

MOTIONMD END-TO-END INTEGRATION FLOW

1. Introduction

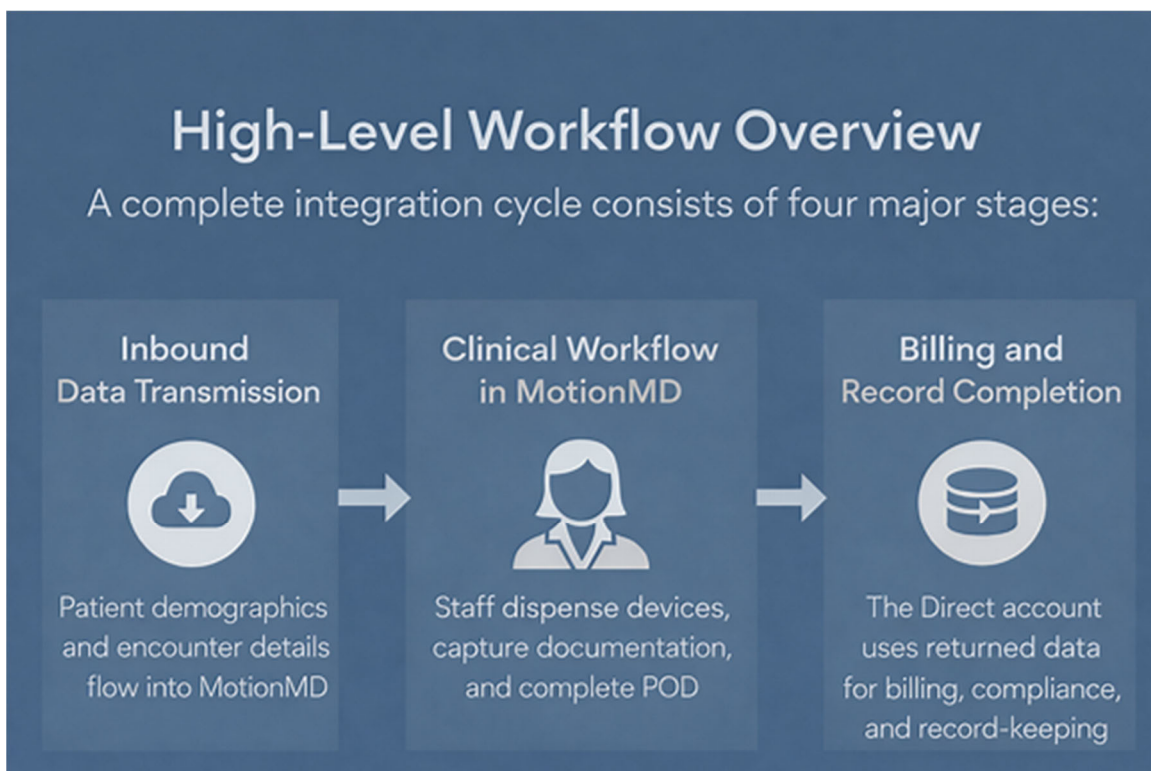
The end-to-end integration flow describes how data moves between an account system and **MotionMD** throughout the entire DME workflow. This includes both **inbound** (data coming into **MotionMD**) and **outbound** (data sent back to the account) processes.

Together, these integrations create a seamless, automated exchange that supports patient intake, device dispensing, documentation, and billing.

2. High-Level Workflow Overview

The complete integration cycle consists of four stages; however, not all stages are configured for every account. Each integration may implement different combinations of these stages and processes based on each account’s specific setup and operational requirements.

1. **Inbound Data Transmission** – Patient demographics and encounter details flow into **MotionMD**.
2. **Clinical Workflow in MotionMD** – Staff dispense devices, capture documentation, and complete POD (Proof of Delivery) or AOB (Assignment of Benefits).
3. **Outbound Data Transmission** – **MotionMD** sends POD/AOB and supporting documentation back to the account EMR.
4. **Billing and Record Completion** – The account uses returned data for billing, compliance, and record-keeping.



3. Step-by-Step End-to-End Flow

3.1: Inbound Data Transmission

The workflow begins when the account’s EMR transmits patient and encounter information to **MotionMD**. This typically includes:

Inbound data may include:	Supported outbound methods:
Patient demographics	HL7 (ORU, MDM)
Insurance details	API
Encounter/visit information	SFTP (PDF or structured files)
Ordering provider	

MotionMD validates and maps this data, then creates or updates the patient and encounter records in MotionMD.

3.2: Clinical Workflow in MotionMD

Once the inbound data is available, **MotionMD** users can:

- Locate the patient and encounter
- Select and dispense the appropriate DME device
- Capture required documentation (clinical notes, justification, etc.)
- Obtain the patient’s signature for Proof of Delivery (POD) and Assignment of Benefits (AOB)

This step completes the clinical and operational portion of the workflow.

