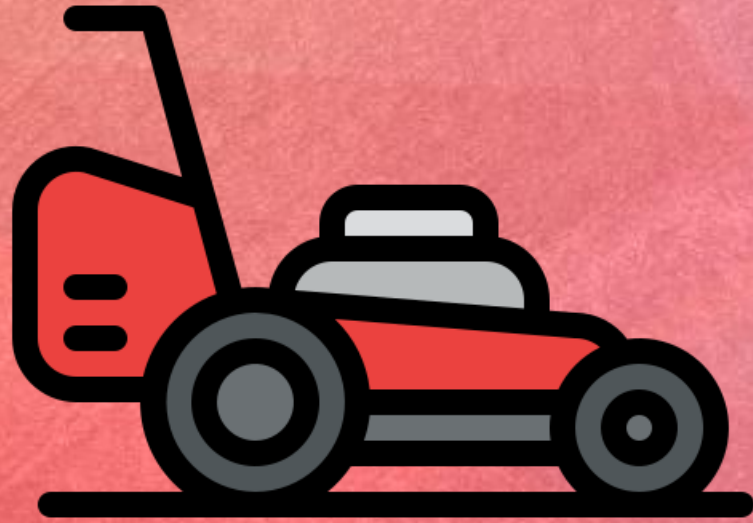
Outdoor Services

Scheduling

EasyYard connects hospital patients with trusted lawn care professionals, making it simple to arrange yard maintenance during a hospital stay. By integrating directly with hospital admissions, EasyYard ensures peace of mind for patients and families—taking care of the yard while the hospital takes care of health.

Patients or their families can quickly select a mowing date, set service preferences, and get automatic updates through the hospital's patient portal. EasyYard partners with a vetted network of local lawn care providers, ensuring reliability and quality service without the need for calls or extra coordination. With flexible scheduling and secure integration, it's one less thing to worry about during a hospital stay.

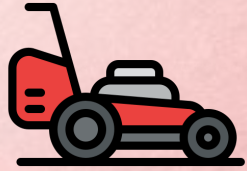




Evolving My App



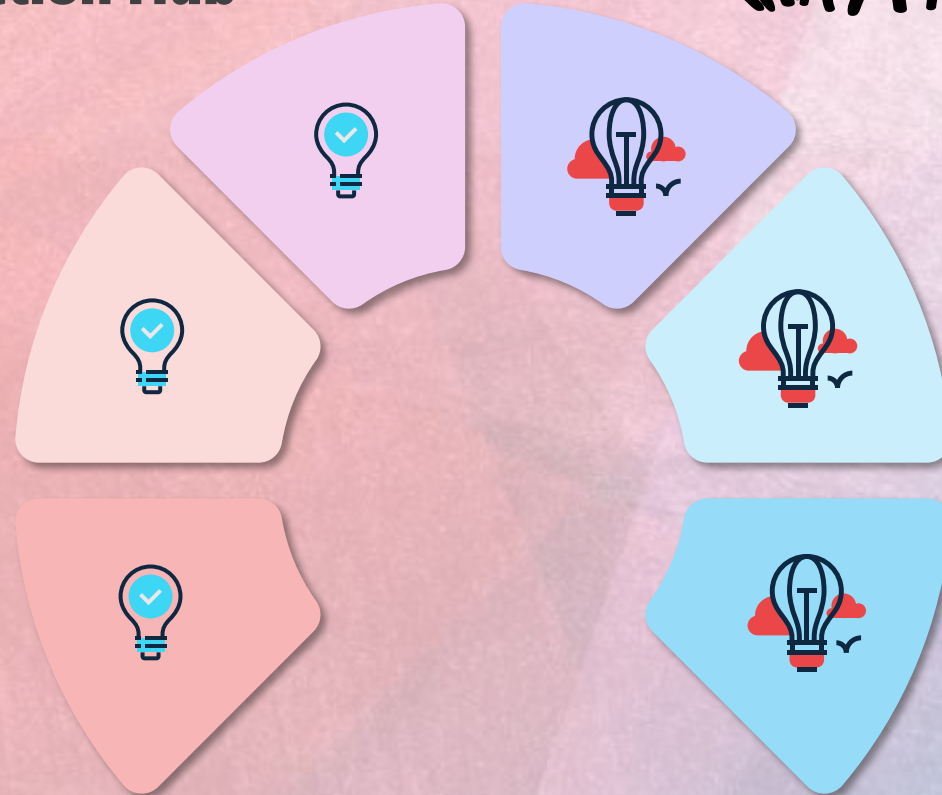
My App Journey



Connection Hub

Showroom

open.epic.com





**Step-by-Step
Developer Guide**



**Data Sharing
Playbooks**



**API and Interface
Specifications**



**Need Guidance
or Access**



Technology Guidance Form

Technology Guidance Form

Tips and Best Practices

Investigate first

Check open.epic.com or [FHIR.epic.com](https://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.

