Procurement of an EHR solution with adjacent systems and services

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Invitation to Dialogue

Appendix C4 Glossary of Terms

Case number: 2016/238

History

Version	Responsibility	Date	Comments/Changes
v1.0	Helseplattformen	02.02.17	Version v1.0 shared with the Contractors

Content

1 INTRODUCTION

This Appendix contains a collection of terms used in appendices and annexes of this procurement. The terms is to be read in conjunction with, cf. *Appendix C5, Annex C – Glossary of Terms for EHR-S FM.* This Appendix does not include an overview of relevant registries or systems.

2 GLOSSARY OF TERMS

Terms written with capital letters or marked with **bold, italic** in the appendices are explained in the table below.

Term	Definition	Reference
Access control	**Access control** is a means of ensuring that the resources of a data processing system can be accessed only by authorised entities in authorised ways. More specifically, the purpose of access control to **Helseplattformen** is to ensure that health personnel have access to the data and functionality that are needed to perform their work tasks, while at the same time preventing access to non-authorised users.	
Administrative procedures	**Administrative procedures** assess a patient's need for care and assistance based on physical and mental functionality level. The assessment is directly linked to a patient and results in a decision which reflects his/her right for assistance and support from the municipal health- and welfare services. Administrative procedures are conducted at various services by virtue of different legislation.	
Administrator	A supervisor who might have a special user access for system administration. An administrator is employed in the user organisation.	
Adverse event	An **adverse event** is an incident in relation to health treatment and care that causes or has the potential to cause harm to a patient. Causing harm is not limited to bodily harm, but also includes harm in terms of e.g., breach of privacy.	
Agency for Public Management and eGovernment (DIFI)	**DIFI's** aim is to strengthen the government's work in renewing the Norwegian public sector and improve the organisation and efficiency of government administration.	**Direktoratet for forvaltning og IKT** https://www.difi.no/om-difi/about-difi

Term	Definition	Reference
	DIFI works to ensure that government administration in Norway is characterised by values of excellence, efficiency, user-orientation, transparency and democracy. They aim to develop the organisation and leadership of the public sector, with coordination among public authorities and services.	
Ambulance/ambulance services	The **ambulance/ambulance services** includes ambulances by land, air and water, and are a part of the Regional Health Authority's emergency medical services. The ambulance services by land and water are operated by the Regional Health Authorities, while the ambulance services by air are operated partly by the Regional Health Authorities, and partly by private contractors.	
Application Programming Interface (API)	**API** denotes an interface in a software exposing specific parts of the software to be activated (run) from other applications. This means that applications (often web applications) can make changes, running processes, or otherwise process data in a larger context. Such collaborative software parts are referred to as components. This is often seen used in e.g., the treatment of data in a database.	
Authorisation	**Authorisation** is the process of granting or denying access to a resource.	
Bidder	The legal entity submitting a proposal or a tender in the competitive dialogue.	
BKM reporting	Electronic report of reimbursement claims for performed patient treatment sent to *Helfo*.	
Calendar	A tool to capture and render scheduling information and availability for both resources and patients. Calendars may be shared and combined to support efficient scheduling for all contexts.	
Calendar day/ Days	Calendar days.	
Call Off Order	A notification from the Individual Customer to Helseplattformen that he	

Term	Definition	Reference
	requests that an Option shall be exercised.	
Cancer Registry of Norway	**The Cancer Registry of Norway** is a *National central health registry* where data and compiled statistics on cancer incidence in Norway is collected.	
Candidate	The legal entity submitting documentation to be pre-qualified under the procedure described in the Pre-qualification Document.	
Chain of emergency care (CEC)	The **CEC** is the society's overall organisational and personnel related and material readiness process to provide emergency medical assistance to the population**.** The chain of emergency care consists of: *General practitioner (GP)*, *out-of-hours-emergency primary services (OOH)*, *local emergency medical communication centres (LEMC)*, *emergency medical communications centres (EMCC)*, *ambulance services* and *emergency departments (ED)* in hospitals.	**Helsedirektoratet. (2012). Definisjonskatalog for den akuttmedisinske kjede. Helsedirektoratet: Oslo**
Change Estimate	Unless otherwise is specified in the Change Request itself, the Contractor shall, within a maximum of ten (10) working days from receipt of a Change Request, submit a study of potential risk and change consequences, as well as a price estimate (the "Change Estimate")	
Change Request	The Customer has the right to order changes, in the form of increases or reductions in the scope, nature, type, quality or delivery of the Deliverables, as well as changes to the progress plan ("Change request")	
Chart solution	**Chart** is a representation of structured clinical patient information as a function of time. *Continuous chart solution* is a consistent accessibility of structured clinical patient information regardless of time and location.	
Child welfare service	**The child welfare service**'s main task is to ensure that children and adolescents living under conditions that could harm their health or development will receive	

Term	Definition	Reference
	assistance and care necessary at the right time. Both municipalities and the state have duties and responsibility regarding child welfare. All municipalities are obligated to have a Child Welfare Service.	
Children as relatives of patients	In accordance with Helsepersonelloven § 10a, health professionals have a particular duty to meet the needs of children who are relatives of patients with specific criteria, like mental illness, drug addiction or serious physical illness.	
Clinical decision support (CDS)	**CDS** is an IT-tool that combines knowledge with individual or aggregated patient data in order to drive optimal problem solving and decision making to support health professionals in the assessment, treatment and care of patients.	**Lærum, H., Grimsmo, A. and Fossum, M. (2014). Beslutningstøtte. Definisjoner, status og forvaltning av ulike former for IKT-basert klinisk støtte. Rapport fra ekspertgruppe**
Closed loop medication (CLM)	**CLM** is a fully electronic medication management process, supporting prescribing, dispatching, distribution, dispensing and administration of medication. Documentation of the management process is included in CLM and knowledge and decision support in the solution is vital. A CLM process is the set of measures to ensure "the five rights": the right medication is ordered, with the right dosage, and administered in the right way, at the right time, to the right patient.	
Code of conduct	The code of conduct is a holistic approach to an information security policy for all organisations within the sector. The code itself covers all aspects of information security as regulated by Norwegian law. In some instances, the code of conduct defines more stringent rules than the law itself. The code ensures a secure interoperability for all organisations that comply with the regulations set forth in the code.	**The Norwegian Directorate of eHealth** https://ehelse.no/code-of-conduct

