Integrate Webex with Epic for secure telehealth consults

Learn how to integrate Webex Teams with Epic for secure, easy-to-join, telehealth consults within your electronic medical records.

Simply obtain integration information from Webex, then ask for support to configure the integration within Epic.

Prepare for your integration with Webex:
- Access instant.webex.com/healthcare/epic.
  - Select Begin Epic Integration.
  - Accept the permissions from Cisco, if prompted.
  - Login into Webex Teams with your administrator account.
  - Select “I would like Cisco to host my Epic integration”.
  - Click “Create Secret Key and URL”.
  - Copy and paste your newly created Secret Key, URL, and parameter string.
  - Pass the Secret Key, base URL, and parameters to your Epic TS or someone from your organization familiar with context aware linking.
  - Configure the integration within EPIC. These steps should be completed by your EPIC Technical Support (TS) or Internal IT personnel familiar with context aware integrations (CAL) and access to Hyperspace.

Set up the patient platform view:
- Create Integration Configuration (FDI) records with the following settings. Your organization may start with the Unencrypted settings (specified when applicable) to test with before moving on to the Encrypted settings.
  - Integration type: 1-PACS
  - Record type: 2-Installation
  - Patient ID Type: 99.
  - Model record: 10-Web PAC
  - Auto-start: No
  - PATIENTOPENURL: Copy and paste the parameter string from Cisco
  - CRYPTURL: Copy and paste the URL from Cisco, and add %CRYPTSTR% after “data=” at the end of the string.
  - CRYPTALGO: <Consult with the vendor, AES128 or AES256 are strongly recommended>
  - CRYPTKEY: Copy and paste the secret key from Cisco
    - The CRYPTKEY can be edited by selecting F6 in Text or using the ‘Modify Crypt Key’ activity in Hyperspace
  - LAUNCHTYPE: 0

Set up the provider platform view:
- Integration type: 1-PACS
- Record type: 2-Installation
- Patient ID Type: 1
- Model record: 10-Web PACS
- Auto-start: No
- PATIENTOPENURL: Copy and paste the parameter string from Cisco
- CRYPTURL: Copy and paste the URL from Cisco, and add %CRYPTSTR% after “data=” at the end of the string.
- CRYPTALGO: Consult with the vendor, AES128 or AES256 are strongly recommended
- CRYPTKEY: Copy and paste the secret key from Cisco
- The CRYPTKEY can be edited by selecting F6 in Text or using the ‘Modify Crypt Key’ activity in Hyperspace
- LAUNCHTYPE: 0

Note: Make sure your clinicians are set up to access Epic on supported browsers:
- For desktop Chrome, Firefox, Safari, or Edge with chromium.
- For iOS, Safari.
- For Android, Chrome.