

**Service Level Agreement  
Basic Service: Therapeutic Exclusion WS  
Version 2.2**

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**eHealth platform**

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**38, Quai de Willebroeck**

**1000 BRUSSELS**

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## Service Level Agreement

## Service Therapeutic Exclusion

### Between

#### Service provider

eHealth Platform  
Quai de Willebroeck, 38  
1000 BRUXELLES

#### Service customer

User Community

To the attention of: the user community

Author: Service Management  
Date: 29th July, 2024  
Version: 2.2  
Type: Public  
Confidentiality:  
Language: English  
Exhibit of: MSA

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# 1. Management of this document

## 1.1. Version Management

Table below gives an overview of the different versions which were discussed and/or approved with the Constituent. Approved versions always have a version reference X.0. Intermediate versions have a version reference X.Y

Version	Date	Author	Description of the changes
1.0	May 2017	eHealth platform	Draft version
2.0	July 2017	eHealth platform	External version
2.1	June 2022	eHealth platform	Review of the document
2.2	29/07/2024	eHealth platform	Review of the KPI

## 2. Description of the Basic Service Therapeutic Exclusion Hosting

### 2.1. Purpose

The Therapeutic Exclusion WS of the eHealth platform allows the citizen to manage the 'therapeutic exclusion', which is a fundamental prerequisite for preventing healthcare providers from accessing his medical data.

This service is linked to Metahub Service (see corresponding SLA for more information).

### 2.2. Functionalities

In accordance with the predefined rules for accessing a patient's medical data, caregivers must have an active therapeutic relation with the concerned patient (e.g. consultation), not be excluded by this patient and have the patient's active consent. Therefore, the patient can exclude certain caregivers to prevent them from accessing his medical records.

A Patient can exclude one or more caregivers and one caregiver can be excluded by more than one patient.

The therapeutic exclusion management is available to Citizens under following profiles: Patient, Parent and Mandatary of the concerned Patient

Therapeutic exclusion targets Patient and HC Parties and an exclusion is identified by

1) In the case of an excluded HC Professional, the therapeutic exclusion is applied on the professional SSIN:

- INSS patient
- INSS HC professional

Therefore, if a HC professional has multiple professions (NIHII, professional categories) and has been excluded for one professional category, other professional categories are considered as excluded as well.

2) In the case of an excluded HC Organization such as Pharmacy, the therapeutic exclusion is applied on the organization NIHII:

- INSS Patient
- NIHII Organization

Based on current business rules, only following HC parties can be excluded by a patient:

- As HC Professional: Physician, Dentist, Nurse, Midwife, Audician,, Audiologist, Lab Technologist, Dietician, Logopedist, Occupation Therapist, Orthoptist, Physiotherapist, Podologist, Practical Nurse, Imaging Technologist, Truss Maker, Clinical Orthopedic Pedagogue, Clinical Psychologist, Dental Hygienist.
- As HC Organization: Pharmacy

