HCA Healthcare UK live diary consultant booking API

Version History
1.0 – 01 September 2023 - Initial vendor version
1.1 – 27 September 2023 - HCA reviewed version
1.2 – 13 August 2024 – Booking field name revision `representativeRelationToPatient to representativeRelation`
1.3 – 17 October 2025 –Revision for breaking changes - Microsoft endpoint urls updated

Contents

Preface

Important information
This version of the API is now legacy it has been replaced by version 2. Details are available on the https://www.hcahealthcare.co.uk/developers page.

Breaking change notice
Please note that if you are still using this API (v1), there is an up coming breaking change from Microsoft that will affect the configuration endpoints that you are calling. The hard deadline for this change is 28th November 2025.

Please see below for the deprecated endpoint url and the replacement url.
This is a parallel change – the current endpoints will work alongside the new ones up until the 28th November 2025.
Please update your configuration as soon as possible to use the new urls.

Introduction

The HCA Healthcare UK consultant booking API is linked to the HCA CRM and allows the caller to discover a given consultant's time and location availability for appointment slots at HCA facilities.

The use of the API is permissioned via a **fixed API key supplied by HCA**, this should be passed in the header of the requests.

To avoid confusion, all date and time references are given in **HCA facility time at the date at the given time**, for example an appointment slot on the 20th June 2024 at 14:00 would be represented as 2024-06-20T14:00:00 in the API regardless of the caller's locale and regardless of daylight savings now or at the future time. The date and time is the actual time for the given appointment at the given location. **It is important that the caller of the API honours this** and they should **not** pass any UTC times for example time formats with Z endings.

The API contains three endpoints which can be called in order, to discover and complete a booking.

1.) The **Consultant Details API** is fed a consultant GMC number, and the appointment type required (initial or follow on). It returns basic details around the consultant, and a list of the consultant's availability at the HCA facilities (if any) with the first available time included for each location. It is expected that the caller should store the GUIDs for the consultant and facility which will be passed and used on any further call.
2.) The **Consultant Availability API** is used to discover the available slots for a given consultant at a given facility location for a given date range.
3.) The **Create Diary Booking API** is used to capture the patient details and book a selected appointment slot.

A JSON response is returned for each successful call. A standard HTTP error status code is returned on a failed call.

Consultant Details API

Description

The **Consultant Details API** is fed a consultant GMC number, and the appointment type required (initial or follow on). It returns basic details around the consultant, and a list of the consultant's availability at the HCA facilities (if any) with the first available time included for each location. It is expected that the caller should store the GUIDs for the consultant (CRMID), and facility (facilityCRMID), and the HCA facility location (facilityLocation) which will be passed and used on further calls.

Format

GET request with securitytoken **parameter set to the HCA supplied token in the request header.**

Base URL

deprecated

```
https://prod-
05.uksouth.logic.azure.com/workflows/fc5460d5a6bb4342a8b3a1a27b806389/triggers/man
ual/paths/invoke?api-version=2016-06-
01&sp=%2Ftriggers%2Fmanual%2Frun&sv=1.0&sig=mgZVQBB9ERKHL4Q2265U7qxNKwW8fEgRLCkE-
k7nF3o
```

replace with before 28th November 2025

```
https://5e84ede0f84de473bb0065a1db0a60.a7.environment.api.powerplatform.com:443/po
werautomate/automations/direct/workflows/fc5460d5a6bb4342a8b3a1a27b806389/triggers
/manual/paths/invoke?api-
version=1&sp=%2Ftriggers%2Fmanual%2Frun&sv=1.0&sig=by3aoLgd1i ti-
iX6_zp9dwa7jyEQk_qgrV-yi1Y4zk
```

