



BUYER RESOURCE

IT • Compliance • Procurement FAQ

The questions that stall hospital deals — answered fast, because slow answers stall deals. Full answers link to getarka.health.

■ FOR IT / INTEGRATION

How long does implementation take?

30–90 days. Register ARKA as a CDS Hooks service / SMART on FHIR app; configure scope; validate in shadow mode; go live. See getarka.health/implementation.

Do you integrate with Epic, Cerner, and Athena?

Yes — via HL7 CDS Hooks and SMART on FHIR. ARKA consumes structured FHIR order context; it does not ingest image pixels. Payer side uses Da Vinci CRD/DTR/PAS.

What internal resources are required?

One EHR/integration analyst (a few hours), one security reviewer, and one clinical champion. No custom development on your side.

■ FOR COMPLIANCE / PRIVACY

Do you touch PHI?

ARKA consumes structured FHIR in the EHR's context. **No raw PHI is moved off your environment** and no image pixels are ingested; model improvement uses federated / de-identified signals. See getarka.health/data-flow.

What is your security posture?

HIPAA privacy & security program in force; SOC 2 in progress; HITRUST e1 on roadmap; encryption in transit and at rest; immutable audit trails; a 21-document controlled package available under NDA at getarka.health/security.

Is this an FDA-regulated device?

No. ARKA is Non-Device CDS under §520(o)(1)(E) — evidence-based recommendations where the ordering clinician keeps the final call. See getarka.health/docs/regulatory-rationale.

■ FOR PROCUREMENT / LEGAL

What category does this fit into?

Evidence-based imaging clinical decision support + a CMS-0057-F prior-authorization readiness layer.

Who else uses this?

See our case study and pilot references at getarka.health/case-studies.

What happens after the pilot?

Convert to enterprise — same integration, wider scope, no re-implementation. The pilot fee is credited and the guarantee applies.

How is it priced, and do you have an MSA/BAA?

Per-order (Starter), PMPM (Pro), or enterprise; the pilot is credited toward the contract. A BAA template is in the compliance package and an MSA is available for legal review.

CAN'T FIND IT?

Email security@getarka.health or arrihantk@getarka.health — typical turnaround **2 business days**.