Customer context

If you're working with a specific customer, note that as it may help with investigation.

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**

Patient-Facing / Consumer Health Apps

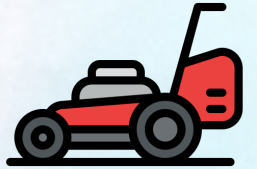
Patient-authorized health apps allow people to access, track, and share their medical records and personal health information, connecting with their MyChart credentials to healthcare provider data.



My App Journey

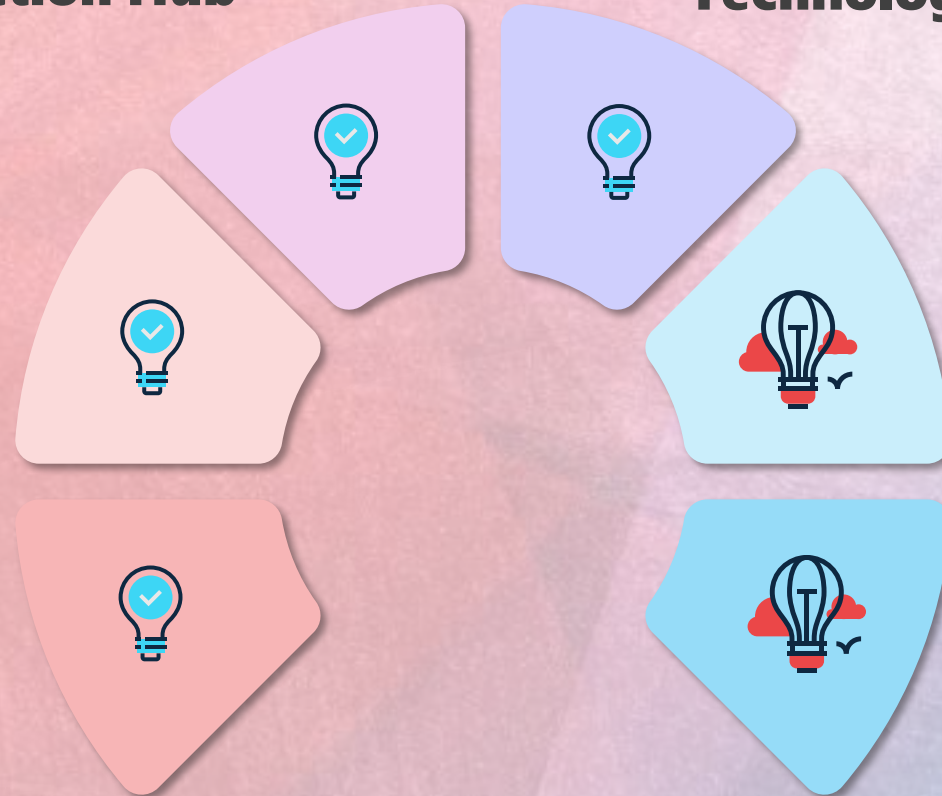
Connection Hub

Technology Guidance Form



Showroom

open.epic.com



Vendor Services – What Is It?



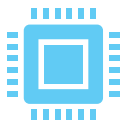
Website Tutorials & Testing Harnesses



Troubleshooting Assistance



Install Support from Epic Experts



Access to Private Technologies

Vendor Services Features & Benefits



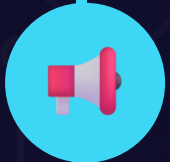
Website Tutorials &
Testing Harnesses



Account
Administration Support



App Activation



Marketing Review



Data Sharing
Design Support



Sandbox
Troubleshooting



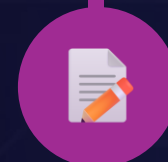
App Questionnaire
Review



Customer
Install Support



Self Service ★
Epic Private Technologies



Self Service ★
Toolbox Blueprints



Enhanced ★
Sandbox Workflows



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

Product Questionnaires

These questionnaires are optional and completed by the vendor

App Readiness

General safety, privacy, security, etc practices

Vendor Services Best Practices



You get out what you
put in



Be descriptive
“help us help you”



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](mailto: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

