

# CarelinkConnect

## Integration and API Platform

Seamless integration between the Carelink suite and third-party software, creating a customisable solution.

"CarelinkConnect provides the platform for your Carelink solution to be individualised to suit your business needs and ensure all of your organisation's processes are seamlessly integrated."

**Craig Porte**, Managing Director,  
Civica Care

### Main benefits:

- ▶ **Seamless integration** - create a connected system that links CarelinkPlus with third parties
- ▶ **Individualised customisation** - control over developing APIs that suit your needs
- ▶ **Streamline business processes** - reduce duplication of work and data entry with connected software

### Customisation and integration

Application Programming Interfaces (APIs) allow programs to communicate with each other and provide seamless integration. The CarelinkConnect suite of APIs provides your organisation with a tool-set to create personalised interfaces between CarelinkPlus and third-party solutions, regardless of the integration architecture used. Examples include Point-to-point, Hub-spoke, and Enterprise Service Bus (ESB) architectures.

We offer specific APIs, with each API exposing a different CarelinkPlus resource, including client, carer and shift. You can customise your software adapters and/or middleware in any way that suits your business needs.

### CarelinkConnect features

Changes to CarelinkPlus will not require maintenance to API adapters as messages are entirely separate to CarelinkPlus data storage. One API can have multiple adapters, which is cost effective when more than one type of interface is required.

An API can support multiple operations, such as read, write, update and search, allowing for robust, multi-directional integration.

This platform also provides the opportunity to develop personalised interfaces by creating a software adapter in-house.

### Formatting standard

HL7's FHIR is a widely used message formatting standard for applications in the healthcare industry. FHIR has an emphasis on resources being easily translated to real-world scenarios.

Grouping related information together, such as details relating to a client, would be in one neat client resource; making it easy to understand and navigate.

Utilising the FHIR standard also allows those using CarelinkConnect to take advantage of free online documentation, open-source code libraries for multiple platforms, as well as support from the online FHIR community. Utilising this standard means that CarelinkConnect APIs are fast and easy to implement.



Employee



Roster



Leave



Client