

SERVICE DEFINITION DOCUMENT

ENOVATION TRANSFER

Discharge and transfer management



TABLE OF CONTENT

1 SERVICE DESCRIPTION	3
1.0 INTRODUCTION	3
1.1 SERVICE SUMMARY	3
1.2 FEATURES & BENEFITS.....	4
1.3 ELIGIBILITY & PREREQUISITES.....	5
1.4 SERVICE REQUESTS	5
1.5 AVAILABILITY, MANAGEABILITY, AND MAINTENANCE.....	5
1.6 STANDARDS	6
2 SERVICE SUPPORT.....	7
2.1 SUPPORT.....	7
2.2 SELF-SERVICE SUPPORT.....	7
2.3 INCIDENT MANAGEMENT	7
2.4 ONLINE MATERIALS	7
3 SERVICE DELIVERY	8
3.1 CHANGE MANAGEMENT	8
3.2 UPDATE POLICY	8
3.3 SERVICE LEVEL AGREEMENT	8
4 DATA PROTECTION BY INFORMATION SECURITY	9
4.1 INTRODUCTION.....	9
4.2 INFORMATION SECURITY & DATA PROTECTION	9
4.3 COMPLIANCE & GOVERNANCE.....	9
APPENDIX 1 – ENOVATION TRANSFER SERVICE LEVEL AGREEMENT – VERSION 2023.11	10

1 SERVICE DESCRIPTION

1.0 Introduction

Today's healthcare is facing several challenges:

- An aging population.
- Shortage of medical staff.
- High administrative burdens.

One of the areas where a big win in efficiency can be made is the Transfer of Care. Currently there is limited insight in capacity of care service providers. Many calls must be made; faxes and emails are sent to find the right care and right place. It's hard to find the latest actual discharge information.

Due to this challenge patients/clients will occupy hospital beds unnecessarily or will end up in acute hospitals and emergency departments (which will have to accept them) instead of receiving the right care at the right place at the right time. This increases the pressure on acute hospitals even more, resulting in larger waiting lists.

Our objective with our discharge and transfer management solution, Enovation Transfer, is to:

- Reduce the (unnecessary) length of stay at hospitals.
- Avoid acute admissions and admissions to the emergency department.
- Reduce the administrative burdens and complexity for all stakeholders.
- Provide patients with the right care, at the right place and the right time.
- Provide collaboration between the staff of different organizations who are involved in the transfer of the patient.

1.1 Service summary

Enovation Transfer is a cross-border web application that simplifies the transfer of care between hospitals and various care providers. It stimulates collaboration between care organisations like the Transfer Of Care Hub (TOCH), hospitals, rehabilitation centres, mental health services, nursing and home care services. Enovation Transfer facilitates efficient patient transfers and collaboration between General Practitioners, specialists, geriatric medicine, and coordination personnel while replacing traditional methods like paper, phone calls and emails.

Just like an Electronic Transfer File, Enovation Transfer automates or supports the process, follows the various phases care professionals deal with and offers insight in progression and documents.

Information Transfer & Communication

Enovation Transfer offers information transfer within health care. It also offers collaboration between staff of all organizations working together to find a suitable organization which can continue the care of the patient that needs to be transferred. With a wide range of functionalities, among which are application forms, handover of personnel, medical transfers, medication transfers and attachments like letters and paramedic information, we streamline the care process on all fronts. Administrative burdens and errors are reduced by autocompletion of documents through integration with source systems.

In addition, Enovation Transfer strengthens the communication process with further functions like the 'Communication Journal' (chat function) or the innovative discharge process through video to smoothen the transfer from hospital to home.

Capacity

With the focus on insight and streamlining, Enovation Transfer also offers capacity management, with the result that it is possible to have immediate insight in the regional care capacity. This information enables you to make well-considered decisions and manage your health care processes effectively. At the end, it enables you to find the right organization that can take over the care in a fast, effective and efficient way.

Management Information

Enovation Transfer offers valuable operational management information that enables you to evaluate KPI's that have been defined within the transfer process. It offers insight in essential aspects like having the right patients in the right beds, unnecessary length of stay and prompt treatment. This insight gives you the opportunity to carefully follow and manage the care process resulting in improved efficiency, better patient care and a higher quality of professional services - Enovation Transfer is a platform that adapts to the evolving needs in healthcare.

1.2 Features & benefits

Effective Collaboration: The platform simplifies coordination between care givers concerning referrals, handover of care and transfers. Because of this the patient undergoes a seamless health care experience.

Improvement of Efficiency: An expedited transfer process through the platform decreases waiting periods and improves speed of flow on all levels within the care chain.

Accurate Allocation of Beds: Unnecessary length of stay and misallocation of patients are minimized, therefore bed capacity and quality of care are improved.

Improved Transfer of Care: Due to standardised protocols and integrated communication transfers occur fluently and result in satisfied patients.

Decrease in Administrative Burden: Enovation Transfer simplifies administrative tasks and therefore care givers will have more time for direct care.