Term	Definition	Reference
	The code of conduct has been developed by representatives from the health services sector, and comprises the sector's view of how to ensure information security. In addition to developing the code of conduct, the sector has produced a set of short practical guidelines on how to meet the individual requirements in the code.	
Computerised provider order entry (CPOE)	**CPOE** are systems designed to replace a hospital's paper-based ordering system. They allow users to electronically write the full range of orders, maintain an online medication administration record, and review changes made to an order by successive personnel. They also offer safety alerts that are triggered when an unsafe order (such as for a duplicate drug therapy) is entered, as well as *clinical decision support* to guide health personnel to less expensive alternatives or to choices that better fit established hospital protocols.	**Health Devices (2001) Computerized provider order entry systems** http://www.ncbi.nlm.nih.gov/pubmed/11696968
Contract	The agreement to be entered into with the Contractor including Appendices and Annexes.	
Contract Price	The price for the EHR delivery covered by the Delivery Contract and the Maintenance Contract including Helseplattformen Main Project, Customer Options, Functional Options and Service Options.	
Contractor	The legal entity submitting a Tender in the competitive dialogue as well as the entity awarded the *Contract*.	
County medical officer	The Office of the County Governor is ascribed authority to carry out supervision of health and care services and is thus directly subject to the Norwegian Board of Health Supervision. Each county shall have a **county medical officer**, included in the County Governor's office. The Offices of the County Governor shall carry out supervision of health and care services in the county and with all health care	Act relating to public supervision of health and care services etc. (Health Supervision Act) https://www.helsetilsynet.no/no/Norwegian-Board-of-Health-Supervision/Legislation/Act-of-public-supervision-of-health-services/

Term	Definition	Reference
	personnel and other personnel in the county who provide health and care services. In association with supervision, the Offices of the County Governor shall provide advice, guidance and information that contribute to ensuring that the needs of the population for health and care services are met. The Offices of the County Governor and the Norwegian Board of Health Supervision shall inform the employer of personnel of warnings, revocation, voluntary renouncement, or suspension of authorisation, licence, certificate of completion of specialist training or the right to prescribe addictive medication and limitation of authorisation pursuant to the Health Personnel Act Chapter 11.	
Customers	The entities and organisations listed in Annex 3. Related to the Turnkey Delivery one entity, presently Helseplattformen, will act on behalf of all Customers towards the Contractor.	
Customer Furnished Assets	The Customer's technical platform, equipment, applications, project office facilities, course facilities and personnel that the Contractor shall or may use for its EHR delivery. The Delivery Contract shall be precise on which **Customer Furnished Assets** that the Customer is obliged to deliver to ensure a successful EHR delivery.	
Customer Options	**Customer Options** equals options exercised for the various groups of Customers set out in *Appendix C3*.	
Days/Calendar days	Calendar days.	
DC Contract Price	The price for the EHR delivery covered by the Delivery Contract including Helseplattformen Main Project, Customer Options, Functional Options and Service Options. Relative to the use of the term in the Delivery Contract the price related to **Options are excluded** until they are called for and constitute a firm commitment on both parties (meaning	

Term	Definition	Reference
	that the DC Contract Price will increase with the exercise of options).	
Deliverables	The EHR delivery as offered by the Contractor, including the EHR solution as described in *T Appendices 1* and *2* (the "**Deliverables**").	
Delivery Date	The first Working day after the Deliverables are, or are deemed to be, approved.	
Deployment	The implementation of Helseplattformen will be deployed over several years. The first deployment is defined as Helseplattformen Main Project. Subsequent deployments corresponds with actors call off of Customer Options. Deployment includes agreed deliverables not yet delivered.	
Detailed Plan	A detailed project and progress plan prepared by the Contractor, in cooperation with the Customer. The Detailed Plan defines and specifies activities under the milestones defined by the Project Plan and describe the scope of the Customer's contribution, including resource and time estimates.	
D number	A person without a national identity number will be assigned a D number under certain conditions. The D-number is an eleven (11) digit number which is, together with the name, used to identify a person.	**Helsedirektoratet. (2010). Indentifikatorer for personer. Syntaks for fødselsnummer, hjelpenummer mv.**
Digital citizen services	**Digital citizen services** are used to describe online services related to health for all citizens.	
Digital interaction	**Digital interaction** refers to all forms of contact between citizens and health personnel, both electronic communication and the recording of data from different sources.	
DUF number	A **DUF number** is a twelve digit number that is assigned to everyone who applies for residence in Norway. More specifically, the DUF number is the applicant's registration number in the computer system of the Norwegian Directorate of Imigration (UDI)	

Term	Definition	Reference
Educational and psychological counselling services (PPT)	Each municipality and county have an educational and psychological counselling service **(PPT).** PPT shall work systematically and assist kindergartens and schools to ensure that all children and young people who need extra assistance and support are able to take part in the learning and development processes. PPT often collaborates with GPs, children and adolescents' psychiatric outpatient services, public health centres, habilitation services and child welfare services, as well as a speech therapists.	
Effective Date	The date when the contract has been signed and enter into force.	
EHR Standard software and tools	The Contractor's EHR Standard software and tools means all parts of the solution that are not solely developed for the Customer.	
EHR delivery	The delivery of the EHR solution in which a single entity (the Contractor) with one contractual interface has the overall responsibility for the complete delivery of the EHR solution.	
EHR solution	The EHR solution means the new electronic health record ("EHR") solution. The EHR solution includes both the Contractor's EHR Standard software and tools as well as customised software and tools with the adjacent systems and services for the specialist and primary health services in Central Norway Health Region.	
Electronic consultation	**Electronic consultation** is an electronic communication tool for provider-to-provider or patient-provider communication within a shared *EHR* or web-based platform. This form of consultation is intended to improve access to speciality expertise for patients and providers without the need for a face-to-face visit.	**Vimalananda, V. G. et al. (2015). Electronic consultation to improve speciality care: A systematic review and narrative synthesis. Journal of Telemedicine and Telecare**
Electronic health record (EHR)	An **EHR** is a comprehensive, structured set of clinical, demographic, environmental, social, and financial data and information in electronic form,	**HL7 Glossary of Terms for EHR-S FM, Annex C**

