Connect your ambulance company's software to BedKoi

Partner API guide, for ambulance companies' management and software developers

bedkoi.com · October 2026

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Part one · For the company's management

What it is, and what it gives you

When a family asks BedKoi for an ambulance (on bedkoi.com, in the app, through the helpline or from a hospital), the request goes to the ambulance companies nearby.

If your company has its own dispatch software, it can be connected to BedKoi. Then:

- New requests come straight into your software, and you take them or pass from there. A few nearby companies get each one at once; the first to take it gets it.
- Each step of the trip (left, arrived, patient in, dropped at the destination) and the vehicle's GPS position go to BedKoi from your software; the family is texted and sees the ambulance coming on their page.
- Your software says which vehicles are free; nobody has to press it in the panel.
- The fare comes from your company's own fare table; all of the panel's rules stay the same.
- Connecting your software costs nothing extra.

Switching it on

1. **Join BedKoi** (if you haven't): apply at bedkoi.com/en/join/ambulance. Once checked, your company's admin account opens.

2. **Make an API key:** the company's admin signs in at admin.bedkoi.com, opens *Connect software* in the menu on the left, gives a name and presses *Make a key*. The key is shown once; copy it and keep it safe.

3. **Give it to your software company:** give the key and this guide to your software company or IT team, by a safe route, not in a plain email.

4. **The address for request news:** your software company gives you an https address. Enter it on the same page, save, then press *Send a test*. When the signing secret is shown, give them that too.

5. **Check it:** if every message under *Recent messages* on the same page says “Delivered”, the connection works.

Safety

- A key works only on your company's requests, trips, vehicles and drivers. A hospital's key for its beds doesn't work here.
- If a key is lost, or someone leaves, revoke it at once and make a new one. When an admin is taken off the team, the keys they made are revoked by themselves.
- Every message is signed with the secret and goes only to an https address.
- The family's phone number and the patient's name are given only once you've taken the request, as in the panel.

Part two · For software developers

The basics

Address	`https://api.bedkoi.com/v1/partner/ambulance`
Key	With every request, in the X-Api-Key header (or Authorization: Bearer bk_live_…)
Format	JSON (UTF-8); times ISO 8601, UTC; places as lat and lng (decimal degrees)
Limit	120 requests a minute
Testing	To check the news address: “Send a test” in the panel (event: ping)

Endpoints

`GET`	`/partner/ambulance/provider`	Your company: name, status, the districts it serves
`GET`	`/partner/ambulance/requests`	Requests offered to you now (offers), oldest first; and your trips under way (trips)
`POST`	`/partner/ambulance/requests/{tripId}/accept`	Take it: etaMinutes (minutes to the pickup), and vehicleId and driverId if you know them
`POST`	`/partner/ambulance/requests/{tripId}/decline`	Pass on it
`GET`	`/partner/ambulance/trips`	Your trips (status=active or done, page, pageSize)
`GET`	`/partner/ambulance/trips/{tripId}`	One trip: patient, the family's phone, destination, steps, fare
`POST`	`/partner/ambulance/trips/{tripId}/assign`	Set or swap the vehicle and driver (vehicleId, driverId); a new driver is texted the trip's link
`POST`	`/partner/ambulance/trips/{tripId}/step`	The next step, in order: ON_WAY (left), ARRIVED (at the pickup), PICKED_UP (patient in), DROPPED (at the destination)
`POST`	`/partner/ambulance/trips/{tripId}/location`	Where the vehicle is (lat, lng, from your GPS), until the patient is dropped; the family sees it on their page
`POST`	`/partner/ambulance/trips/{tripId}/give-back`	You can't go after all (until the patient is in): the request goes to the others again (reason)
`POST`	`/partner/ambulance/trips/{tripId}/fare`	The final fare from your fare table: km, waitMinutes, oxygenHours, bearer, tollTaka; well above the estimate it needs a reason
`POST`	`/partner/ambulance/trips/{tripId}/paid-cash`	The family paid the driver in cash: the trip is over
`GET`	`/partner/ambulance/vehicles`	Your vehicles, each with its state and how long it counts as free (freeUntil)

