



NEXT Internal Release Notes 2026.1

This release introduces the new **Integrator API**, expanding how Eldermark securely connects with external integrator systems while continuing to improve reliability across core clinical workflows. Designed to support modern interoperability needs, the Integrator API enables approved healthcare integrators to access resident data, receive real-time updates, and participate in controlled onboarding workflows—without compromising security or governance.

Alongside these new integration capabilities, this release also delivers targeted clinical improvements to session stability, printed documentation accuracy, scheduling reliability, and discharge workflows—helping teams work more smoothly day to day.

Highlights

Integrator API for External Integrators – A standardized, secure API that allows approved integrators to view resident data across defined domains, subscribe to real-time change notifications, and authenticate using industry-standard OAuth credentials.

Integrator-Driven Resident Creation – New inbound capabilities allow authorized integrators to create residents and contacts directly in Eldermark, supporting admissions and onboarding workflows with controlled, permission-based access.

Granular Access & Governance – Integrator identity management, scoped permissions by organization and community, and secure credential handling ensure integrations are tightly controlled and auditable.

Integrator Onboarding Framework – A streamlined onboarding process enables integrators to self-serve API usage once credentials and documentation are securely provisioned.

Clinical Reliability Improvements – Enhanced session stability when switching communities, more accurate printed Plan of Care outputs, improved service provider scheduling refreshes, and more reliable resident discharge workflows.

Together, these enhancements strengthen Eldermark's integration foundation while improving day-to-day system reliability—supporting scalable partnerships and smoother clinical operations.



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Integrator API

External Integrator API for Secure Resident Data Access, Updates, and Onboarding

We've launched a standardized External Integrator API that enables approved healthcare integrators—such as EMR systems, billing platforms, and care coordination tools—to securely access resident data and receive real-time updates. This release also introduces the first set of capabilities to support integrator-driven resident creation workflows.

What's new

Integrator identity & access management

- Create and manage external integrator accounts
- Automatically provision required integrator resources (including secure credentials and supporting infrastructure).
- Configure granular access permissions by resident data domain.
- Assign integrators to specific organizations and communities, with the ability to enable/disable access as needed.

Secure authentication

- Integrators authenticate using the industry-standard OAuth client credentials flow.
- External integrator authentication is isolated from internal staff access.
- Each integrator receives unique credentials stored securely.

Real-time data notifications

- Integrators can subscribe to webhook notifications for resident data changes.
- Integrators choose which update types they want to receive based on their integration needs.
- Events include an HMAC signature, allowing for validation and increased security for integrators

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Resident data domains available for GET access

What is GET Access?

View access: Approved integrators can securely view resident information, such as demographics, unit assignment, and care details.

Integrators can be granted access to one or more domains, each with a corresponding change notification event:

- **Resident Basic** (Name, DOB)
- **Demographics** (identity details, contact info, background, relationships)
- **Census** (admissions, discharges, transfers, unit assignment, occupancy, care level)
- **Medical Records** (diagnoses, allergies, care team, notes, directives, providers)
- **Vitals Monitoring** (vitals, biometrics, labs, intake/output)
- **Care Planning** (care plans, services, assessments, evaluations, daily care)
- **SSN** (restricted access)
- **Insurance & Financial** (insurance, guarantors, billing status)

New capabilities for integrator-driven resident creation

The External Integrator API now supports inbound workflows that allow approved integrators to **create residents** directly in Eldermark.

Read supporting data for accurate setup

- Integrators can retrieve a list of their approved organizations and communities, in addition to the units within those communities, including unit IDs and active status.
- This ensures residents can be created and assigned to the correct unit from the start.

Create resident and contact records

- Integrators can create new residents with required core details and unit assignments.
- Integrators can add resident contacts to support admissions and onboarding workflows.

Secure, controlled write access

- All create and update operations are governed by integrator-specific permissions.
- Access is scoped by community and resource type to ensure only authorized updates are allowed.

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- Standard API versioning and consistent response handling provide predictable integration behavior.

Why these matters

- **End-to-end workflows:** External systems can support admissions, move-ins, and ongoing updates without manual re-entry.
- **Data consistency:** Changes made upstream can be reflected in Eldermark in a controlled, auditable way.
- **Scalable foundation:** Capabilities can be expanded over time to additional data domains as integrator needs grow.

Integrator Onboarding

If an integrator is interested in connecting with **Eldermark NEXT**, they can express interest through their Client Success Manager or by contacting Support.

Onboarding will then include the following steps:

- Implementation team requests new integrator setup.
- The system creates an integrator account, assigns permissions, and generates credentials.
- Credentials and API documentation are shared securely.
- The integrator's use of the API is self-service from this point onwards. They can:
 - Retrieve the list of communities to which they access
 - Create subscriptions to these communities, ensuring they receive notifications when data changes
 - Fetch a list of all residents in a community, to perform a bulk load of relevant data to the integrator's system(s)
 - (If enabled for the integrator) create and update residents and their related data



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Clinical Fixes

Session Stability When Switching Communities

We addressed an issue where some users were unexpectedly logged out when switching between communities and navigating to EMAR. Organization admins can now move between communities and access EMAR without being forced to reauthenticate, improving session stability and overall navigation flow.

Printed Plan of Care – Service Role Display

An improvement was made to the printed Plan of Care so that Roles assigned to **Services** now display correctly. Previously, Roles appeared for Interventions only. Printed forms now consistently show Roles for both Services and Interventions, aligning with how they are configured in the Service Plan.

Service Provider Scheduling Updates

We improved the reliability of service provider scheduling when new providers or role assignments are added. The **Update Schedule** action now properly refreshes and creates future service assignments, ensuring services appear as expected in Shift Status and scheduling views.

Resident Discharge Reliability

We resolved an issue that prevented certain residents from being discharged due to missing or non-editable move-in data. Residents can now be discharged successfully without errors or escalation, even in scenarios where historical occupancy data was incomplete.