Term	Definition	Reference
	documenting the health services given to a single individual.	
Electronic public records (OEP)	**OEP** is a collaborative tool used to make public records available online. Public record data is stored in a searchable database. Users can search this database to locate case documents relevant to their field of interest. Having located relevant case documents, users may submit requests to view these. Requests are sent to the respective agencies responsible for the case documents and public record entries.	
Electronic standardised pathway (ESP)	**ESP** a system that monitor the use and measured outcome of pathways in the different hospitals in the region	
Emergency departments (ED)	The **ED** is a service to patients who need emergency specialist assessment, treatment and possibly hospitalisation. The patients will be admitted from *GP*, *OOH*-clinics, nursing homes or from home during all ours of the day. A large part of patients will also be admitted by ambulance without examination of a GP or physician.	
Emergency medical communication centre (EMCC)	The **EMCC** handles emergency calls (113) in accordance with laws, regulations and expectations and shall provide optimal utilisation of resources. EMCC is meant to make the hospitals and municipalities more able to interact with regards to emergency events and to handle patient flow related to medical emergencies. EMCC also needs to assist with assigning the best response through *decision support*. There is a national procurement program regarding the EMCCs. The project 'New technology EMCC' shall procure a new, common solution for Norway's EMCC. Contract signing will be completed early February 2017.	
End-user	A person who ultimately use or is intended to ultimately use a product.	
Enterprise capabilities	An **enterprise capability** is the ability used by an enterprise in order to achieve a specific outcome. It describes what the enterprise is required to do to create	

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
	value for its customers (e.g., citizens, patients, patient representatives, employees) and stakeholders.	
Enterprise service bus (ESB)	The **enterprise service bus** is a strategic component in the integration between various systems and environments, and provides sound integration architecture benefits like reusability, encapsulation, distribution, and more.	
Episode of care	All services provided to a patient related to a medical problem within a specific period of time across a continuum of care.	
E-prescription	Solution for electronic transmission of prescriptions from a prescriber to a community dispatching site (pharmacy and surgical supplies store), as well as applications to *NoMA* (when prescribing a medication without marketing license) and *Helfo* (for financial reimbursement).	
Evaluation Price	The total price of the EHR delivery that will be the basis for evaluation under the award criterion Price.	
Expert Instructions	The expert shall be instructed to conduct its investigations and assessments in accordance with a set of instructions mutually agreed between the parties (hereinafter the "Expert Instructions")	
Final Call Off Order	A notification from the entity acting on behalf of the Customer to the Contractor that that an Option is exercised.	
Final Approval Period	The approval period following MS9.	
Final Delivery Date	When the final approval period is approved by the Customer.	
Fixed Price	A price mechanism where the Customer pays 100 per cent of Fixed Price payments if delivered with the agreed content, scope and quality, within the agreed deadline.	
Full Time Equivalent (FTE)	1 FTE is defined as 1,600 working hours per year, equivalent to 200 working days per year.	
Functional Options	Are Options related to functionality, software and services for the	

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
	implementation of Functional Options as set out in *T Appendix 7*.	
Regular general practitioner registry	**Regular general practitioner registry,** the regular *GP* registry, is a Norwegian registry that provides an overview of the practicing regular GPs in Norway. The registry presents the link between regular GPs and their patients.	**Direktoratet for e-helse** https://ehelse.no/helseadministrative-registre/fastlegeregisteret
National prescription and dispatching support registry (*FEST)*	**FEST** is the National prescription and dispatching support registry. ***NoMA*** operate and develop the Norwegian system for electronic prescription support. The system enables NoMA to provide medicinal and reimbursement information. FEST has information about all medications registered in Norway (and some medications without marketing license), for free use in EHRs, e-prescriptions and other uses.	https://legemiddelverket.no/english/about-us/departments/department-for-medical-information
General practitioner (GP)	A GP is a medical practitioner who does not specialise in one particular area of medicine. GPs provide routine health services (e.g., physical examination, immunisations) and assess and treat many different conditions, including illnesses and injuries.

GPs are central to the municipality's responsibility in providing assessment, diagnosis and treatment including both planned and emergency care services, but also in prenatal and postnatal care. The regular GP scheme shall ensure that everyone gets the necessary GP services of good quality at the right time, and that people living in Norway have a regular GP to relate to. | |
| **Graphical user interface (GUI)** | A Type of interface that allow users to interact with electronic devices through graphical icons and visual indicators. | |
| **Habilitation** | **Habilitation** refers to health care services that help a person with congenital or early acquired disability to acquire, keep or improve, partially or fully, and at different points in life, skills related to communication and activities of daily living. These services addresses the competencies and abilities needed for optional functioning in interaction with their environment. Habilitative | |

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
	services include physiotherapy, occupational therapy, speech-therapy, hearing impaired services and other services for people with disabilities.	
Health record responsible	Norwegian health services shall appoint a health record responsible that has the responsibility for a patient's health record, cf. Helsepersonelloven § 39 and Pasientjournalforskriften § 6. To perform his or her duties, the health record responsible shall as a general rule be granted access to the complete health record.	
Helse Midt-Norge IT (HEMIT)	**HEMIT** has the responsibility regarding operating and managing of the ICT-systems used by all the hospitals in the Central Norway Health Region Trusts. This also includes innovation and development.	
Helseplattformen	**Helseplattformen** is understood by the context it is used: i) the complete set of undertakings together constituting the **EHR solution**, including adjacent systems and services, depicted in *Appendix C0* and *Appendix C3*, or ii) the organisation tasked with acquiring the EHR solution.	
Helseplattformen Main Project (HMP)	The implementation of the EHR solution with all functionality to Central Norway Regional Health Authority (HMN), Helse Møre og Romsdal HF, Helse Nord-Trøndelag HF, St. Olavs Hospital HF, the City of Trondheim and 2 General Practitioner offices in the City of Trondheim. The Hospital Pharmacy is included in HMP with a delivery in the form of a close integration with Helseplattformen.	
Health Trust	A Health Trust (Norwegian: helseforetak (HF)) is a health enterprise owned by one of the Norwegian Regional Health Authorities. In the Central Norway Health Region there are four Health Trusts: Helse Møre og Romsdal HF, St Olavs Hospital HF, Helse Nord-Trøndelag HF and the Hospital Pharmacies in Central Norway HF.	

