eHealth Network

eHEALTH DIGITAL SERVICE INFRASTRUCTURE

PROCEDURE 9:

THE PROCEDURE TO OBTAIN THE eHN DECISION TO STOP THE ROUTINE OPERATIONS OF A NCPeH

Adopted by the eHealth Network on 30.03.2023

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THE PROCEDURE TO OBTAIN THE EHN DECISION TO STOP THE ROUTINE OPERATIONS OF A NCPEH

GENERAL REMARKS

(1) The eHealth Digital Service Infrastructure Governance (eHDSI) bodies work through their Secretariats provided by the Commission, as follows:

- eHealth Operational Management Board (eHOMB) – via eHOMB Secretariat (SANTE-EHEALTH-DSI@ec.europa.eu
- eHealth DSI Member States Expert Group (eHMSEG) – via eHMSEG Secretariat (SANTE-EHDSI-SECRETARIAT@ec.europa.eu)
- eHealth Network (eHN) – via eHN Secretariat (eHEALTH-NETWORK@ec.europa.eu)

(2) The termination of routine operations of a National Contact Point for eHealth (NCPeH) is initiated by eHOMB when a NCPeH is non-compliant with MyHealth@EU requirements, for example:

- The NCPeH has not undergone an Operational Compliance Check in the required time established in the Compliance Check Framework.
- Non-compliance is identified during an Operational Compliance Check.
- Non-compliance is identified during the annual upgrade pre-production tests.
- Non-compliances may also be signalled by stakeholders, such as end users or other NCPeHs during routine operations.

(3) Non-compliances identified in an Operational Compliance Check are handled through Procedure 8. Non-compliances identified during the annual upgrade pre-production tests are handled through Procedure 6. All other non-compliances in routine operations are handled through this procedure.

(4) The termination only applies to the service(s) of the NCPeH in which the non-compliance has been identified. The operation of NCPeH with compliant services may continue.

I. PROCEDURE SCOPE

The objective of this process is to obtain the eHN Decision to terminate routine operations of a NCPeH.

II. ASSESSMENT PROCESS

1. The eHOMB determines that a NCPeH is non-compliant with MyHealth@EU requirements.
2. The eHOMB requests the NCPeH to address the non-compliance and sets a deadline for addressing it, taking into account the severity of the non-compliance. The eHOMB indicates the type(s) of verification documents that would be necessary for confirming the compliance, such as a compliance check report or an outcome summary report.
3. The NCPeH works on addressing the non-compliance and submits a set of verification documents to prove its compliance. The document shall be submitted to the eHMSEG Secretariat, which will check them and submit to the eHOMB.
4. The eHOMB will analyse the documents, requesting support, where needed, from eHDSI Solution Provider and from the Compliance Check Provider.
5. In the case the NCPeH has not addressed the issues satisfactorily within the set deadline, eHOMB supports the eHMSEG Chairs in preparation of a draft recommendation by the eHMSEG.

III. DECISION MAKING PROCESS

6. The eHMSEG, after having assessed the submitted documentation, decides to adopt or reject the recommendation to the eHN to terminate routine operations of the NCPeH.
7. If the recommendation is adopted, the eHN is asked to take a decision on termination of routine operations of the NCPeH.
8. If the recommendation is not adopted, this outcome is communicated to the eHN and the procedure ends.

IV. FINAL STEPS

9. If the eHN decides to terminate routine operations of the NCPeH, the NCPeH stops routine operations. Later, the NCPeH may apply to go live again using Procedure 4.
10. If the eHN decides not to terminate routine operations of the NCPeH, the procedure ends.