

INTEGRATION AND PARTNER FRIENDLY

Flexible, secure connections to the systems you already use

dialog
health



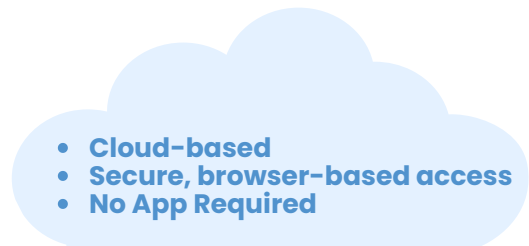
API

REST & SOAP APIs
Bidirectional data exchange
Import patient, staff, & appointment data
Manage subscriptions and trigger messages
And retrieve message results

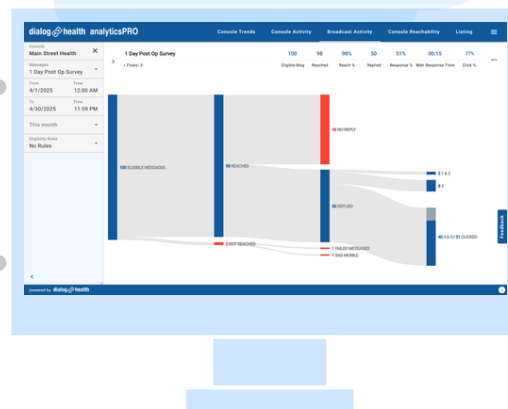


HL7

SIU & ADT message support
Multiple HL7 versions supported
Transport via sFTP or TCP/IP



- Cloud-based
- Secure, browser-based access
- No App Required



CSV

Secure delivery via sFTP
Secure controlled UI upload
Scheduled or on-demand data import
Patient, staff & appt data supported



ADDITIONAL INTEGRATIONS

Hosted web forms
Custom integrations available for specific systems or architectures

We integrate with the systems you already use



INTEGRATION FAQs

Secure, scalable interoperability that enhances your existing systems.



What is Dialog Health? -We are a HIPAA-compliant, SMS-first patient, employee, and caregiver engagement platform built for healthcare organizations, enabling two-way texting, automated campaigns, ad-hoc, and API-driven messaging workflows. With a suite of engagement tools on one easy-to-use platform, we help you connect, automate, and analyze for better patient and staff communication and stronger business results.

Is Dialog Health HIPAA and SOC 2 compliant? - Yes. Dialog Health is HIPAA-compliant and SOC 2 Type II certified, with security and privacy controls designed to protect PHI and support enterprise healthcare environments. Compliance documentation is available upon request.

How do users access the platform and authenticate?

Dialog Health is cloud-based and can be accessed via the most recent versions of the four major web browsers: Chrome, Safari, Edge, or Firefox. Edge or Chrome are recommended for optimal performance and experience. Multi-factor authentication (MFA) is supported via email or RCS/SMS, and single sign-on (SSO) via Microsoft Entra ID is currently in development.

What HL7 message types and trigger events are supported? - Dialog Health supports HL7 SIU and ADT messages commonly used for scheduling and patient demographic workflows. Supported trigger events include:

- SIU: S12, S14, S15
- ADT: A04, A08, A28, A31

Multiple HL7 versions are supported, with transport available via sFTP or TCP/IP depending on client preference and environment. Client-specific field mappings are supported based on source system structure and workflow requirements.

What data formats are supported for API integrations? - Dialog Health APIs support JSON and XML data formats, depending on the specific API endpoint. Both REST and SOAP APIs are available and delivered over secure HTTPS. API authentication is handled using Basic Authentication.

Can Dialog Health support custom integrations? - Yes. Dialog Health supports custom integrations for specific workflows, systems, or architectures. Additional scoping, implementation effort, and fees may apply depending on requirements.