API Usage Restrictions

Usage of the API has some specific restrictions to avoid performance issues in client databases.

- Please restrict the frequency and nature of application calls to the API in accordance with the following conditions:
- This is the official list of call for the limits. All other calls are considered Low Impact.

**Peak Hours: The hours between 6:00 AM (Mountain Time) and 6:00 PM (Mountain Time), Monday through Friday.

Tier 1 - High Impact Calls

- During Peak Hours, no more than one (1) call per minute per office key
- All other times, no more than 60 application calls per minute per office key
- Examples of "High Impact Calls" include, but are not limited to; GETUPDATEDVISITS, GETUPDATEDPATIENTS

Tier 2 - Medium Impact Calls

- During Peak Hours, no more than 12 application call per minute per office key
- All other times, no more than 120 application call per minute per office key
- Examples of "Medium Impact Call" include, but are not limited to; SAVECHARGES, GETDEMOGRAPHIC, GETDATEVISITS, UPDVISITWITHNEWCHARGES, GETTXHISTORY, GETAPPTS, GETPAYMENTDETAILDATA

Tier 3 - Low Impact Calls

- During Peak Hours, no more than 24 application calls per minute per office key
- All other times, no more than 120 application call per minute per office key
- Examples of "Low Impact Call" include, but are not limited to; all "LOOKUP" API's.