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
(National) FH number	**National FH number,** felles hjelpenummer, is a unique identifier assigned to patients without known national identity number or ***D number*** (e.g., relevant for newborns and tourists). ***NHN*** is responsible for developing and operating this national initiative.	**Helsedirektoratet (2010). Indentifikatorer for personer. Syntaks for fødselsnummer, hjelpenummer mv. Helsedirektoratet: Oslo**
ICD-10	**ICD-10** is the 10th revision of the International Statistical classification of diseases and Related health problems (ICD), a medical classification list by the World health organisation (WHO). It contains codes for diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases.	
Identity access management (IAM)	An **IAM** solution is a framework for business processes that facilitates the management of electronic identities. The framework includes the technology needed to support identity management.	
(National) identity number	The Norwegian national identity number ("fødselsnummer") is an eleven(11)-digit unique, personal identifier.	**Helsedirektoratet (2010). Indentifikatorer for personer. Syntaks for fødselsnummer, hjelpenummer mv. Helsedirektoratet: Oslo**
Individual Customer	Each entity that has the right to exercise Customer Options, cf. *Appendix C3.*	
In vitro fertilisation (IVF)	**IVF** is a procedure in which eggs (ova) from a woman's ovary are removed. They are fertilised with sperm in a laboratory procedure, and then the fertilised egg (embryo) is returned to the woman's uterus.	**Medical dictionary** http://medical-dictionary.thefreedictionary.com/in+vitro+fertilization
Incident information	**Incident information** is used as a term for the documentation protocol performed by ***EMCC's/LEMC's*** connected to an (emergency/urgent) incident. The necessary information may contain facts about what, who, when, where, action measures (assistance or transfer) and relevant tactical information (e.g., traffic, weather, dangerous cargo).	
Individbasert pleie- og omsorgssystem (IPLOS)	**IPLOS** is a ***national central health registry***, a pseudonymous registry, containing detailed information about all applicants and recipients of health services at home and in nursing homes in	

Term	Definition	Reference
	Norwegian municipalities. Since 2007, this has been the main data source for Norwegian health statistics.	
Individual decision	**Individual decision** concerning individual health services are formal legal decisions under the Public Administration Act. They differ from medical choices and other informal decisions health care workers do in order to treat and care for the patient.	
Individual plan	In Norway, it is a legal right for patients/citizens who need long-term, coordinated health services to have made an individual plan. The plan is a dynamic tool in the coordination and targeting of services and should be updated continuously. The patient/citizen has the right to participate in the work with their plan, and this participation shall be facilitated. The patients'/citizens' representatives should be included in the work with the plan according to the patients' wishes. Individual plans require consent of the patient or patient representatives on their behalf. The same applies to the appointment of the coordinator. The coordinator shall ensure the necessary follow-up of the individual patient. A coordinator shall also ensure coordination of services and progress in work with the individual plan.	**Pasient- og brukerrettighetsloven, §2-5.** **Forskrift om habilitering og rehabilitering, §19.**
Information security	**Information security** is the practice of protecting information from unauthorised access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction. Information security also embodies availability to information, as lack of availability can be critical to the treatment and care of the patient.	
Information view	The representation of clinical patient information filtered and displayed in different information views based on role and context.	**HL7 Glossery of Terms for EHR-S FM, Annex C**
Initial Response Time	The time from an error or incident is detected or reported until the Contractor	

Term	Definition	Reference
	have commenced corrective actions and responded to that error or incident.	
Intensive care unit (ICU)	**ICU** is defined as a hospital unit which concentrates on equipment and specially trained personnel for the treatment and care of seriously ill patients requiring immediate and continuous attention.	**Medical dictionary** http://medical-dictionary.thefreedictionary.com/intensive+care+unit
Kjernejournal	**Kjernejournal** is a *summary care record* system used in Norway. Kjernejournal collects the most important health related information ("core information") about citizens gathered from public records, critical health data entered by a physician and basic registrations from citizens. Kjernejournal is available for health professionals with an official need for this information.	**Larsen, B. A. and Berge, I. (2015) Kjernejournal – introduksjon for helsepersonell. Helsedirektoratet: Oslo.** https://helsenorge.no/kjernejournal/kjernejournal-for-safer-healthcare
Jurisdictional law	**Jurisdictional law** is in the context of this procurement to be understood as: Norwegian legislation.	
Knowledge support	**Knowledge support** is an IT-tool that provides health professionals with access to research-based knowledge or other knowledge content from reliable sources. Knowledge support involves rendering information relevant to a specific incident/situation; however it does not adapt the information or select the information based on specific patient data.	**Lærum, H., Grimsmo, A. and Fossum, M. (2014). Beslutningstøtte. Definisjoner, status og forvaltning av ulike former for IKT-basert klinisk støtte. Rapport fra ekspertgruppe**
Large municipalities	The number of inhabitants are more than 20 000.	
Local emergency medical communication centre (LEMC)	The **LEMC** is part of the medical emergency service and provides medical advice and medical supervision. It is a statutory municipal service to prioritise, register, implement and follow up inquiries about the need for immediate help from people who are within the municipal district. It should be able to pass on inquiries to the health services in the municipality (such as a physician on call, midwife, crisis team or any other municipality agency). *They are linked to a national LEMC phone number 116117.*	

