

# Project: Health Prescription & Appointment Management System

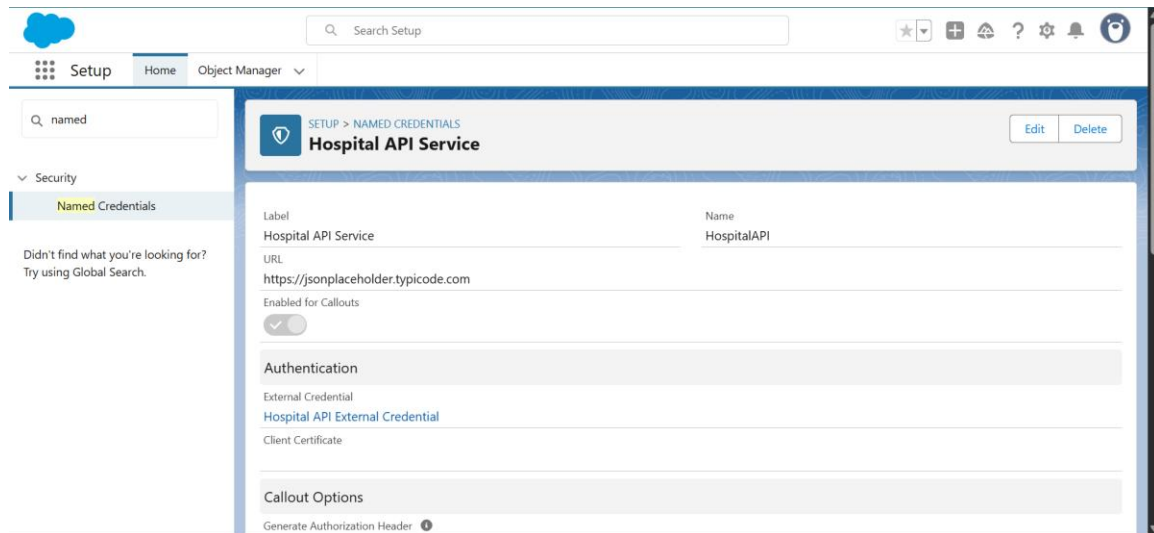
## Phase 7: Integration & External Access

### Purpose:

This phase establishes secure and scalable integration between Salesforce and external healthcare systems. It covers all the tools and features Salesforce provides for connecting with pharmacies, hospitals, and telemedicine platforms.

