

# API DOCS

## Base URL

```
https://cliniqueue-api-production.up.railway.app
```

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## Authentication

API key authentication is included on all paid plans. Include your API key in every request header:

```
X-API-Key: your_api_key_here
```

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## Endpoints

### POST /classify

Classifies a healthcare support ticket into one of 8 clinical categories with PHI risk detection, escalation flags, and compliance flagging.

**Ticket text is never stored. PHI is scrubbed before processing. Only classification metadata and anonymized embeddings are retained.**

### Request

```
{  
  "ticket_text": "Your support ticket text here"  
}
```

### Response

```
{  
  "audit_id": 42,  
  "category": "clinical_urgency",
```

```

"priority": "critical",
"phi_risk": false,
"escalate_immediately": true,
"compliance_flag": false,
"assigned_team": "clinical_operations",
"reasoning": "Physician is actively blocked from accessing patient records with a
patient present in the exam room, preventing immediate clinical care.",
"suggested_reply": null
}

```

## Response Fields

Field	Type	Description
<code>audit_id</code>	integer	Unique ID for this classification. Use with <code>POST /feedback</code> to submit label corrections.
<code>category</code>	string	One of 8 clinical categories (see below)
<code>priority</code>	string	<code>critical</code> , <code>high</code> , <code>medium</code> , or <code>low</code>
<code>phi_risk</code>	boolean	Whether the ticket text itself contains actual patient-identifying values
<code>escalate_immediately</code>	boolean	True/false trigger for PagerDuty, Slack, or on-call alerts
<code>compliance_flag</code>	boolean	Whether this is a compliance request or regulatory deadline
<code>assigned_team</code>	string	Which team should handle this ticket
<code>reasoning</code>	string	Plain-English explanation of the classification
<code>suggested_reply</code>	string or null	AI-drafted first response, if draft replies are enabled

## POST /feedback

Submit a label correction for a previously classified ticket. Corrections improve classification accuracy over time and are logged for your records.

## Request

```
{
  "audit_id": 42,
  "corrected_category": "ehr_integration"
}
```

## Response

```
{
  "accepted": true,
  "audit_id": 42,
  "corrected_category": "ehr_integration"
}
```

Valid values for `corrected_category`: `clinical_urgency`, `phi_exposure`, `ehr_integration`, `billing_claims`, `access_login`, `compliance_request`, `regulatory_deadline`, `training_onboarding`

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## GET /analytics/summary

Returns usage summary for the current month.

## Response

```
{
  "customer_name": "Your Company",
  "plan": "compliant",
  "tickets_this_month": 247,
  "monthly_limit": 1000,
  "tickets_remaining": 753,
  "avg_response_ms": 412,
  "phi_flags_month": 3,
  "phi_in_text_month": 1
}
```

`phi_flags_month` — tickets classified as PHI exposure incidents this month.

`phi_in_text_month` — tickets where actual patient-identifying values appeared in the ticket text. A non-zero value here means your staff may be including patient data in support tickets and may need training.

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## GET /health

Returns API status. No authentication required.

```
{
  "status": "ok",
  "timestamp": "2026-06-02T18:15:04.435036Z"
}
```

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## The 8 Clinical Categories

Category	Description	Typical Priority
clinical_urgency	Patient or provider blocked from active care	Critical
phi_exposure	Patient data may have reached the wrong person	Critical
ehr_integration	HL7/FHIR feeds broken, Epic sync stopped, portal down	High
billing_claims	ERA files, claims posting, insurance rejections	High
access_login	Provider locked out, SSO broken, new staff permissions	Medium
compliance_request	Audit logs, HIPAA exports, BAA requests, SOC 2 documentation	Medium
regulatory_deadline	CMS reporting, MIPS submission, go-live blockers	Medium
training_onboarding	Feature questions, new staff walkthroughs, how-to requests	Low

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## Example Request (cURL)

```
curl -X POST https://cliniquee-api-production.up.railway.app/classify \
  -H "Content-Type: application/json" \
  -H "X-API-Key: your_api_key_here" \
```

```
-d '{"ticket_text": "Our physician cannot pull up patient records and there is a patient in the exam room right now"}'
```

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## Example: Submit a Correction

```
curl -X POST https://cliniqueue-api-production.up.railway.app/feedback \  
-H "Content-Type: application/json" \  
-H "X-API-Key: your_api_key_here" \  
-d '{"audit_id": 42, "corrected_category": "ehr_integration"}'
```

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## Example: Zendesk Webhook Integration

In Zendesk, go to **Admin Center** → **Apps and Integrations** → **Webhooks** and create a new webhook:

- **URL:** `https://cliniqueue-api-production.up.railway.app/classify`
- **Method:** POST
- **Content Type:** application/json
- **Headers:** `X-API-Key: your_api_key_here`
- **Body:**

```
{  
  "ticket_text": "{{ticket.description}}"  
}
```

Use the `category` and `assigned_team` fields in your Zendesk triggers to route tickets automatically. Use `escalate_immediately: true` to trigger your escalation macros.

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## Example: Freshdesk Webhook Integration

In Freshdesk, go to **Admin** → **Automations** → **Ticket Creation** and add a webhook action:

- **URL:** `https://cliniqueue-api-production.up.railway.app/classify`

- **Method:** POST
- **Headers:** `X-API-Key: your_api_key_here`, `Content-Type: application/json`
- **Body:**

```
{  
  "ticket_text": "{{ticket.description}}"  
}
```

Map `category` to a Freshdesk custom field and `assigned_team` to the ticket group.

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## Privacy & HIPAA

- **Zero ticket text retention** — Ticket text is never written to disk, never logged, never retained in any form
  - **PHI scrubbing** — All PHI (patient names, DOBs, MRNs, SSNs) is detected and removed by Microsoft Presidio before any text is processed by the AI model
  - **Anonymized embeddings** — Only anonymized vector representations of scrubbed text are stored, never the original content
  - **TLS** — All requests use TLS 1.2+
  - **BAA** — Business Associate Agreement included on all paid plans, signed before your first API call
  - **Zero Data Retention with OpenAI** — CliniQueue has a signed BAA and active Zero Data Retention with its AI model provider
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## Performance

Metric	Value
Category accuracy (standard tickets)	98%
Category accuracy (adversarial edge cases)	97%
Escalation accuracy	100%
Compliance flag accuracy	100%
Average response time	< 3 seconds

Metric	Value
Uptime target	99.5%

Accuracy validated across 150 labeled healthcare support tickets including adversarial edge cases. Results as of June 2026.

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## Error Codes

HTTP Status	Meaning	What To Do
200	Success	Normal response
401	Invalid or missing API key	Check your <code>X-API-Key</code> header
429	Monthly ticket limit exceeded	Upgrade your plan or contact support
422	Missing or malformed request body	Ensure <code>ticket_text</code> is present and non-empty
500	Server error	Retry after 30 seconds. Contact support if it persists.

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## Support

Questions or integration help? Email [naeem@cliniqueue.com](mailto:naeem@cliniqueue.com)

Response time: within 24 hours on business days.