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
Look over the shoulder	**"Look over the shoulder"** is a method of *Virtural care* which allow a distant health professional to "*look over the shoulder*" of the on-the-spot professional and assist or observe treatment, rather than needing to travel to a distant hospital or treatment centre.	**Dahlsgaard, B.C. (1999). Flexible Working: New Network Technologies. IOS Press: Amsterdam.**
Major surgery	**Major surgery** is any invasive operative procedure in which a more extensive resection is performed (e.g., a body cavity is entered, organs are removed, or normal anatomy is altered). If e.g., an operation is performed upon an organ within the cranium, chest, abdomen, or pelvic cavity, the surgery is considered major. Major surgery involves more risk for the patient.	
Master data	**Master data** will in this context be used for slow changing data in the solution. The main area the master data covers, is describing the structure of the health sector in Central Norway. This includes locations, organisational units, health services provided and so on. Master data will frequently be synchronised with external sources. The term "registry services" will be used for these external sources.	
MC Contract Price	The price for the EHR delivery covered by the Maintenance Contract including Helseplattformen Main Project, Customer Options, Functional Options and Service Options (if any). Relative to the use of the term in the Maintenance Contract the price related to **Options are excluded** until they are called for and constitute a firm commitment on both parties (meaning that the MC Contract Price will increase with the exercise of Options).	
Medical device	Any instrument, apparatus, appliance, material or other article, whether used alone or in combination, together with any accessories or software for its proper functioning, intended by the manufacturer to be used for human beings in the: 1. Diagnosis, prevention, monitoring, treatment or	**National Institute for Health and Care Excellence** https://www.nice.org.uk/Media/Default/About/what-we-do/NICE-guidance/NICE-medical-technologies/Medical-technology-definition.pdf

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
	alleviation of disease, injury or handicap, 2. Investigation, replacement or modification of the anatomy or of a physiological process, or 3. Control of conception, and which does not achieve its principal intended action in or on the human body by pharmacological, immunological or metabolic means, but may be assisted in its function by such means.	
Medical device integration (MDI)	**MDI** is the establishment and maintenance of a connection where data is transferred between a *medical device*, such as a patient monitor, and an information system. By eliminating the need for manual data entry, potential benefits include faster and more frequent data updates, diminished human error, and improved workflow efficiency.	
Medication ordering	The step of the medication management process where an authorised prescriber gives an instruction for dispensing a medication to the patient.	
Medication reconciliation	**Medication reconciliation** is the formal process in which health professionals' partner with patients to ensure accurate and complete medication information transfer at interfaces of care.	Samstemming av legemiddellister http://www.pasientsikkerhetsprogrammet.no/om-oss/innsatsomr%c3%a5der/samstemming-av-legemiddellister WHO: http://www.who.int/patientsafety/implementation/solutions/high5s/en/
Medication review	**Medication review** is a structured, critical examination of a patient's medicines. The objectives are to ensure the quality of drug treatment to optimise the impact of medicines and minimise the number of medication related problems. The medication review can be performed by the attending physician alone or in multidisciplinary teams where the attending physician is part of the team. The physician is responsible for the final decision on drug treatment for the patient.	

Term	Definition	Reference
	Medication reviews shall be based on a coherent drug list of current processing level and relevant clinical information.	
Medium municipalities	The number of inhabitants are between 5 000 and 20 000.	
Minor surgery	**Minor surgery** is any invasive operative procedure that neither penetrates or exposes a body cavity, nor induces permanent impairment of physical or physiologic function. Only skin, mucus membranes and/or connective tissue is resected (e.g., vascular cut down for cathether placement). A dedicated surgical facility is not required for such procedures, and little risk is involved.	
Multidisciplinary care	**Multidisciplinary care** occurs when professionals from a range of disciplines with different but complementary skills, knowledge and experience work together to deliver comprehensive treatment and care aimed at providing the best possible outcome for the physical and psychosocial needs of a patient and their representatives.	**The Royal Australian Collage of General Practitioners** http://curriculum.racgp.org.au/statements/multidisciplinary-care/
Multimedia	The definition of **multimedia** means that computer information can be represented through audio, video, and animation in addition to traditional media (i.e., text, graphics drawings, images). The solution shall provide the ability to store and render multimedia data, across and within *providers* in the health service, and for the patient. In addition, the definition of multimedia also includes live viewing of images and videos, to support peer support, or as an electronic consultation, across and within providers in the health service, and for the patient.	
Multiple-resource-scheduling	The ability to support scheduling and reserving resources of multiple modalities and across organisations. This involves both scheduling of several interdependent resources involved in the execution of a task and/or the scheduling of multiple tasks (e.g., a *standardised clinical pathway* programme).	

Term	Definition	Reference
Municipal medical officer	A title commonly used for the senior government official of a health department or agency, usually at a municipal, county/district, state/province, or regional level. The post is held by a physician who serves to advise and lead a team of public health professionals such as environmental health officers and public health nurses on matters of public health importance.	**Wikipedia** https://en.wikipedia.org/wiki/Medical_Officer_for_Health
National health registries	There are a number of national health registries created by the Government pursuant to the Health Register Act. We divide them into two types of registers; central health registries or medical quality registries. **National central health registries** are used primarily for health monitoring in the form of health statistics and preparedness, quality of health services, research, administration and management. **National medical quality registries** are established to ensure the quality of treatment, but they are also used for research, mapping of disease incidence and treatment of patients.	
Nasjonal IKT HF	**Nasjonal IKT HF** is a health trust responsible for promoting and coordinating common ICT-related initiatives within the Norwegian specialised health services. Our mandate is given to us by the regional health organisations, and we are a central agent in realising national efforts and strategies within the ICT-area.	
National database of e-prescription	**National database of e-prescription** is a national electronic database for the processing of prescription information. This establishment made the transition from the paper prescriptions to electronic prescriptions possible.	
National Registry	**The National Registry** contains important information concerning	**The Norwegian Tax Administration** *http://www.skatteetaten.no/*

