European Commission

23rd eHealth Network meeting

online

4. MyHealth@EU procedures on launching new service pairs and on offboarding

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Revised procedure 5 on new service pairs

- *Current situation: each NCPeH submits independently a request to eHDSI secretariat;*
- *Main change: introducing a **joint request by 2 countries** to launch a new exchange*
- *Goal: Given that any exchange always involves 2 countries, it is suggested that the new procedure 5 reflects this reality.*

  This would also avoid the situation whereby only one country requests for such a decision under a certain wave.

THE PROCEDURE TO OBTAIN THE eHMSEG DECISION TO START THE NCPeH NEW EXCHANGE FOR THE SERVICE ALREADY IN ROUTINE OPERATIONS
NCPeH
eHMSEG Secretariat
Commission
eHMSEG
eHOMB
Start
Participates in the Production Environment Tests
Submits the Verification documents
Continue improvement
Starts new exchange for the service already in routine operations
End
Communication activities
Checks if there are open findings?
No
Yes
Negative
Positive
Assess impact
Assess impact
Adopts the eHMSEG Decision regarding NCPeH starting the new exchange for the service already in routine operations
Discuss and consolidate impact in the eHMSEG Chairs verification assessment

New procedure 9 on offboarding

- *Current situation: there is a go-live procedure, but no offboarding procedure to be used in case of identified non-compliances*
- *Proposal: introduction of a **new procedure to be triggered in case of non-compliance** with MyHealth@EU requirements*
- *Goal: Provide a clear process to stop routine operations of an NCPeH in case of identified non-compliances.*

  Procedure 9 could be triggered, as a last resort, to stop operations of this NCPeH if non-compliance persists.

Procedure 9 to terminate routine operations of a NCPeH
NCPeH
eHMSEG Secretariat
eHOMB
eHMSEG
eHealth Network
Start
eHOMB determines that a NCPeH is non-compliant with MyHealth@EU requirements and sets a deadline for addressing it
Requests the NCPeH to address the non-compliance within a deadline set by eHOMB
Works on addressing the non-compliance
Submits verification documents
Checks verification documents and submits to eHOMB
Non-compliance not addressed within the set deadline
Has the NCPeH addressed the issues?
Yes
No
Discusses and supports eHMSEG Chairs to prepare a proposal for the eHMSEG
Recommendation to terminate routine operations of the NCPeH
Outcome?
Rejected
Adopted
Brings decision to terminate routine operations of the NCPeH to the eHN
Outcome?
Rejected
Adopted
NCPeH stops routine operations
(may apply to go live again using Procedure 4)
Inform eHealth Network
End

Questions?

Further information

eHealth Network
https://ec.europa.eu/health/ehealth/policy/network_en

All events
https://ec.europa.eu/health/ehealth/events_en#anchor0