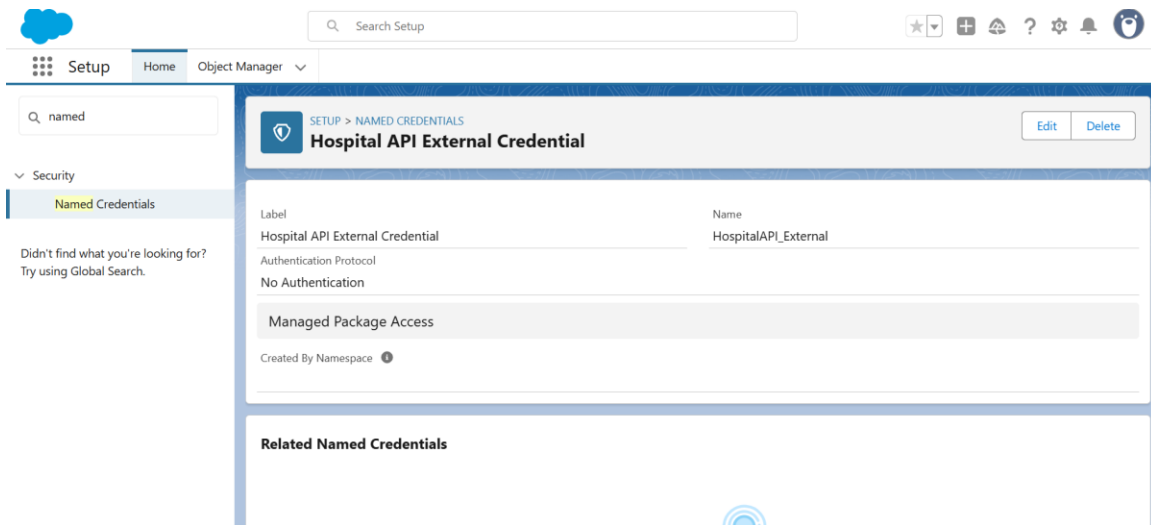
### 1. Named Credentials

- Simplifies authentication for external APIs by storing endpoint URLs and authentication in Salesforce.
- Used for connecting securely with hospital or pharmacy systems without exposing sensitive credentials in Apex code.



### 2. External Services

- Allows declarative integration with external APIs described by OpenAPI or WSDL files.
- Enables no-code interaction with healthcare services such as insurance verification or prescription APIs.



### 3. Web Services (REST/SOAP)

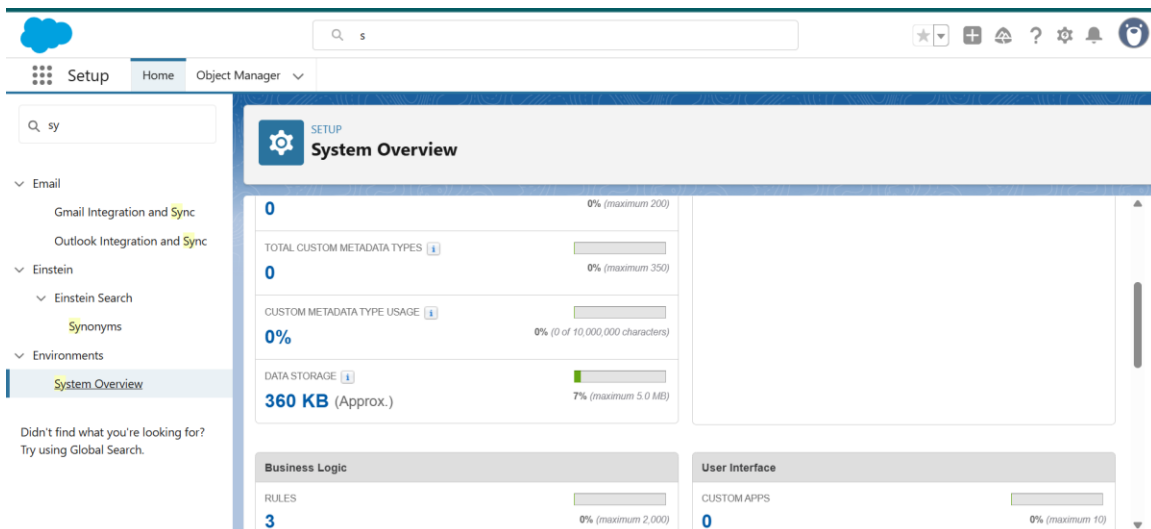
- Salesforce supports both REST and SOAP services for external integration.
- Example: A REST API to fetch doctor schedules, or SOAP service to submit electronic prescriptions.

### 4. Callouts

- Apex HTTP callouts enable Salesforce to send or receive real-time data from external systems.
- Example: Fetching prescription stock from a pharmacy's API or pushing appointment data to a hospital system.