Variable parameters

`&HCAConsultantId=<GMC NUMBER>`

Either
`&followonappointment=yes`
   Or
`&initialappointment=yes`

Response

A successful response from the API would be as follows with the first appointment date/time for each location they are available:

```json
{
    "HCAConsultantId": "GOLDAND",
    "CRMID": "66c7e5cf-bd4e-ed11-bba3-000d3ad4e1fb",
    "providerType": "Consultant",
    "professionalRegistrationNumber": "4113571",
    "providerMainSpecialty": "Orthopaedics (Surg)",
    "title": "Mr",
    "firstName": "Andrew Julian",
    "lastName": "Goldberg",
    "liveDiaryBookingAvailable": true,
    "availability": [    {
        "facilityLocation": "COCWB",
        "facilityCRMID": "5113ed2a-0a41-ee11-bdf4-6045bd10f40d",
        "facilityFullName": "Elstree Outpatients and Diagnostic Centre",
        "facilityAddress": "The Waterfront Business Park,Beaufort House,Elstree WD6 3BS",
        "latitude": "51.64293",
        "longitude": "-0.31669",
        "firstAppointmentSlotDateTime": "2023-10-10T08:00:00"
    },    {
        "facilityLocation": "COCSE",
        "facilityCRMID": "5513ed2a-0a41-ee11-bdf4-6045bd10f40d",
        "facilityFullName": "HCA UK at The Shard",
        "facilityAddress": "The Shard,32 St Thomas St,London SE1 9BS",
        "latitude": "51.50453",
        "longitude": "-0.08648",
        "firstAppointmentSlotDateTime": "2023-10-10T17:30:00"
    },    {
        "facilityLocation": "COCWP",
        "facilityCRMID": "7b13ed2a-0a41-ee11-bdf4-6045bd10f40d",
        "facilityFullName": "Platinum Medical Centre",
        "facilityAddress": "15 - 17 Lodge Road,London NW8 7JA",
        "latitude": "51.52864",
        "longitude": "-0.16862",
        "firstAppointmentSlotDateTime": "2023-10-09T12:30:00"
    },    {
        "facilityLocation": "COCWD",
        "facilityCRMID": "8f13ed2a-0a41-ee11-bdf4-6045bd10f40d",
        "facilityFullName": "Wellington Diagnostic OP",
        "facilityAddress": "Roman House,296 Golders Green Road,London NW11 9PY",
        "latitude": "51.58051",
        "longitude": "-0.20956",
        "firstAppointmentSlotDateTime": "2023-10-23T16:30:00"
    }  ]
}
```

Consultant Availability API

The **Consultant Availability API** is used to discover the available slots for a given consultant at a given facility location for a given date range.

Format
GET request with securitytoken **parameter set to the HCA supplied token in the request header.**

Base URL
deprecated
https://prod-03.uksouth.logic.azure.com/workflows/d22a6ba54060453d871bf45ec49d25df/triggers/manual/paths/invoke?api-version=2016-06-01&sp=%2Ftriggers%2Fmanual%2Frun&sv=1.0&sig=SldnlNqZg6umJyBR1ALJrrWV2snrNmedUVza3DSRjvs&DateFrom=2023-10-09&DateTo=2023-10-15

replace with before 28ᵗʰ November 2025
https://5e84ede0f84de473bb0065a1db0a60.a7.environment.api.powerplatform.com:443/powerautomate/automations/direct/workflows/d22a6ba54060453d871bf45ec49d25df/triggers/manual/paths/invoke?api-version=1&sp=%2Ftriggers%2Fmanual%2Frun&sv=1.0&sig=1VLoFlSl086oReG0J3EuZIA5rTdDfG6CN_2XBLMZNjM

Variable parameters

&DateFrom=<YYYY-MM-DD> e.g. 2023-10-09

&DateTo==<YYYY-MM-DD> e.g. 2023-10-15

&ConsultantGUID=<CRMID> e.g. 66c7e5cf-bd4e-ed11-bba3-000d3ad4e1fb from CRMID in Consultant Details API call

&LocationGUID=<facilityLocation> e.g. 5513ed2a-0a41-ee11-bdf4-6045bd10f40d from facilityLocation in Consultant Details API call

Either
&followonappointment=yes
   Or
&initialappointment=yes

Response
A successful response from the API is a JSON collection of available booking slots that meet the criteria specified. A slot can be selected if isBlocked is false. The startTime should be stored and used to pass to the Create Diary Booking API

```json
{
    "dateFrom": "2023-10-09",
    "dateTo": "2023-10-15",
    "slots": [
        {
            "startTime": "2023-10-10T17:30:00",
            "endTime": "2023-10-10T18:00:00",
            "isBlocked": false
        },
        {
            "startTime": "2023-10-10T18:00:00",
            "endTime": "2023-10-10T18:30:00",
            "isBlocked": false
        },
        {
            "startTime": "2023-10-10T18:30:00",
            "endTime": "2023-10-10T19:00:00",
            "isBlocked": false
        },
        {
            "startTime": "2023-10-10T19:00:00",
            "endTime": "2023-10-10T19:30:00",
            "isBlocked": false
        }
    ]
}
```

Create Diary Booking API

Description
The **Create Diary Booking API** is used to capture the patient details and book a selected appointment slot. The system will check availability is OK before confirming booking.

Format
POST request with securitytoken **parameter set to the HCA supplied token in the request header.**

URL
deprecated
https://prod-18.uksouth.logic.azure.com:443/workflows/f61cb1c1fbfb474bb93f36a6ad581865/triggers/manual/paths/invoke?api-version=2016-06-01&sp=%2Ftriggers%2Fmanual%2Frun&sv=1.0&sig=XmcqM6XxOfzQCLgEYNnjnvpZPJRVjKrfDqLBFvvmeU4

replace with before 28th November 2025
https://5e84ede0f84de473bb0065a1db0a60.a7.environment.api.powerplatform.com:443/powerautomate/automations/direct/workflows/f61cb1c1fbfb474bb93f36a6ad581865/triggers/manual/paths/invoke?api-version=1&sp=%2Ftriggers%2Fmanual%2Frun&sv=1.0&sig=gVOKXuZfpgOnzcWFtM-OBvEePFTY8IUsi3RCcVbykQ

