

**Service Level Agreement
Basic Service: Therapeutic Exclusion
Version 2.3**

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eHealth platform

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Service Level Agreement

Therapeutic Exclusion

Between

Service provider

eHealth Platform
Quai de Willebroek, 38
1000 BRUSSELS

Service customer

User Community

To the attention of: the user community

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1. Table of content

1.	Table of content.....	3
2.	Document management	4
2.1.	Document history.....	4
2.2.	Document references.....	4
2.3.	Purpose of the document.....	4
2.4.	Features.....	4
2.5.	Validity of the agreement.....	5
2.6.	Service and maintenance window	5
2.6.1.	Service window	5
2.6.2.	Support Window	6
2.6.3.	Maintenance Windows & Planned Interventions	6
2.6.4.	Unplanned Interventions	6
3.	Service scope	7
3.1.	eHealth service	7
3.1.1.	General	7
3.1.2.	Abbreviations	7
3.2.	Business criticality	8
3.3.	Interdependencies	8
4.	List of service levels	9
5.	Detailed service level per service	10
5.1.	Availability Therapeutic Exclusion REST Web Service	10
5.2.	Performance Therapeutic Exclusion REST Web Service	11

2. Document management

2.1. Document history

Version	Date	Author	Description of changes / remarks
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	September 2025	eHealth platform	Changes in Support Window
2.3	March 2026	eHealth platform	Update Support Contact hours

2.2. Document references

ID	Title	Version	Date	Author
	Master Service Agreement	2022.1	12/04/2022	
	Master Service Agreement	V7.0	12/09/2025	

2.3. Purpose of the document

The Therapeutic Exclusion Web Service of the eHealth platform allows the citizen to manage the 'therapeutic exclusion' that is one of the fundamental prerequisites for the citizen to prevent healthcare providers from accessing his medical data.

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

2.4. Features

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

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

The therapeutic exclusion management is dedicated to the Citizen 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) Case of excluded HC Professional, the therapeutic exclusion is applied on the professional SSIN:
 - SSIN patient
 - SSIN HC professional

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

2) Case of excluded HC Organization e.g. Pharmacy, the therapeutic exclusion is applied on the organization NIHII:

- SSIN 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}* : Allows an end-user to consult active therapeutic exclusion according to basic search parameters. Its main purpose is to allow one to retrieve a list of the existing therapeutic exclusion when executing a consultation process.
- *POST /therapeuticExclusions* : Allows an end-user to declare an therapeutic exclusion.
- *DELETE /therapeuticExclusions* : Allows an end-user to declare the revocation of an therapeutic exclusion.
- *GET/histories/{patientSsin}* : Allows an end-user to consult the therapeutic exclusion history of a patient.

2.5. Validity of the agreement

This document is valid as long as the *Therapeutic Exclusion* is part of the eHealth-platform offering services. Once a year, the levels of service proposed will be reviewed and confirmed for the next year.

2.6. Service and maintenance window

2.6.1. 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.

The following table summarises the eHealth service window.

Service Window							
Day of the week (closing days of Service Provider = Sunday)							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
00:00 – 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.

2.6.2. 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 – 8:00							
	08:00 – 16:30							
	16:30 – 18:00							
	18:00 – 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.

2.6.3. Maintenance Windows & Planned Interventions

The eHealth platform will strive for limiting as much as possible the impact and duration of the planned interventions. Today, eHealth is committed to make efforts so planned unavailability's do not exceed one to a few hours per year. In case of maintenance requiring support from users, or impacting them, eHealth will notify them at least one week ahead.

