

What Each Practice Needs Before Go-Live

1. Athena Configuration Keys (set via 19Labs Deployment Management System)

The GALE device config must include an Athena JSON block with these fields:

Athena Integration Configuration

Config Key	Description	Who Provides It
practiceId	The practice's Athena practice ID	Athena / Practice
departmentId	The department ID for patient searches and document uploads	Practice (from Athena admin)
appointmentTypeId	The appointment type to use for walk-in appointments (e.g., Telemedicine, GALE-Telemedicine)	Practice (must create/identify this in Athena)
clientId	OAuth2 client ID for 3-leg auth (user login)	19Labs (from Athena Developer Portal)
clientSecret	OAuth2 client secret for 3-leg auth	19Labs (from Athena Developer Portal)
twoWayId	OAuth2 client ID for 2-leg auth (service calls)	19Labs (from Athena Developer Portal)
twoWaySecret	OAuth2 client secret for 2-leg auth	19Labs (from Athena Developer Portal)

2. Athena-Side Setup the Practice Must Complete

- **Appointment Type:** The practice must have (or create) an appointment type for GALE walk-in visits. The ID must be provided and configured on DMS. If appointmentTypeId is blank, check-in will fail at step 1 with "No appointment type configured."
- **Provider Accounts:** Each GALE operator (nurse) must have an Athena user account with a providerusername that matches their login. The code matches the logged-in user's anetUser against providerusername from GET /providers to resolve providerId. If no match is found, check-in fails with "No provider found for logged-in user." The provider MUST show on the list of providers on the Athena backend.
- **Department Configuration:** The departmentId is used for patient search filtering, document uploads, and check-in. The practice must identify which department these GALE visits should be associated with.
- **Encounter Reasons:** The practice should have encounter reasons configured in Athena (via GET /configuration/encounterreasons). If none exist, the encounter reason dialogue silently dismisses

after check-in — this is handled gracefully, but the practice may want reasons configured for proper clinical documentation.

3. What the Practice Should Know About the Workflow

- GALE creates walk-in appointments (open slots) at the current date/time — it does not book into pre-scheduled slots
- Check-in happens automatically during the appointment creation flow (create → book → check-in → encounter)
- Checkout happens automatically when the encounter ends, or the operator logs out (clearSession() / clearState() both call checkoutAppointment())
- Vitals, images (otoscope/exam camera), and clinical notes are uploaded to the encounter
- Clinical notes go into Review of Systems (PUT /reviewofsystems)
- The practice's vitals configuration (GET /chart/configuration/vitals) determines what units/fields are supported — GALE adapts to it automatically

4. Production vs. Preview

- The environment is determined by the build variant (prd flavor → production API at api.platform.athenahealth.com, everything else → preview at api.preview.platform.athenahealth.com).
- The practice needs to be aware that:
 - Preview/staging testing uses sandbox credentials
 - Production requires separate OAuth credentials provisioned through Athena's marketplace approval process

5. Testing requirements

- A GALE Telemedicine kit and tablet for testing
- Someone with credentials who can log into Athena
- A test patient
- 1h to review test cases and discuss requirements