Reviewed my **Technology Design** with Vendor Services

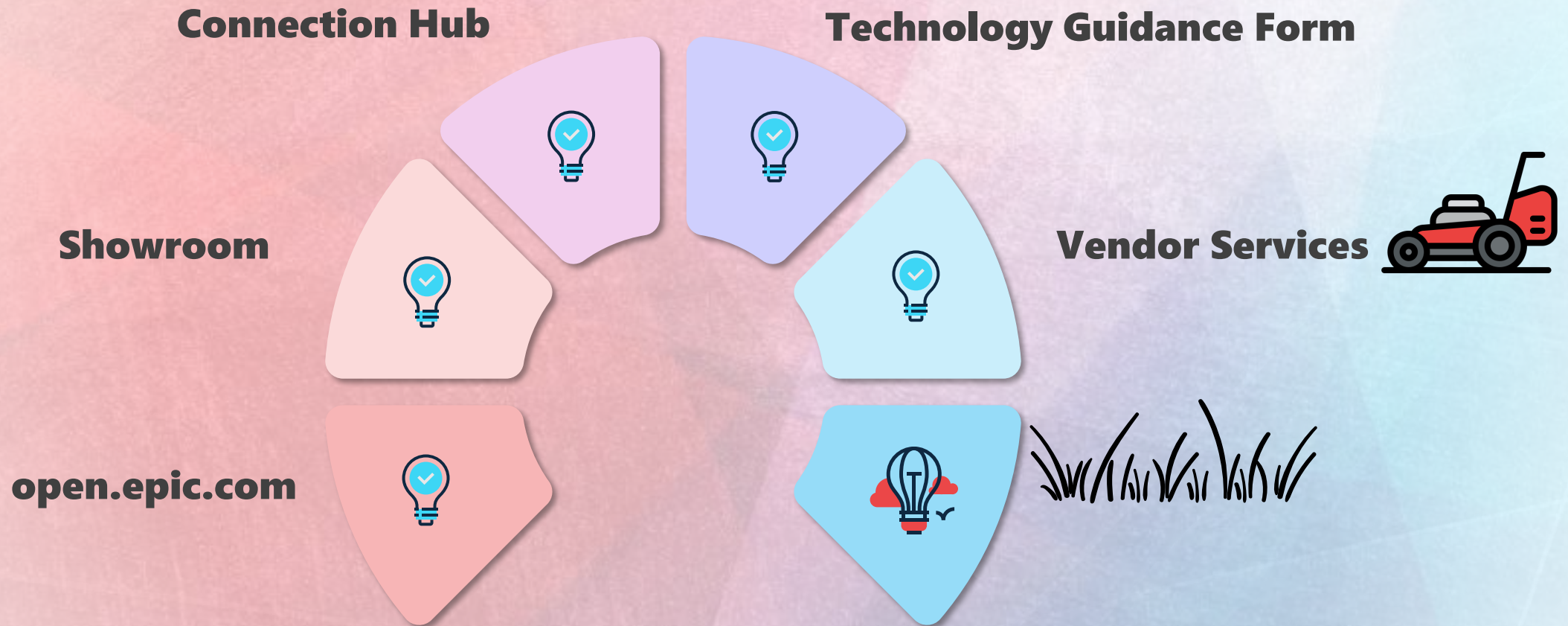
Tested app directly in **MyChart sandbox**

Got feedback on my **Connection Hub listing**

Reviewed & refined **App Readiness Questionnaire**



My App Journey





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

Search...

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Products

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

 [Fully Autonomous Coding Integration](#) → [Payer Medical Necessity Guideline Creation](#) →

Acute & Inpatient Care

 [Alert Manager](#) → [Bedside Dining](#) → [Bedside TV Hardware](#) → [Clinical Knowledge Set](#) → [Hospital Utilization Review Creation](#) → [Inpatient Virtual Care](#) → [Procedural Consent Content Import](#) → [Waveform Visualization](#) →

Continuing Care & Home Health

 [Community Resource Network \(CRN\)](#) → [Home Dialysis](#) → [Remote Patient Monitoring with Devices](#) →

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.



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.



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.



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.

Development Support

Product Visibility

Install Support

Toolbox Benefits

Development Support



Pool of included hours for support services



Implementation guides and troubleshooting resources



Testing in Epic's full Sandbox environment

Epic
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Toolbox designation on Showroom



Facilitated license agreement to streamline contracting



Builds customers trust and confidence

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Testing in Epic's full Sandbox environment to validate desired outcomes.

Product Visibility

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Install Support

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Collaboratively develop replicable integration models as you scale your customer base.

Toolbox Benefits

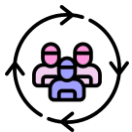
Install Support



Robust install documentation



Dedicated technical support during installation



Collaboratively develop replicable connection models

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Dev Journey - Toolbox

 **TOOLBOX**



 Website

INPATIENT MOWING SERVICE

EasyYard

Version 1.0

★ Patient Experience Outdoor Services Scheduling

Ready to License?

Use Facilitated App Agreement

Ready to Set Up This Product in Your System?