Body definition

```
{
  "HCAConsultantId": "4113571",          /*GMC number mandtory*/
  "FacilityId": "COCSD",                 /*HCA facility code found on Consultant Details
API facility location field - mandatory*/
  "dateFrom": "2023-10-24T17:30:00",     /*From selected start time per slot data returned
on Consultant Availability API - mandatory*/
  "initialappointment": null,            /*appointment type initial values null or "yes"*/
  "followonappointment": "yes",          /*appointment type follow on values null or
"yes"*/
  "visitReasonDetails": {
    "selectedSpeciality": "Orthopaedic Surgery",  /* specialty required - free format top
level specialty max 64 chars. If in doubt, use page through HCA specialties with the
Doctify API using page and offset and select the name from
https://api.doctify.com/api/hca/listing/keywords?keywordType=specialty&limit=10&offset=0
*/
    "reasonForAppointment": "TEST DONT BOOK"       /*free format description of reason for
contact centre consumption max 512 chars*/
  },
  "demographics": {
    "bookingBy": "patient", /*who is booking this appointment? string values patient or
insurer*/
    "paidBy": "insurance", /*who is paying for this appointment? string values self-pay or
insurance*/
    "gpreferral": true, /*is this a GP referral? boolean type values true or false*/
    "insuranceProvider": "AXA PPP Healthcare", /*mandatory if insurance, who is the
provider? values are free text or suggested names from
https://api.doctify.com/api/hca/listing/insurers max 64 chars*/
    "insurancePolicyNumber": "123456789", /*mandatory if insurance, what is the policy
number? values are free text max 32 chars*/
    "insuranceAuthorisationCode": "ABCDEFG123", /*mandatory if insurance, what is the
authorisation code? values are free text max 32 chars*/
    "cantDoDates": "",   /*ignore*/
```

```json
    "previouslyBeenWithHCA": true, /*has the patient previously been with HCA? boolean
type values true or false*/
    "patientCode": "X00000000", /*mandatory if the patient has previously been with HCA?
patient code (X Number) max 12 chars*/
    "title": "Mr", /*mandatory title possible values are Mr, Mrs, Miss, Ms, Prof, Dr*/
    "firstName": "Test", /*mandatory first name max 64 chars*/
    "lastName": "Test", /*mandatory last name max 64 chars*/
    "address1": "1 Railway Cuttings", /*mandatory address line 1 max 64 chars*/
    "address2": "Test line 2", /*optional address line 2 max 64 chars*/
    "postcode": "AB12 345", /*mandatory postcode max 12 chars*/
    "towncity": "Test Town", /*mandatory city max 64 chars*/
    "country": "Test Country", /*mandatory country max 64 chars*/
    "gender": "Male", /*mandatory gender possible values are Male, Female, Non binary,
Other*/
    "dateOfBirth": "2000-01-01", /*mandatory date of birth format YYYY-MM-DD*/
    "email": "test@hcahealthcare.co.uk", /*mandatory email client side validated with @
and . max 64 chars*/
    "phone": "01234567890", /*mandatory contact phone number client side validated max 24
chars*/
    "marketingPreferenceEmail": true, /*mandatory Email preference values binary true or
false*/
    "marketingPreferencePhone": true, /*mandatory Phone preference values binary true or
false*/
    "marketingPreferenceSMS": true, /*mandatory SMS preference values binary true or
false*/
    "marketingPreferencePost": true,/*mandatory Post preference values binary true or
false*/
    /*section for a 3rd party non-patient's details mandatory fields if bookingBy is
insurer or representativeRelationToPatient is filled*/
    "representativeTitle": "Mr", /*mandatory title of the patient's representative,
possible values are Mr, Mrs, Miss, Ms, Prof, Dr*/
    "representativeFirstName": "Insurer rep", /*mandatory first name of the patient's
representative max 64 chars*/
    "representativeLastName": "Test Last Name", /*mandatory last name of the patient's
representative max 64 chars*/
    "representativeEmail": "insurer@test.com",  /*mandatory email of the patient's
representative client side validated with @ and . max 64 chars*/
    "representativePhone": "0123456234567", /*mandatory patient's representative phone
number client side validated max 24 chars*/
    "representativeRelation": "insurer" /*mandatory if bookingBy is insurer or
representative details are completed.  Free format string values max 24 chars, specify
"insurer" if insurance provider is completing*/
  }
}
```

Response

A successful response from the API will be the ID of the Diary Booking that has been created.

```json
{
    "dateFrom": "2023-10-24T17:30:00",
    "dateTo": "",
    "HCAReservationId": "fdf52e6b-345d-ee11-8def-6045bdd2c7db",
    "bookingStatus": "Pending",
    "bookingMessage": "Thank you for your booking request"
}
```

```json
{
    "dateFrom": "2023-10-24T17:30:00",
    "dateTo": "",
    "HCAReservationId": "fdf52e6b-345d-ee11-8def-6045bdd2c7db",
    "bookingStatus": "Pending",
    "bookingMessage": "Thank you for your booking request"
}
```