Cliniko Data Integration Summary

What data TrueBlueReview accesses from your Cliniko account

Provider: TrueBlueReview Pty Ltd | **Website:** truebluereview.com

Purpose: To automatically collect patient feedback and Google reviews after completed appointments

What Data We Access

When you connect TrueBlueReview to Cliniko, we access **only** the following information for appointments that are **completed AND paid**:

Patient Information

Field	Description	Why We Need It
First Name	Patient's first name	To personalise review request messages
Last Name	Patient's last name	To personalise review request messages
Email Address	Patient's email	To send review request emails (if enabled)
Mobile/Phone	Patient's phone number (mobile preferred)	To send SMS review requests

Appointment Information

Field	Description	Why We Need It
Start Time	When the appointment began	To track visit timing for campaigns
End Time	When the appointment ended	To verify appointment is complete
Appointment ID	Cliniko's internal reference	To avoid duplicate imports

Practitioner Information

Field	Description	Why We Need It
First Name	Practitioner's first name	To personalise messages (e.g., "How was your visit with Dr Smith?")
Last Name	Practitioner's last name	To personalise messages
Practitioner ID	Cliniko's internal reference	To link appointments to practitioners

Invoice Information

Field	Description	Why We Need It
Invoice Status	Whether the invoice is paid	To only contact patients who have paid

Field	Description	Why We Need It
Closed Date	When payment was received	For record keeping

What We Do NOT Access

✗ Clinical notes or treatment records   ✗ Patient date of birth

✗ Medical history   ✗ Patient address

✗ Medicare/insurance details   ✗ Billing amounts or financial details

✗ Appointment notes or reasons for visit   ✗ Unpaid or cancelled appointments

When Data Is Synced

Sync Type	Timing	What It Does
Initial Backfill	Once, when first connected	Imports completed + paid appointments from the last 3 months
Ongoing Sync	Every 5 minutes	Checks for newly completed + paid appointments

Data Security

✓ Your Cliniko API key is **encrypted** using industry-standard encryption (Fernet/AES)
✓ All data is transmitted over **HTTPS/TLS**
✓ Patient data is stored in a secure, isolated database
✓ You can disconnect at any time, which removes the API connection

Appointment Import Criteria

An appointment is only imported when **all** of these conditions are met:

1. ✓ Appointment end time has passed (plus 10-minute grace period)
2. ✓ Appointment was **not cancelled**
3. ✓ Patient **attended** (not marked as "Did Not Arrive")
4. ✓ Invoice is marked as **Paid**