Request Client IDs



App Journey

Connection Hub

Live apps listed for discovery

Technology Guidance Form

Be clear and detailed

Showroom

Visibility to the Epic community

Vendor Services

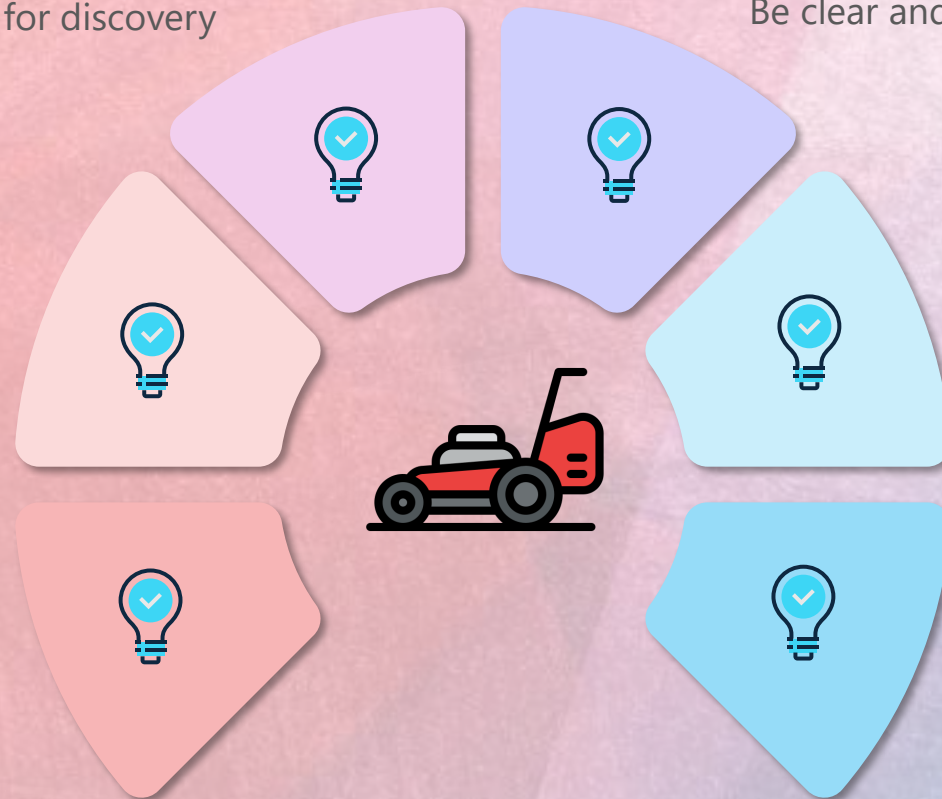
Documentation, testing, and support

open.epic.com

Build, test, and go live with Epic customers

Toolbox

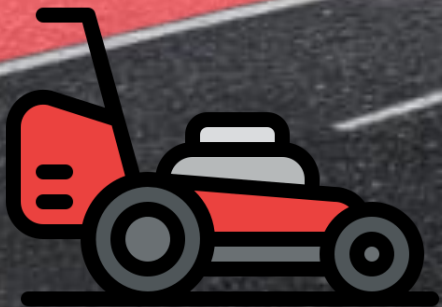
Blueprints for connections



Customer Success

2,200+

live apps using
open.epic web
services



Wrap Up

Justin Berezowitz | jberezow@epic.com

open.epic.com | open@epic.com

Vendor Services | VendorServices@epic.com

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After Visit Summary, ASAP, Aura, Beacon, Beaker, Beans, BedTime, Best Care Choices for My Patient, Bones, Break-the-Glass, Buggy, Caboodle, Cadence, Canto, Care Everywhere, Charge Router, Cheers, Chronicles, Clarity, Cogito ergo sum, Cohort, Comfort, Community Connect, Compass Rose, Cosmos, Cosnome, Cupid, Discovery, Epic, EpicCare, EpicCare Link, Epicenter, EpicShare, EpicWeb, Epic Earth, Epic Nexus, Epic Research, Garden Plot, Grand Central, Haiku, Happy Together, Healthy Planet, Hello World, Hey Epic!, Hyperdrive, Hyperspace, Kaleidoscope, Kit, Limerick, Lucy, Lumens, MyChart, Nebula, OpTime, Phoenix, Powered by Epic, Prelude, Radar, Radiant, Resolute, Revenue Guardian, Rover, Share Everywhere, SmartForms, Sonnet, Stork, System Pulse, Tapestry, Trove, Welcome, Willow, Wisdom, With the Patient at Heart, and WorldWise are registered trademarks, trademarks, or service marks of Epic Systems Corporation in the United States of America and/or other countries. Other company, product, and service names referenced herein may be trademarks or service marks of their respective owners. Patents Notice: www.epic.com/patents.