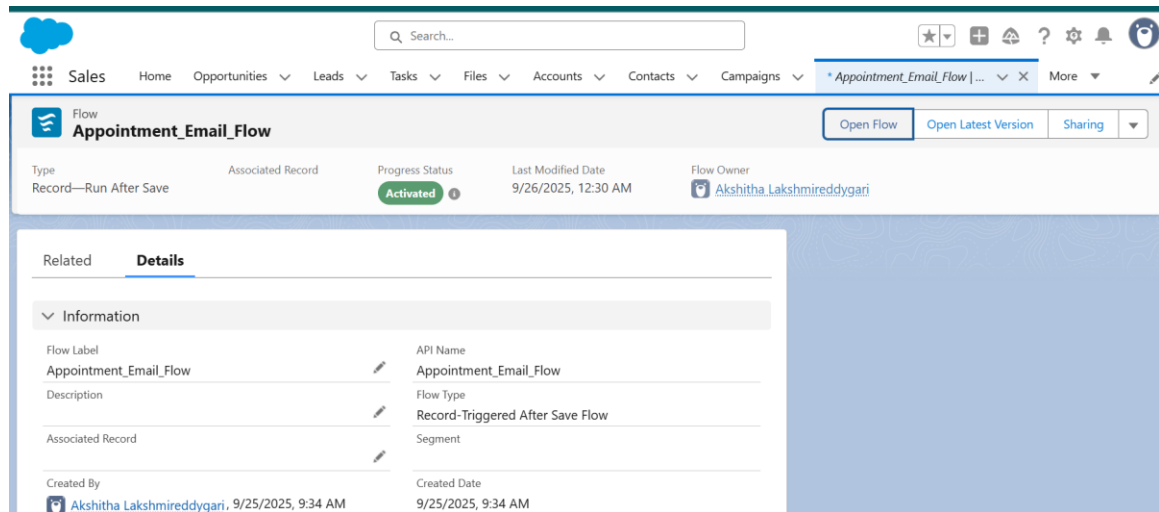
### 6. System Overview

- Provides real-time data synchronization by publishing changes in Salesforce records.
- Example: Capturing updates to patient records and syncing them with an external EMR (Electronic Medical Records) system.



## 7. Salesforce Connect

- Enables real-time data access without data duplication using OData.
- Example: Doctors can view external hospital lab results inside Salesforce without importing them.



## 8. API Limits

- Salesforce enforces daily API request limits.
- Careful planning ensures integrations (e.g., frequent prescription checks) do not exceed limits.

## 9. OAuth & Authentication

- Secure authentication framework for external access.
- Example: Using OAuth 2.0 for patient mobile apps or telemedicine portals to access Salesforce data safely.

orgfarm-13d2bab869-dev-ed.develop.lightning.force.com/lightning/setup/NamedCredential/home

Search Setup

Setup Home Object Manager

Q named

Security

Named Credentials

Didn't find what you're looking for? Try using Global Search.

New

New External Auth Identity Provider

\*Label hospital\_api\_service \*Name hospitalservice

Description

Authentication

\*Authentication Protocol OAuth 2.0 \*Authentication Flow Type Authorization Code (Browser Flow)

Client Identification

Cancel Save

## 10. Remote Site Settings

- Required to authorize outbound connections from Salesforce to untrusted domains.
- Example: Configured for <https://api.healthcare-services.com> to fetch real-time prescription availability.

Setup Home

Salesforce Go

Service Setup Assistant

Commerce Setup Assistant

Field Service Setup Home (Beta)

Hyperforce Assistant

Release Updates

Salesforce Mobile App

Lightning Usage

Optimizer

Sales Cloud Everywhere

ADMINISTRATION

> Users

Search Setup

Recent Items

Q "remote s" in Setup

Remote Site Settings

Security

All Remote Sites

Below is the list of Web addresses that your organization can invoke from salesforce.com. To add another Web address, click New Remote Site.

View: All Remote Sites Create New View

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

New Remote Site

Action	Remote Site Name	Namespace Prefix	Remote Site URL	Active	Created By	Created Date	Last Modified By	Last Modified Date
<a href="#">Edit</a> <a href="#">Del</a>	ApexDevNet	-	http://www.apexdevnet.com	✓	EPIC_OrgFarm	7/16/2025, 9:45 PM	EPIC_OrgFarm	7/16/2025, 9:45 PM

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other All

## Conclusion

Phase 7 successfully configured and documented Salesforce integration capabilities. With Named Credentials, External Services, Callouts, Platform Events, CDC, Salesforce Connect, OAuth authentication, and Remote Site Settings, the Health Prescription & Appointment Management System is fully prepared for secure, scalable, and future-ready integrations with pharmacies, hospitals, and telemedicine platforms.