

Message Rate Limiting

API users can limit the number of messages dispatched per day, hour or 10 minute period when the message was requested via API. Message rate limiting does not affect messages sent from app users via the OhMD app. **These settings should not be confused with rate limits that may be imposed by OhMD on the number of requests you may make per minute or day to the API.**

Message rate limiting can be useful when staff resources are limited yet responses are expected from a large number of patients. If a staff of two MAs can handle conversations with 30 patients in an hour, you may want to set your hourly message rate to a maximum of 60 messages. You may further wish to set your maximum messages per ten minute interval to 10 to better distribute messages and ensure responses from patients aren't left unanswered due to staffing constraints.

When setting rate limits, there is a global limit and a category specific rate limit. The category specific rate limits always override the global limit.

Setting a rate limit could create stale messages. If 6000 messages were requested via API overnight and your rate limit is 60 messages per hour, messages could take over 12 days before the entire batch is sent. To alleviate these situations, rate limits may include a maximum delay. If a maximum delay is exceeded, rate limits will be ignored and any messages still queued will send at once.

	Scenario A: Rate Limit 60 Message Per Hour	Scenario B: Rate Limit 60 Messages Per Ten Minute Interval + Maximum Delay 360 Minutes (6 Hours)	Scenario C: Rate Limit 10 messages per Ten Minute Interval
Monday 1:00 am	600 messages requested via API with OFFICE priority.		
Monday 9:00 am	60 messages dispatched	60 messages dispatched	10 messages dispatched every ten minutes
Monday 10:00 am	60 Messages Dispatched	60 messages dispatched	10 messages dispatched every ten minutes
Monday 11:00 am	60 Messages Dispatched	60 messages dispatched	10 messages dispatched every ten minutes
Monday 12:00 pm	60 Messages Dispatched	60 messages dispatched	10 messages dispatched every ten minutes
Monday 1:00 pm	60 Messages Dispatched	60 messages dispatched	10 messages dispatched every ten minutes
Monday 2:00 pm	60 Messages Dispatched	60 messages dispatched	10 messages dispatched every ten minutes

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	Scenario A: Rate Limit 60 Message Per Hour	Scenario B: Rate Limit 60 Messages Per Ten Minute Interval + Maximum Delay 360 Minutes (6 Hours)	Scenario C: Rate Limit 10 messages per Ten Minute Interval
Monday 3:00 pm	60 Messages Dispatched	240 messages dispatched	10 messages dispatched every ten minutes
Monday 4:00 pm	60 Messages Dispatched	-	10 messages dispatched every ten minutes
Tuesday 9:00 am	60 Messages Dispatched	-	10 messages dispatched every ten minutes
Tuesday 10:00 am	60 Messages Dispatched	-	10 messages dispatched every ten minutes

Due to other inherent rate limiting, messages not sent as STAT may not dispatch exactly at the top of the hour, but could be spread out over several minutes near the top of the hour.

Setting Rate Limits

Rate limits are set via API. Note the following restrictions:

	Maximum Number	Restrictions
10 Minute Rate Limit	300	
Hourly Rate Limit	1,800	Must be Greater Than or Equal to 10 Minute Rate Limit
Daily Rate Limit	30,000	Must be Greater Than or Equal to Hourly Rate Limit
Maximum Delay Minutes	43,800 (One Month)	





Rate Limiting API Examples

Setting Daily Rate Limit

[rateLimitSet](#)

The organization wants to limit the maximum messages dispatched daily via API to 3000.

```
POST /api/rateLimitSet HTTP/1.1
Content-Type: application/json
x-api-key: K2H5E8Z9A9W9GK9VFGSRZHDS4Z31GHEG199CD9Z3S5BT230HZFATA
x-api-secret: S4P4ZGY68R78YBTWGNBTNQC3Y136AZJ7VA8399XPV8M9B9Q5PSZB2
x-ohmd-organization-id: 0188bf4c-bd7d-2b3f-a575-3fb0891195c7
{
  "dailyRateLimit": 3000
}
```

Setting Ten Minute / Hourly Rate Limit

[rateLimitSet](#)

The organization wants to further limit intake related messages to spread them out throughout the day.

```
POST /api/rateLimitSet HTTP/1.1
Content-Type: application/json
x-api-key: K2H5E8Z9A9W9GK9VFGSRZHDS4Z31GHEG199CD9Z3S5BT230HZFATA
x-ohmd-organization-id: 0188bf4c-bd7d-2b3f-a575-3fb0891195c7
{
  "tenMinuteRateLimit": 30,
  "hourlyRateLimit": 600,
  "category": "INTAKE"
}
```

Note: When your API key allows you to call the APIs for more than one organization, each organization has separate settings.