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
	everyone who either is or has been resident in Norway.	*en/person/National-Registry/*
Neonatal intensive care unit (NICU)	**Neonatal intensive care unit (NICU)** is an intensive care unit designed for premature and ill newborn babies. Also called a newborn intensive care unit.	http://www.medicinenet.com/script/main/art.asp?articlekey=23391
NOARK5	**NOARK** is a Norwegian abbreviation for Norsk arkivstandard, or "Norwegian archive standard". NOARK5 sets out requirements concerning record structure, metadata and functionality, but does not contain any requirements concerning how these requirements should actually be met in system development. Noark 5 therefore does not define a system, but facilitates for different solutions.	**NOARK 5 (2009) Standard for Records Management. Version 2.0**
Nødnett (the Norwegian Emergency Public Safety Network)	**Nødnett** is a digital network for police, health services and fire and rescue services. The network is built to be resilient in order to meet the needs of the emergency services.	**Nødnett** *http://www.dinkom.no/en/Development-of-Emergency-Network/About-Nodnett-the-Norwegian-Public-Safety-Network/*
The Norwegian Immunisation Registry (SYSVAK)	**SYSVAK** is a ***national central health registry*** which gives an overview over which vaccines have been given and the total vaccination coverage in Norway.	**Norwegian Institute of Public Health** https://www.fhi.no/en/hn/health-registries/norwegian-immunisation-registry-sysvak/
Norwegian Cause of Death Registry	The **Norwegian Cause of Death Registry** is a ***national central health registry*** which offers the official cause of death statistics for Norway.	
Norwegian Health Economics Administration (Helfo)	**Helfo** is responsible for direct payments to various health service providers, individual reimbursement for certain medicines, dental services and health services abroad. In addition, Helfo is in charge of The regular GP scheme, which entitles norwegians to have a regular GP, and issuance of The European Health Insurance Card (Europeisk helsetrygdkort). Helfo is an external agency of the Norwegian Directorate of Health.	https://helfo.no/english
Norwegian Health Network (NHN)	**NHN** is owned by the Ministry of Health and Care Services and focuses on providing secure and appropriate	**Norsk helsenett** https://www.nhn.no/english

Term	Definition	Reference
	national ICT infrastructure supporting collaboration between health providers.	
Norwegian Institute of Public Health	The **Norwegian Institute of Public Health** works to improve population health by strengthening the preventive health care. The Institute monitors the health situation in the country, including the development of infectious diseases and is the responsible data controller for 10 central health registers. The Institute provides a range of services such as vaccine procurement and distribution, and forensic assignments. They also have a national advisory responsibility to the Ministry of Health and Care. The Institute is subordinate to the Ministry of Health and Care Services.	**Norwegian Institute of Public Health** https://www.fhi.no/en/
Norwegian Intensive Care Registry (NIR)	The Norwegian Intensive Care Registry is a *national medical quality registry*. Almost all *ICU* patients are registered in the Norwegian Intensive Care Registry (NIR).	
Norwegian Knowledge Centre for the Health Service	The Norwegian Knowledge Centre for the Health Service (Kunnskapssenteret in Norwegian) contributes to quality improvement in the health services by summarising research, promoting the use of research results, measuring the quality of health services, and working to improve patient safety.	http://www.kunnskapssenteret.no/en/frontpage
Norwegian Labour and Welfare Administration (NAV)	**NAV** administers a third of the national budget through schemes such as unemployment benefit, work assessment allowance, sickness benefit, pensions, child benefit and cash-for-care benefit. The follow up of employees on sick leave can involve both health and care services (particularly *GP*s), employer and NAV.	**NAV** https://www.nav.no/en/Home/About+NAV/What+is+NAV
Norwegian Medicines Agency (NoMA)	**NoMA** is in charge of marketing authorisation, classification, vigilance, pricing, reimbursement and provision of information on medicines to prescribers and the public. NoMA is subordinate to the Ministry of Health and Care Services.	**Statens legemiddelverk (SLV)** http://www.legemiddelverket.no/english
Norwegian Patient Registry (NPR)	The **Norwegian Patient Registry** collects data on patients awaiting treatment or patients who have received	

Term	Definition	Reference
	treatment from the specialist health services.	
Notification	A type of Notice that does not necessarily require recipient's action.	**HL7 Glossary of Terms for EHR-S FM, Annex C**
Nuclear medicine	**Nuclear medicine** is a branch of medicine dealing with the use of radioactive materials in the diagnosis and treatment of disease.	
Option	Collective term for Customer Option, Service Option and Functional Option that the Customer has a right but not an obligation to buy.	
Ordering and stock keeping system	System to support electronic ordering of medications and control of assortment and amount of medications in local stock.	
Out-of-hours emergency primary health care (OOH)	The **OOH** services shall offer support in situations where the patient cannot wait to see their GP and for people who are staying in, or visiting the municipality without being residents. All municipalities shall have at least one doctor on call/duty. There are different ways of organising the primary emergency service depending on different factors such as population and area. Several municipalities cooperate in terms of managing the OOH-clinics. The OOH-clinics mostly prefer patients to contact the *LEMC* for an assessment and appointment before attending an OOH-clinic.	
Overdue Pay	The Customer fails to make payment by the agreed time.	
Partial delivery	The Deliverables are split into partial deliveries that are introduced over time ("Partial delivery").	
Patient logistics	Managing patient flow in a safe and efficient way.	
Patient portal	A **patient portal** is a secure online website that gives patients 24-hour access to personal health information with an Internet connection. Using a secure authentication solution, patients can view health information and access *digital citizen services*.	

