Epic Go-Live Interface Monitor Checklist

Bridges | ADT | HL7 | First 72 Hours | TechFitFlow.com

Configure the Bridges Interface Monitor alert before go-live and have a dedicated analyst watching it for the first 72 hours. Most interface defects that surface at go-live were present in testing but undetected because nobody monitored the error queue in real time.

PRE-GO-LIVE INTERFACE SETUP

	Gate Item	Owner	Confirmed
[ ]	All Bridges test-mode hold timers confirmed DISABLED in production environment	_____	_____
[ ]	All interface connections confirmed ACTIVE in production environment - not test/inactive status	_____	_____
[ ]	Bridges Interface Monitor alert threshold configured: email/notification fires when error queue exceeds 10 messages	_____	_____
[ ]	Integration analyst confirmed with Bridges access and Interface Monitor permissions on go-live day	_____	_____
[ ]	Baseline message volume documented: expected ADT messages per hour during peak operations	_____	_____
[ ]	HL7 raw message sample extracted and compared against each receiving system vendor spec for PID, PV1 fields	_____	_____
[ ]	Error queue cleared of any test-mode residual messages before go-live	_____	_____
[ ]	Interface activation sequence documented with order and expected latency SLA per interface type	_____	_____
[ ]	Escalation path confirmed: Integration Analyst > Epic on-call > vendor on-call contact numbers	_____	_____
[ ]	Incident log template distributed to integration analyst before go-live	_____	_____

GO-LIVE DAY 1 - HOURLY INTERFACE MONITORING LOG (HOURS 1-8)

	Gate Item	Owner	Confirmed
[ ]	Hour 1: Confirm ADT A04 messages firing for ED registrations - count matches ED patient arrivals	_____	_____
[ ]	Hour 1: Confirm ADT A01 messages firing for inpatient admissions - ADC cabinet updates confirmed	_____	_____
[ ]	Hour 2: Check lab order (ORM) interface - lab orders routing to LIS queue within 60 seconds of placement	_____	_____

	Gate Item	Owner	Confirmed
[ ]	Hour 2: Check lab result (ORU) interface - results posting to Epic within expected turnaround window	_____	_____
[ ]	Hour 3: Check pharmacy order routing - medication orders reaching correct pharmacy queue per dept	_____	_____
[ ]	Hour 3: Check BCMA barcode scanning - at least one scan per medication type confirmed successful	_____	_____
[ ]	Hour 4: Check radiology order (ORM) interface - XR/CT orders reaching RIS worklist	_____	_____
[ ]	Hour 4: Check radiology result (ORU) interface - reads posting to Epic provider in-basket	_____	_____
[ ]	Hour 4: Check Bridges error queue count - flag if any interface has >5 queued error messages	_____	_____
[ ]	Hour 6: Check ADT A02/A03 messages for any patient transfers or discharges that occurred	_____	_____
[ ]	Hour 8: Compile interface summary: total messages per interface, error count, any escalated issues	_____	_____

GO-LIVE DAY 1 - END OF DAY RECONCILIATION

	Gate Item	Owner	Confirmed
[ ]	ADT message total count reconciled against expected volume based on patient census	_____	_____
[ ]	Lab order (ORM) count reconciled against lab orders placed in Epic for the day	_____	_____
[ ]	Lab result (ORU) count reconciled against results posted in Beaker for the day	_____	_____
[ ]	Radiology order and result interface counts reconciled against RIS activity log	_____	_____
[ ]	Pharmacy routing verified: no oncology orders in general pharmacy queue, no general orders in specialty queue	_____	_____
[ ]	ADC cabinet reconciliation: no patients with admitted status missing from their unit ADC	_____	_____
[ ]	SIU message count reconciled against appointments booked and modified during the day	_____	_____
[ ]	Billing/charge (DFT) interface count reconciled against charges visible in charge lag report	_____	_____

	Gate Item	Owner	Confirmed
[ ]	All error queue messages reviewed and root cause documented for every NACK received	_____	_____
[ ]	Day 1 interface status report prepared for command center end-of-day review	_____	_____

GO-LIVE DAYS 2-3 - MONITORING CONTINUATION

	Gate Item	Owner	Confirmed
[ ]	Day 2 Hour 1: Confirm overnight ETL ran for Clarity - no ETL failures overnight	_____	_____
[ ]	Day 2: Verify Cogito reports reflect Day 1 activity - charge lag, patient volume reports reviewed	_____	_____
[ ]	Day 2: Confirm any Day 1 interface defects are resolved - regression test if fix applied	_____	_____
[ ]	Day 2: Check EMPI duplicate queue - count of potential duplicates created on Day 1 reviewed	_____	_____
[ ]	Day 3: Billing team confirms charges from Day 1 are visible in charge review queue	_____	_____
[ ]	Day 3: Lab turnaround time report reviewed - no orders missing results beyond expected window	_____	_____
[ ]	Day 3: Compile 72-hour interface status summary for command center go/no-continue decision	_____	_____
[ ]	Ongoing: Confirm Interface Monitor alert threshold remains configured and DBA receiving alerts	_____	_____
[ ]	Ongoing: All NACK messages processed before end of each business day - no message aging >24 hours	_____	_____

INTERFACE INCIDENT LOG

Incident ID	Time	Interface Affected	Error Description	Root Cause	Resolution Action	Resolved Time