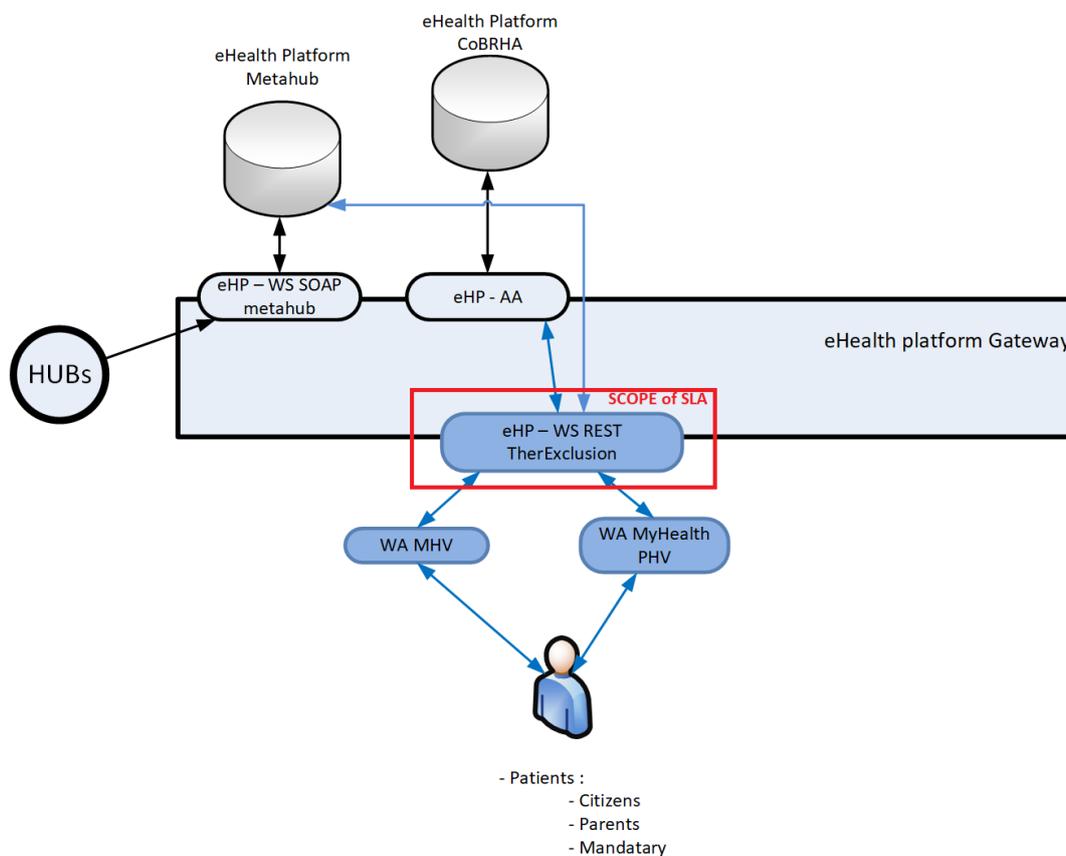
2.6.4. Unplanned Interventions

Under exceptional circumstances, unplanned interventions may be needed in order to restore the service.

3. Service scope

3.1. eHealth service

3.1.1. 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)

3.1.2. Abbreviations

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

3.2. Business criticality

The business criticality of the service is **Platinum** as it supports mandatory business processes that should be processed synchronously and within some legal periods.

3.3. Interdependencies

The Therapeutic Exclusion Basic Service depends on the MSA and on the collaboration with the partner.

4. List of service levels

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%

Table 1: List of key performance indicators (KPI) per service

5. Detailed service level per service

5.1. Availability Therapeutic Exclusion REST Web Service

Objectives				
Definition	<ul style="list-style-type: none"> The eHealth Webservice Therapeutic Exclusion is considered to be 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) Planned interventions executed within the Maintenance Window are not recorded as unavailable time. 			
Measuring method	<ul style="list-style-type: none"> 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". When the script is executed with an other result, the test "failed" Measuring is always done on test scenarios. 			
Calculation	$Availability = \frac{\sum Passed\ Tests \times 100}{\sum Total\ Tests} \%$ <ul style="list-style-type: none"> Total Tests = Total number of tests launched within corrected timeframe Passed Tests = Total number of tests that resulted in a status "OK" within the same timeframe Corrections are applicable on tests that are not taken into account because they were caused: <ul style="list-style-type: none"> by a Validated Authentic Source or partner application out of scope of this SLA by a failing monitoring tool 			
Reporting and evaluation period	<ul style="list-style-type: none"> The availability is calculated and reported monthly. Corrective interventions are initiated when appropriate. The formal evaluation however is done on a yearly basis. 			
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%

5.2. Performance Therapeutic Exclusion REST Web Service

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