Term	Definition	Reference
	The term patient portal is also used when citizens search or look for health related information (i.e., **user scenarios**).	
Patient/citizen	For the purpose of this procurement patient will be used as a common term to describe the individual persons (or group of persons) that are the subject of the **EHR** solution. This includes situations where there is no direct medical treatment involved, i.e. in which the persons are relevant to the solution in the capacity of *citizens*. In certain requirements the term citizen will be used to demonstrate that no medical treatment is directly involved. Requirements for patients/citizens also include requirements for their representatives when they act together or on behalf of the patient/citizen.	
Peer support	Electronic **peer support** is an IT-tool which enables health personnel to exchange knowledge and experiences regarding various patient cases and general issues.	**Lærum, H., Grimsmo, A. and Fossum, M. (2014). Beslutningstøtte. Definisjoner, status og forvaltning av ulike former for IKT-basert klinisk støtte. Rapport fra ekspertgruppe**
Personal connected health and care (PCHC) technology	**PCHC technology** is mainly technological assistance that contributes to provide and increase safety, assurance, social participation, mobility and physical and cultural activity for an individual. It support citizens with self care and the ability to manage everyday life despite of illness and social, psychological and physical disability. PCHC may provide technological support to representatives and otherwise contribute to improve availability, resource utilisation and quality of health services. It might as well help preventing the need of health services or institutionalisation.	**NOU 2011:11. Innovasjon i omsorg, Helse- og omsorgsdepartementet: Oslo**
Personal health record (PHR)	**PHR** is defined as an electronic application used by patients to maintain and manage their health information in a private, secure and confidential environment. PHRs are managed by the patient and may include information from various sources (e.g., health providers, patients themselves,	**Health IT** https://www.healthit.gov/providers-professionals/faqs/what-personal-health-record

Term	Definition	Reference
	monitoring devices, health promotion/education material, health related calendar). It may also be used as a tool for the patient communicating with health providers.	
Personalised medicine	**Personalised medicine** refers to a medical model using characterisation of individuals' phenotypes and genotypes (e.g., molecular profiling, medical imaging, lifestyle data) for tailoring the right therapeutic strategy for the right person at the right time, and/or to determine the predisposition to disease and/or to deliver timely and targeted prevention.	**Helsedirektoratet (2016) Nasjonal strategi for persontilpasset medisin I helsetjenesten (høringsutkast).**
Population health management	The systematic application of population science knowledge and methods to improve the health of groups of individuals. Population health management encompasses a wide array of interventions, including implementation of guidelines, monitoring of disease or practice patterns, promotion of healthy behaviours, and advancement of evidence base for clinical practice.	**Robert A. Greenes, "Clinical Decision Support – The Road to Broad Adoption" 2nd edition**
Preliminary Call Off Order	A notification from the entity acting on behalf of the Customer to the Contractor that an Option is considered exercised requesting the Contractor to provide a plan for delivery of the Option.	
Prescription	A document that is transmitted (for example to a pharmacy) in response to the creation of a *medication order.*	
Privacy	**Privacy** is defined as the individual's right to control disclosure of his or her personal information (i.e., information protection), it is an important human right that ensures the individual's right to personal integrity.	
Problem list	**Problem list** could contain chronic conditions, diagnoses, allergies or intolerances, or symptoms, both past and present, as well as disability status or functional status and all pertinent dates, including date of onset, diagnosis, changes and individual decisions.	

Term	Definition	Reference
(Clinical) Process support	**Process support** are IT tools that support planning, coordination and implementation of patient-oriented measures in the assessment, care and treatment.	**Lærum, H., Grimsmo, A. and Fossum, M. (2014). Beslutningstøtte. Definisjoner, status og forvaltning av ulike former for IKT-basert klinisk støtte. Rapport fra ekspertgruppe**
Production data	Day to day information stored in the solution. In this context the information cover information about the patient and availability of resources and other information involved in the treatment of the patient.	
Norwegian Patient Registry (NPR)	**NPR** is a national register containing information about all patients waiting on treatment, and all treatments performed by specialist health service.	
Provider	Personnel or organisation involved in or associated with the delivery of health services to a patient, or caring for the well-being of a patient.	**ISO/TR 12773-1**
Public health centre	**Public health centers** shall provide health promotion and preventive services for pregnant women, children and adolescents aged 0-20 years and their parents or guardians. All Norwegian municipalities are required by law to provide public health centers. The service is free and includes medical examinations, vaccinations, outreach activities (home visits), health education and counselling. At most Public health centres, a midwife, medical practitioner and public health nurse are available, and often psychologists. Prenatal care is often included as a service in Public health centres, but services can also be part of an inter-municipal cooperation or in collaboration with Health Trusts.	
Reference data	**Reference data** is relatively static data used to organise and standardise the information in the solution. This typically is used for validation of fields and range from a simple "yes/no" list to a coding set for laboratory tests.	

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Term	Definition	Reference
Register for health personnel	The Register for health personnel (Helsepersonellregisteret in Norwegian) is continually updated and contains the names of those who have an authorisation or license to work in Norway in all areas of the health sector. The Norwegian Directorate of Health is responsible for granting authorisation required for all categories of professions within the legally regulated health sector. Authorisation represents a full and permanent approval, while licenses impose one or more limitations with respect to duration, independent or supervised practice/training etc.	https://helsedirektoratet.no/english/authorisation-and-license-for-health-personnel
Rehabilitation	**Rehabilitation** refers to health care services that help a person keep, restore or improve skills and functioning for daily living and skills related to communication that have been lost or impaired because a person was sick, injured or disabled. These services include physiotherapy, occupational therapy, speech therapy and psychiatric rehabilitation services in a variety of settings.	
Reminder	A type of Notice that is specifically to prompt the recipient with information they may have previously received. (e.g., an appointment reminder). Distinct from an alert, where immediate action is required or an action is contraindicated (e.g., use of antibiotics).	**HL7 Glossary of Terms for EHR-S FM, Annex C**
Resolution Time	The time from an error or incident is reported or detected until the error or incident is resolved.	
Requirement Elements	Requirements where the Contractor is requested to complete a bracket [xx] or to respond to or complete a contract document, e.g. to complete *Appendix C0, T Appendix 4, Appendix C2* or the *T Appendix 3*)	
Requirement Specifications	The requirements set out in *T Appendix 1A – 1B* and *V Appendix 1*.	
Resources	**Resources** may include human resources (e.g., providers, support	