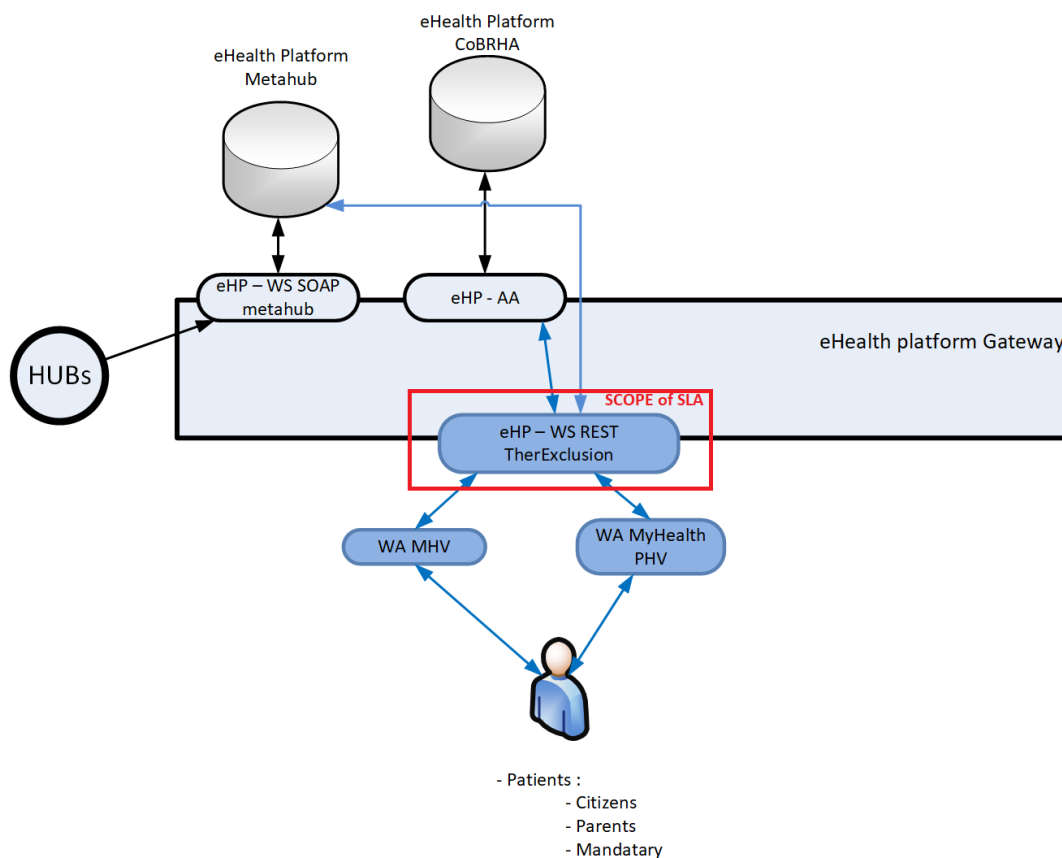


The following service (request-response operation type) will support the management of the ‘therapeutic exclusion’:

- *GET /therapeuticExclusions/{patientSsin}* : Enables an end-user to consult active therapeutic exclusion according to basic search parameters. Its main purpose is to allow the retrieval of a list of existing therapeutic exclusion during a consultation process.
- *POST /therapeuticExclusions* : Enables an end-user to declare a therapeutic exclusion.
- *DELETE /therapeuticExclusions* : Enables an end-user to declare the revocation of a therapeutic exclusion.
- *GET/histories/{patientSsin}* : Enables an end-user to consult the therapeutic exclusion history of a patient.
- *GET /health* : Enables an end-user to check the monitoring status of the service therapeutic exclusion.

## 2.3. Scope of the SLA

### 2.3.1. General



The main component included in this SLA is:

- eHealth Therapeutic Exclusion REST Webservice (used by authorized users i.e. Citizen, Parent and Mandatary (medicaldatamanagement) after obtaining valid json web token through IAM Connect) for
  - Therapeutic Exclusion management (GET/POST/DELETE)

**2.3.2. Abbreviations**

HC	Health Care
NIHII	National Institute for Health and Invalidity Insurance (INAMI / RIZIV)
SSIN	Social Security Identification Number
UAM	User and Access Management

**2.3.3. Service Level Criticality**

The Service Level Criticality (as described in the MSA) for this on-line Basic Service is **GOLD**.

**2.3.4. Service Window**

The time frame during which the eHealth services are offered to the client applications, is defined in terms of days and hours. Standard working days are all days of the year except during the biannual maintenance periods and bank holidays.

The following table summarises the eHealth Service Windows.

Service Window								
		Day of the week (closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 24:00							

Legend	
	Timeslots where the Service must be available according to the SLA and where corrective actions will be taken to resolve detected Incidents.
	Timeslots where the Service will be available provided there are no blocking Incidents. If these incidents do appear, no corrective action will be taken.
	Timeslots where unavailability can occur.



### 2.3.5. Support Window

Support Window								
		Day of the week (Closing days of Service Provider = Sunday)						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day period	00:00 – 07:00							
	07:00 – 08:00							
	08:00 – 16:30							
	16:30 – 19:00							
	19:00 – 20:00							
	20:00 – 24:00							

Legend	
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support for Infrastructure (HW, OS, Middleware and DB)
	Timeslots for which the eHealth Call Center is available for the End-Users with a second line support, including Application Support
	Timeslots for which the eHealth Call Center is unavailable for the End-Users. The End-User will have the possibility to record a voice message that will be treated on the next Workday.

### 2.3.6. Maintenance Window

The eHealth platform will strive to limit the impact and duration of the planned interventions as much as possible. Today, the eHealth platform is committed to ensuring that planned unavailability's do not exceed a few hours per year.

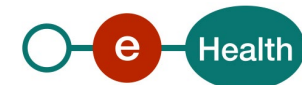
- Portal, Network interventions and application release: 2 times a year.