PUT	/partner/ambulance/vehicles/{vehicleId}/available	Free or off: { "available": true }
GET	/partner/ambulance/drivers	Your drivers; whether each is online in the BedKoi Driver app, with which vehicle, and where last

Taking a request

- A new request comes as news (ambulance.offer), or check GET requests.
- A few nearby companies get it at once; the first to take it gets it. A late answer gets 409 already_taken.
- The family's phone number and the patient's name are shown only once you've taken it, in trip.

```
curl https://api.bedkoi.com/v1/partner/ambulance/requests \
  -H "X-Api-Key: bk_live_…"

{
  "offers": [
    {
      "tripId": "01a1…", "reference": "AM7K3Q9",
      "type": { "id": 2, "key": "ac", "nameEn": "AC ambulance", "nameBn": "এসি অ্যাম্বুলেন্স", … },
      "pickup": { "address": "Road 12, Dhanmondi", "lat": 23.746, "lng": 90.376, "area": "ধানমন্ডি" },
      "drop": { "address": "…", "lat": 23.738, "lng": 90.396, "area": "শাহবাগ", "hospital": { "nameEn":
"…", "nameBn": "…" } },
      "estimateKm": 4.2, "estimateMinTaka": 1800, "estimateMaxTaka": 2100,
      "condition": "শ্বাসকষ্ট", "floor": 3, "hasLift": false, "needsBearer": true,
      "distanceKm": 1.8, "sentAt": "2026-10-27T08:00:00.000Z", …
    }
  ],
  "trips": [ … ]
}
```

```
curl -X POST https://api.bedkoi.com/v1/partner/ambulance/requests/<tripId>/accept \
  -H "X-Api-Key: bk_live_…" -H "Content-Type: application/json" \
  -d '{ "etaMinutes": 12, "vehicleId": "01a2…", "driverId": "01a3…" }'
```

Running a trip

- Set the vehicle and driver (assign), then send the steps in order; the family is texted when you leave and when you arrive.
- If the vehicle has GPS, keep sending where it is until the patient is dropped (once every 20–30 seconds is plenty).
- The driver can also take steps from their link or the BedKoi Driver app; your software still hears of it (viaPartner: false).
- At the destination, send the fare; paid-cash once the family pays in cash. If they pay online, BedKoi keeps the account itself.

```
curl -X POST https://api.bedkoi.com/v1/partner/ambulance/trips/<tripId>/step \
  -H "X-Api-Key: bk_live_…" -H "Content-Type: application/json" \
  -d '{ "step": "ON_WAY" }'

curl -X POST https://api.bedkoi.com/v1/partner/ambulance/trips/<tripId>/location \
  -H "X-Api-Key: bk_live_…" -H "Content-Type: application/json" \
  -d '{ "lat": 23.7461, "lng": 90.3742 }'

curl -X POST https://api.bedkoi.com/v1/partner/ambulance/trips/<tripId>/fare \
  -H "X-Api-Key: bk_live_…" -H "Content-Type: application/json" \
  -d '{ "km": 6.4, "waitMinutes": 15 }'
```

Free vehicles

- Requests come only for vehicles marked free. “Free” wears off after a while (freeUntil): while a vehicle stays free, say so again before then.
- A vehicle on a trip is left out by itself; mark it free again when the trip ends.

```
curl -X PUT https://api.bedkoi.com/v1/partner/ambulance/vehicles/<vehicleId>/available \
  -H "X-Api-Key: bk_live_…" -H "Content-Type: application/json" \
  -d '{ "available": true }'
```

Request news (webhooks)

- BedKoi POSTs each message, signed, to the https address given on the “Connect software” page in the panel. Answer 2xx within 10 seconds; any other answer or a delay is tried 5 more times. Redirects aren't followed.
- Every message has tripId and reference; viaPartner says whether your software did it. The same message can come more than once: tell them apart by X-BedKoi-Delivery and drop the second.

