



# UNIVERSAL CONNECTOR

## CONNECTIVITY THAT MEETS YOU WHERE YOU ARE

Verisma Universal Connector™ brings together the full range of ways we connect with client environments into one clear, practical framework. From APIs and FHIR to flat file exchange, robotic process automation, and guided manual workflows, we use the best-fit path for each organization's systems, resources, and goals.

Rather than forcing a single integration model, Verisma meets clients where they are and helps move work forward within the realities of each EHR, technical environment, and operational team. The result is more flexible connectivity, smoother workflow execution, and faster progress toward the outcome that matters.

## A PRACTICAL MODEL FOR INTEGRATION

### ▶ Best-Fit Integration for Every Environment

When standard pathways like APIs and FHIR are available, Verisma uses them. When they are not, we can support the work through flat file exchange, robotic process automation, and managed manual processes.

### ▶ Built to Work Across EHR Reality

The Universal Connector is designed for the environments healthcare organizations actually operate in, including varied EHRs, limited IT bandwidth, and inconsistent integration readiness across sites and systems.

### ▶ Focused on the Job That Needs to Get Done

Verisma aligns the integration method to the operational need, helping clients move information, complete workflows, and support access without being limited by one technical path or one EHR model.

We couldn't ask for  
a better partner in  
Release of Information.

Rosie Hernandez,  
VP Operations, HIM Management Baptist Health South Florida



# ONE CONNECTOR, MULTIPLE PATHWAYS

## ▶ FHIR & APIs

When standard integration pathways are available, Verisma uses APIs and FHIR to move information efficiently and support cleaner workflows. This includes solutions like Epic Status Update FHIR integration for Release of Information and the ability to surface Archiving content directly within patient chart workflows. Other API-based connections can also help move records, statuses, and related data between systems with less manual effort.

## ▶ Robotic Process Automation (RPA)

When direct integration is not available, robotic process automation helps Verisma complete repeatable workflow steps within existing systems. Through our Monitored Retrieval Tool, automation can navigate workflows, pull needed information, and support high-volume tasks while trained teams oversee exceptions, quality, and completion. It can also respond to common interruptions, such as pop-up messages or outage notices, to help keep work moving.

## ▶ Flat Files & Manual Effort

Some environments require a more practical path. When integration capabilities are limited, Verisma can work through flat file exchange and trained manual processes to keep information moving. Our specialized teams can support the work remotely or on-site, helping bridge operational gaps with consistency, timeliness, and human oversight.

## ▶ Custom Integration

Some client needs require a more tailored solution. When standard pathways do not fit, Verisma works with the client to develop an approach aligned to their systems, workflows, and goals. That flexibility is a core part of the Universal Connector model.

## INTELLIGENT AUTOMATION ALWAYS WITH A HUMAN IN THE LOOP

Verisma incorporates AI where it adds real value, across intake, status visibility, quality assurance, and review, while maintaining expert human oversight at every critical decision point. Technology accelerates the work; people protect what matters.

**Why Healthcare  
Trusts Verisma**

**2000+**  
Associates

**20,000**  
Sites

**100%**  
Release Visibility

**99.99%**  
Release Accuracy

Let's streamline your Release of Information program. Learn more at [verisma.com](https://verisma.com)

We do the hard work to make trust work.