## 2.4. Service Objectives - Overview

Service	KPI	SL ID	Condition	Measure based on	Limit	Service Window	Objective Committed	Objective Target
Therapeutic Exclusion	Availability Therapeutic Exclusion ws (REST)		Transaction passes	Fictitious request		Mo – Su 0:00 – 24:00	99,5%	99,9%
	Performance Therapeutic Exclusion ws (REST) – GET /therapeuticExclusions		Response time < 4 sec	Real transactions	Depends on CBSS during the check of Parent/child filiation	Mo – Su 0:00 – 24:00	N/A	98,0%
	Performance Therapeutic Exclusion ws (REST) – POST /therapeuticExclusions		Response time < 4 sec	Real transactions	Depends on CBSS during the check of Parent/child filiation	Mo – Su 0:00 – 24:00	N/A	98,0%
	Performance Therapeutic Exclusion ws (REST) – DELETE /therapeuticExclusions		Response time < 4 sec	Real transactions	Depends on CBSS during the check of Parent/child filiation	Mo – Su 0:00 – 24:00	N/A	98,0%
	Performance Therapeutic Exclusion ws (REST) – GET /histories		Response time < 4 sec	Real transactions	Depends on CBSS during the check of Parent/child filiation	Mo – Su 0:00 – 24:00	N/A	98,0%



## 2.5. Service Objectives - Details

### 2.5.1. Availability Therapeutic Exclusion REST WS.

Objectives				
Definition	<ul style="list-style-type: none"> <li>The eHealth Therapeutic Exclusion WS is considered available when it is reachable via the BUS, when the DBs are up and running, and when the WS TherExclusion is up and running (get request and evaluation of the response - keep Alive Test)</li> <li>Planned interventions executed within the Maintenance Window are not recorded as unavailable time.</li> </ul>			
Measuring method	<ul style="list-style-type: none"> <li>The availability of the different functionalities is measured by executing the test scripts every 5 minutes. When the script is executed with as result a Status "OK", the test "passed".</li> <li>When the script is executed with another result, the test "failed"</li> <li>Measuring is always done on test scenarios</li> </ul>			
Calculation	$Availability = \frac{\sum Passed\ Tests \times 100}{\sum Total\ Tests} \%$ <ul style="list-style-type: none"> <li>Total Tests = Total number of tests launched within corrected timeframe</li> <li>Passed Tests = Total number of tests resulting in a status "OK" within the same timeframe</li> <li>Corrections are applicable on tests that are not taken into account because they were caused:               <ul style="list-style-type: none"> <li>by a Validated Authentic Source or partner application out of scope of this SLA.</li> <li>by a failing monitoring tool.</li> </ul> </li> </ul>			
Reporting and evaluation period	<ul style="list-style-type: none"> <li>The availability is calculated and reported monthly. Corrective interventions are initiated when appropriate.</li> <li>The formal evaluation however is done on a yearly basis.</li> </ul>			
Service Level Objectives	Functionality	Service Window	Service Level Objective	
			Committed	Target
	Availability Therapeutic Exclusion WS	Mo – Su 0:00 – 24:00	99,5%	99,9%

## 2.5.2. Performance Therapeutic Exclusion Webservice

Objectives				
Definition	<ul style="list-style-type: none"> <li>The performance of the eHealth Therapeutic Exclusion WS refers to its response time. Response time meaning the time needed to execute a request. This request can be:               <ul style="list-style-type: none"> <li>Get Therapeutic Exclusion</li> <li>Declare (Put) and Revoke Therapeutic Exclusion</li> </ul> </li> <li>Attention: The response time does not include:               <ul style="list-style-type: none"> <li>The time needed to deliver the information over the Internet</li> <li>The time needed to process the information at the End User's premises.</li> </ul> </li> </ul>			
Measuring method	<ul style="list-style-type: none"> <li>This response time is measured on the reverse proxies. Both start time (request received) and stop time (answer sent to the End User) are measured and stored in a database.</li> <li>Measuring is done on real transactions, and only on those having a "stop time" within the measuring period.</li> </ul>			
Calculation	<ul style="list-style-type: none"> <li>All response times are calculated: Stop time – Start time for every request.</li> <li>The percentage that meets the target is calculated based on following formula:</li> </ul> $Performance = \frac{\sum Tests\ meeting\ the\ target \times 100}{\sum Total\ Tests} \%$			
Reporting and evaluation period	<ul style="list-style-type: none"> <li>The performance is calculated and reported monthly. Corrective interventions are initiated when appropriate.</li> <li>The formal evaluation however is done on a yearly basis.</li> </ul>			
Service Level Objectives	Functionality	Target	Service Level Objective	
			Committed	Target
	Performance Therapeutic Exclusion WS (REST) <ul style="list-style-type: none"> <li>GET /therapeuticExclusions</li> </ul>	< 4 sec	N/A	98,0%
	Performance Therapeutic Exclusion WS (REST) <ul style="list-style-type: none"> <li>POST /therapeuticExclusions</li> </ul>	< 4 sec	N/A	98,0%
	Performance Therapeutic Exclusion WS (REST) <ul style="list-style-type: none"> <li>DELETE /therapeuticExclusions</li> </ul>	< 4 sec	N/A	98,0%
	Performance Therapeutic Exclusion WS (REST) GET /histories	< 4 sec	N/A	98,0%