Appendix C4 Glossary of Terms v1.0

Term	Definition	Reference
	personnel) as well as physical resources (e.g., facilities, transportation, equipment, supplies). Managing resources includes managing the availability of necessary resources to support the provision of care including resource scheduling and managing information about the resources (e.g., availability, capabilities).	
Respite care	Temporary institutional care of a dependent elderly, ill, or handicapped person, providing relief for their usual caregivers.	
Risk Management Plan	A specification of the approach, management components and resources to be applied to the management of risk. Management components typically include procedures, practices, assignment of responsibilities, sequence and timing of activities.	ISO 31000:2009 Cf. ISO/Guide 73:2009
Rolling respite	Rolling temporary institutional care of a dependent elderly, ill, or handicapped person, providing relief for their usual caregivers.	
Samhandlingsreformen	The main objective of the Norwegian "*Coordination Reform*" is to achieve better health care and better use of resources in the health sector. In order to meet these objectives, the reform focus is on improving coordination both within services and between services in the health sector, at state, county and municipal level. Thus the reform slogan "*Proper treatment – at the right place and right time*".	
Scheduling	**Scheduling** in the meaning of coordinating and reserving time slots for a resource or several resources. Includes all aspects of administration involved such as cancellation, postponement and rescheduling.	
Self-assessment	**Self-assessment** is used as a term for a functionality that supports citizens in assessing or evaluating their own health situation based on certain symptoms and personal data. This can be used to	

Term	Definition	Reference
	conclude with further action that might be appropriate or to show progress during a period of time.	
Service Options	Are Options related to consulting services.	
Site	One of the different legal entities in the enterprise group, one of the different municipalities, one general practitioner, one contract specialist, one non-profit foundation, one private institution and/or the national Air Ambulance Service of Norway.	
Small municipalities	The number of inhabitants are less than 5 000.	
Software as a medical device (SaMD)	**SaMD** is defined as software intended to be used for one or more medical purposes that perform these purposes without being part of a hardware medical device.	
Specialised views	Computer customised view based on encounter specific values, clinical protocols and business rules.	**HL7 Glossary of Terms for EHR-S FM, Annex C**
Standardised clinical pathway	**Standardised clinical pathway** is a standardised multidisciplinary assessment, treatment or care map to assure quality and predictability in patient care. The use of standardised clinical pathways increase communication among members of the treatment team, standardisation of assessment, treatment and care, documentation and evaluation tools, decreased cost and length of stay, and increased patient and family satisfaction. In Central Norway Health Region the Customer have integrated various clinical pathways. This includes pathways specially developed for a specific diagnose or problem as well as integrated generic pathways developed for managing multi-morbid recipients of municipal health services.	
Statistics Norway (SSB)	Statistics Norway has overall responsibility for official statistics in	http://www.ssb.no/en http://www.ssb.no/en/oms sb/om-oss/kort-om-

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Term	Definition	Reference
	Norway, and carries out extensive research and analysis activities. SSB produces statistics on: The population and living conditions Resources and the environment The economy and national accounts Municipal, county authority and central government activities	ssb/ attachment/198854? t s=148c59d56c0
Status boards	Dynamic collection of data in the solution for one or several patients in a view and with functionality to support work processes and the documentation of them and/or provides an overview that supports awareness and coordination of work processes among several health professionals working in proximity or distributed.	
Supervisory commissions	**Supervisory commissions** main task is to ensure the individual patient's rule of law in the encounter with the mental health services. The commissions should therefore lead control with all the coercive treatment decisions.	
Target Price	A price mechanism where the Contractor and the Customer share any underspend or overspend against a predefined Target Price. (See *T Appendix 6* for further details)	
Technical users	A system administrator, data base administrator, network administrator, server administrator or in other way a person responsible for running technically advanced information systems.	
The Term	Term of the Contract	
Terminologies	**Terminologies** is used when reference data is used to define the vocabulary itself. Terminologies will be used when describing the patients' health condition and treatments using a standard vocabulary	
Treatment plan	A **treatment plan**, also known as care plan, is an ordered assembly of expected or planned activities, including observations, goals, services, appointments and procedures, usually organised in phases or sessions, which	

Term	Definition	Reference
	have the objective of organising and managing health activity for the patient, often focused upon one or more of the patient's health problems. Treatment plans may include order sets as actionable elements, usually supporting a single session or phase.	
Turn-around time	For nurses, **turn-around time** usually means from one patient leaving the operating theatre to the next patient entering the operating theatre. For anaesthesiologists, *turn-around time* usually means from the time a patient is transported to post anaesthesia care unit and given report to the next patient's anaesthetic induction. For surgeons, *turn-around time* means from the closure of one patient's surgical wound to the next patient's incision.	**Surgery management improvement group** http://www.surgerymanagement.com/presentations/rapid-operating-room-turnover1.php
Turnkey	A single entity and one contractual interface taking the overall responsibility for the complete delivery of the EHR solution.	
Turnkey delivery	The delivery of the EHR solution in which a single entity (the Contractor) with one contractual interface has the overall responsibility for the complete delivery of the EHR solution.	
Usability	**Usability** is the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use. Moreover, the interaction between the user and the solution is affected by the style of the user interface.	
User	An actor (organisation or individual) that is offered/requires to use the solution.	
User scenario	A **user scenario** describe a real-world example of how one or more people or organisations interact with a system.	
User search	Search functionality that enables the user to easily locate information, both through free-text and structured searches.	

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Term	Definition	Reference
Virtual care	The process of connecting a patient and a health provider for the purpose of delivering health services, regardless of the physical location or temporal presence of the participants. It uses information and communication technologies for the exchange of valid information for diagnosis, treatment and prevention of disease and injuries in the interest of advancing the health of individuals. It represents one side of the care delivery spectrum with face-to-face care on the opposite side. It may be synchronous or asynchronous.	**Gartner, presentasjon for Nasjonal IKT, sept. 2016**
Volven	**Volven** a national data base that provides coherent view and access to national standards of reference data related to Norwegian Health Services.	**Volven** http://volven.no
Work list	Dynamic collection of data in the EHR for one or several patients in a view and with functionality to support work processes and the documentation of them.	
Working days	Calendar days excluding Saturdays and Sundays and Norwegian public holidays	