Phase 7: Integration & External Access

Named Credentials:
Healthcare: Securely store authentication for connecting to lab systems or pharmacy APIs.
Donation: Manage payment gateway authentication for donation processing. Named Credentials simplify callouts by handling endpoints and authentication in one configuration, reducing hardcoding and improving security.

External Services:
Healthcare: Integrate external diagnostic systems via schema-driven APIs for lab result submissions.
Donation: Connect external fundraising apps to process donations. External Services allow declarative access to APIs through Flow without custom Apex.

Web Services (REST/SOAP):
Healthcare: REST APIs fetch patient records, SOAP integrates with legacy hospital systems.
Donation: REST APIs connect with donor portals; SOAP syncs with financial systems. Salesforce supports both, enabling flexible system interoperability.

Callouts:
Healthcare: Perform callouts to external pharmacy databases for drug availability.
Donation: Make callouts to financial institutions to verify large donations. Callouts allow Salesforce to communicate with external systems in real-time.

Platform Events:
Healthcare: Notify care teams instantly about patient emergencies.
Donation: Trigger real-time alerts when a major donation is pledged. Platform Events enable pub-sub architecture, ensuring event-driven communication across systems.

Change Data Capture (CDC):
Healthcare: Capture patient record changes (diagnosis updates) for downstream systems.
Donation: Stream donation updates to analytics tools in real time. CDC publishes record changes as events, improving integration and data accuracy.

Salesforce Connect:

Healthcare: Access external EHR (Electronic Health Record) systems without storing data in Salesforce.

Donation: View external donor registry data in real time. Salesforce Connect provides virtual objects, enabling seamless integration with external data sources.

API Limits:

Healthcare: Monitor API usage to prevent overuse during patient data sync.

Donation: Ensure bulk donation imports respect limits. API limits protect Salesforce performance, requiring optimization of integrations and batching strategies.

OAuth & Authentication:

Healthcare: Use OAuth for secure patient data sharing with third-party apps.

Donation: Authenticate fundraising portals securely with Salesforce. OAuth ensures secure token-based access, protecting sensitive healthcare and donor data.

Remote Site Settings:

Healthcare: Allow Salesforce to communicate with trusted external lab or insurance systems.

Donation: Enable callouts to payment processors or donor portals. Remote Site Settings whitelist external endpoints, ensuring only approved integrations can interact with Salesforce.