3.3: MotionMD Generates Proof of Delivery

After the device is dispensed, **MotionMD** automatically generates a POD/AOB that includes:

- Patient signature
- Device details (HCPCS, SKU, description)
- Delivery date and time
- Associated encounter information

The POD/AOB is stored in **MotionMD** and prepared for outbound transmission.

3.4 : Outbound Data Transmission back to EMR

If the account is configured for outbound integration, **MotionMD** sends the POD and related documentation back to the customer.

Outbound data may include:	Supported outbound methods:
Signed POD (PDF or structured data)	HL7 (ORU, MDM)
Device and delivery details	API
Documentation required for billing	SFTP (PDF or structured files)
Encounter metadata	

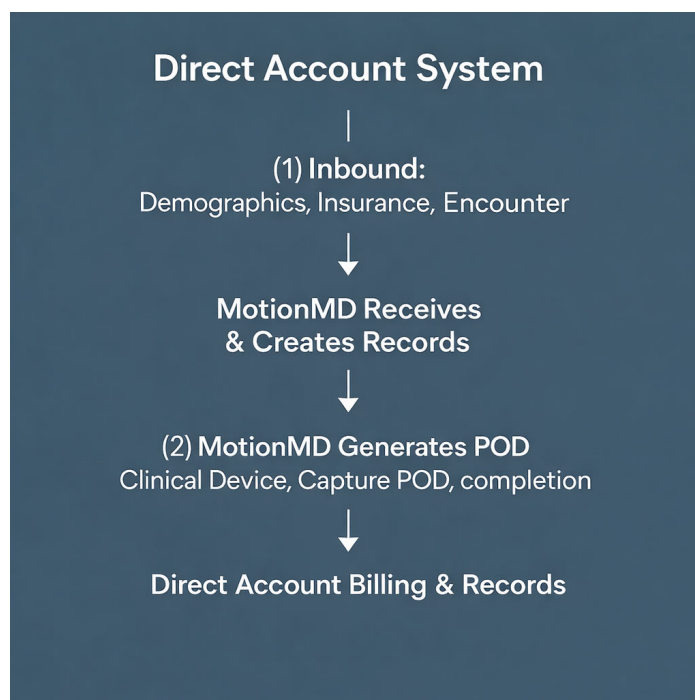
3.5 : Account Billing and Record Completion

Once the outbound data is received, the account can:

- Attach POD/AOB to the patient’s medical record
- Initiate or complete billing
- Validate compliance documentation
- Maintain audit-ready records

This closes the integration loop.

4. End-to-End Data Flow Diagram



5. Key Integration Requirements

To support the full end-to-end flow, the account must:

- Provide inbound data in a supported format
- Configure **MotionMD** for outbound transmission
- Supply endpoints for HL7, API, or SFTP
- Participate in integration testing

Without outbound configuration, **MotionMD** cannot return POD/AOB or documentation.

6. Benefits of End-to-End Integration

A complete integration cycle provides:

- **Automation:** Eliminates manual data entry and document handling.
- **Accuracy:** Ensures consistent patient and encounter data.
- **Efficiency:** Reduces administrative workload.
- **Compliance:** Ensures POD/AOB and documentation are properly stored.
- **Visibility:** Gives the account real-time insight into device delivery.

7. Summary




The end-to-end integration flow connects the entire DME workflow—from patient intake to device delivery to billing—through automated data exchange between **MotionMD** and accounts. Inbound integration brings patient data into **MotionMD**, while outbound integration returns POD/AOB and documentation back to the customer. Together, they create a seamless, efficient, and compliant workflow.

8. Glossary

- **Inbound Integration:** Data sent into **MotionMD**.
- **Outbound Integration:** Data sent from **MotionMD** back to the customer.
- **POD (Proof of Delivery):** Signed documentation confirming device delivery.
- **HL7:** Healthcare data exchange standard.
- **SFTP:** Secure File Transfer Protocol.
- **API:** Application Programming Interface.

9. Troubleshooting and Support

Below is a chart of possible scenarios where the integration process may be disrupted. Please contact MotionMD Support to open a ticket if integration issues are affecting multiple patients or appear to be system-wide.

 <h3>Integration Data and Access Issues</h3> <ul style="list-style-type: none">• Missing or incomplete inbound demographics• Incorrect patient matching• Outbound POD not transmitting• Outbound delivery details incomplete• User cannot log in• Missing permissions• Clinic not visible	 <h3>Configuration and Mapping Issues</h3> <ul style="list-style-type: none">• Incorrect clinic or provider mapping• Device catalog mismatches• HL7 segment formatting errors• API authentication failures• SFTP folder structure changes• Slow load times• Record creation failures• File processing delays	 <h3>Clinical Workflow and Billing Issues</h3> <ul style="list-style-type: none">• POD not completed• Device not linked to encounter• Duplicate encounters• Missing required documentation• POD not received by Direct account• Incorrect billing codes• Duplicate billing records
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