`ambulance.offer`	A request is offered to you (details in offer); first to take it gets it
`ambulance.offer_closed`	An offer you didn't answer is gone: reason is taken (another company took it), cancelled or expired
`ambulance.trip_updated`	A trip of yours changed (the whole trip in trip). change: accepted, assigned, step, fare, fare_answer (the family accepted the fare or said it isn't right), paid, fare_decided (BedKoi settled a complaint)
`ambulance.trip_cancelled`	The family or BedKoi called off a trip of yours; no need to send the vehicle
`ambulance.trip_given_back`	The trip was given back (from your panel or software); it's no longer yours
`ping`	“Send a test” in the panel

```
POST https://dispatch.example.com/bedkoi
Content-Type: application/json
X-BedKoi-Event: ambulance.offer
X-BedKoi-Delivery: 01a1…
X-BedKoi-Timestamp: 1761552000
X-BedKoi-Signature: v1=5d41402abc4b2a76…

{
  "event": "ambulance.offer",
  "occurredAt": "2026-10-27T08:00:00.000Z",
  "tripId": "01a1…", "reference": "AM7K3Q9", "viaPartner": false,
  "offer": { "tripId": "01a1…", "pickup": { … }, "drop": { … }, "estimateKm": 4.2, "round": 0, … }
}
```

```
{
  "event": "ambulance.trip_updated",
  "occurredAt": "2026-10-27T08:14:00.000Z",
  "tripId": "01a1…", "reference": "AM7K3Q9", "viaPartner": false,
  "change": "step",
  "trip": { "id": "01a1…", "status": "ARRIVED", "phone": "+8801…", "patientName": "…", "vehicleId":
"01a2…", "driverId": "01a3…", "fare": { … } }
}
```

Check the signature

> X-BedKoi-Signature = v1= followed by HMAC-SHA256(secret, X-BedKoi-Timestamp + "." + body), in hex. Use the body exactly as it came (raw). Drop a message whose signature doesn't match or that is more than 5 minutes old.

```
import { createHmac, timingSafeEqual } from "node:crypto"

export function fromBedKoi(rawBody, headers, secret) {
  const ts = headers["x-bedkoi-timestamp"]
  const sent = headers["x-bedkoi-signature"] ?? ""
  if (Math.abs(Date.now() / 1000 - Number(ts)) > 300) return false
  const expected = "v1=" + createHmac("sha256", secret).update(ts + "." + rawBody).digest("hex")
  return sent.length === expected.length && timingSafeEqual(Buffer.from(sent), Buffer.from(expected))
}
```

```
<?php
$raw = file_get_contents('php://input');
$ts  = $_SERVER['HTTP_X_BEDKOI_TIMESTAMP'] ?? '';
$sig = $_SERVER['HTTP_X_BEDKOI_SIGNATURE'] ?? '';
$expected = 'v1=' . hash_hmac('sha256', $ts . '.' . $raw, getenv('BEDKOI_WEBHOOK_SECRET'));
if (abs(time() - (int) $ts) > 300 || !hash_equals($expected, $sig)) { http_response_code(401); exit; }
$event = json_decode($raw, true);   // save it, then answer quickly
http_response_code(200);
```

```
// C# (.NET)
using System.Security.Cryptography; using System.Text;

static bool FromBedKoi(string rawBody, string ts, string sent, string secret) {
    if (Math.Abs(DateTimeOffset.UtcNow.ToUnixTimeSeconds() - long.Parse(ts)) > 300) return false;
    using var h = new HMACSHA256(Encoding.UTF8.GetBytes(secret));
    var hex = Convert.ToHexString(h.ComputeHash(Encoding.UTF8.GetBytes(ts + "." +
rawBody))).ToLowerInvariant();
    return CryptographicOperations.FixedTimeEquals(Encoding.UTF8.GetBytes("v1=" + hex),
Encoding.UTF8.GetBytes(sent));
}
```

Errors

400	What you sent isn't right; message says why
401	api_key_missing or api_key_invalid (no key, or a wrong or revoked one)
404	No such request, trip or vehicle at your company
409	The trip already changed: already_taken (another company took it), offer_closed, not_after_… (a step out of order), vehicle_busy (on another trip), provider_stopped (your company can't take requests now)
429	Over the limit; try again shortly

A good way to set it up

- Show an ambulance.offer on the dispatcher's screen at once (with a sound); wait, and another company takes it.
- PUT /vehicles/{id}/available as soon as a vehicle is free, and again before freeUntil.
- During a trip, send the GPS position, and a step as soon as it happens.
- Keep the key and the secret on your server, never in a browser or a mobile app.

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