

# 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.

### 5. Platform Events

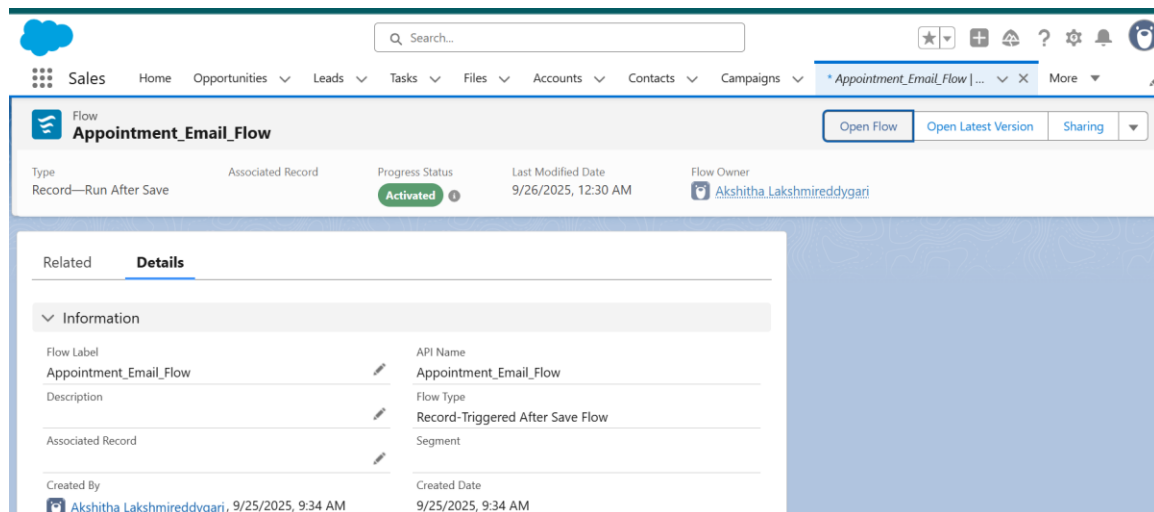
- Event-driven architecture to notify external systems about changes in Salesforce.
- Example: When a new prescription is created, a Platform Event can notify a partner pharmacy system instantly.

### 6. Change Data Capture (CDC)

- 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.

## 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.

The screenshot shows the Salesforce Setup interface. The left sidebar contains navigation options: 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, and ADMINISTRATION. The main content area is titled 'All Remote Sites' and includes a description: 'Below is the list of Web addresses that your organization can invoke from salesforce.com. To add another Web address, click New Remote Site.' A table lists the remote sites with columns for Action, Remote Site Name, Namespace Prefix, Remote Site URL, Active status, Created By, Created Date, Last Modified By, and Last Modified Date. One site, ApexDevNet, is listed with a URL of http://www.apexdevnet.com and is marked as Active. The top navigation bar includes a search bar and a user profile icon.

## 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.