Network Care Coordination: The platform enhances regional collaboration between care facilities for a holistic approach to care.

Simple Care Paths: With a user-friendly solution for integral care paths Enovation Transfer improves the coordination and integration of care procedures.

1.3 Eligibility & prerequisites

The Enovation Transfer solution is suitable for healthcare organisations collaborating in the Transfer Of Care (TOC) process to provide the right care at the right place in the right moment. Involved organisations can be Transfer Of Care Hubs (TOCH), hospitals, nursing homes, home care organisations, GP's etc.

Enovation Transfer is a web-based software solution and can be used stand alone or preferably integrated with healthcare information systems via i.e. HL7, FHIR.

Integration interfaces:

- SOAP
- REST API
- Single Sign On - SAML 2.0 and OpenID

1.4 Service requests

In the Enovation Transfer Terms & Conditions, which are applicable for all Enovation Transfer customers, the following topics are covered:

- Availability
- Adjustments
- Maintenance & Support
- Intellectual property
- Use
- Access
- Security
- Inaccessibility

The Service Level Agreement (abbreviated as: SLA) describes the corresponding service levels, the agreed performance criteria, and the consultation structure, see appendix 1.

The Contract, together with the Data Processing Agreement, Terms and Conditions and SLA constitutes the Agreement.

1.5 Availability, manageability, and maintenance

In the Enovation Transfer SLA (appendix 1), the following topics and relevant articles are incorporated:

Availability

- *Article 3.3:* The target availability of the Service is 99.6% uptime, measured over a calendar quarter. Availability does not include the time of unavailability due to maintenance or disruptions beyond the Contractor's control.

Manageability

Enovation will carry out the administrative activities related to the Enovation Transfer services.

Administrative activities in this context include:

- Making new software updates available and updating the necessary documentation.
- Passively identifying and registering operational issues and subsequently addressing these (temporarily) to the best of its knowledge and ability.
- Monitoring, consisting of conducting active operational checks.
- Creating backups of the software.

Maintenance

Subjects relating to maintenance and support of Enovation Transfer are set out in the SLA, see appendix 1 attached.

During the effective period of the Agreement, Enovation will grant to customer the non-exclusive right to use the application as a SaaS service.

The SaaS service includes maintenance, updates and new versions. The maintenance will consist of preventive, corrective, perfective and adaptive maintenance.

1.6 Standards

Enovation Transfer has been developed in accordance with the guidelines of the GDPR.

2 SERVICE SUPPORT

2.1 Support

Enovation offers Enovation Transfer customers direct access to the Service & Support department: from Monday till Friday from 08.30 till 17.30 on working days, excluding Bank and Public Holidays (see SLA chapter 4.1.2).

Priority 1 & 2 Incidents must always be reported by telephone.

On technical level the Enovation Transfer infrastructure is monitored 24/7 on server availability.

2.2 Self-service support

The Enovation Support Portal offers customers the opportunity to register incidents themselves and to have insight in the status of their reported incidents.

2.3 Incident Management

Incidents are classified and prioritised by urgency and impact and handled accordingly as described in the Enovation Transfer SLA chapter 4, see appendix 1.

2.4 Online materials

Within the Enovation Transfer solution an extended Help Centre is available, including:

- Documentation
- Manual
- FAQ's

3 SERVICE DELIVERY

3.1 Change management

The Change Management process is described in the Enovation Transfer SLA - chapter 5, see appendix 1.

3.2 Update policy

Enovation will periodically make updates available in which incidents have been resolved and/or improvements have been made.

Maintenance is preferably carried out during a maintenance period, (i.e. outside the support period).

3.3 Service Level Agreement

The Service Level Agreement is attached as Appendix 1.

4 DATA PROTECTION BY INFORMATION SECURITY

4.1 Introduction

Enovation's service portfolio contributes to secure communication and integration within and with your organization as well as with your patients, clients or citizens and helps you to comply with applicable laws and regulations.

In addition, we believe it is important that our business processes also meet these requirements and that our employees apply this principle and carry it out in their daily work. To this end, Enovation has set up a Management System that is periodically tested by an independent, expert third party.

As described in the Enovation Transfer Terms and Conditions:

- *10.1 The Client and the Supplier shall take the necessary technical and organisational measures to secure the Service in accordance with relevant standards, including ISO 27001 (code for information security).*
- *10.2 The Client and the Supplier shall comply with the obligations relating to security, confidentiality and privacy as laid down in the General Data Protection Regulation (GDPR).*

4.2 Information security & data protection

The high standards set by you and the government for our services guide how we handle your data, as well as that of your patients, clients, and citizens. Enovation addresses these standards as follows:

- Privacy statement: <https://trust.enovationgroup.com/privacy-statement/>
- Cookie policy: <https://trust.enovationgroup.com/cookie-policy/>
- Responsible Disclosure: <https://trust.enovationgroup.com/responsible-disclosure/>

4.3 Compliance & Governance

The certificates we have obtained show that we consider the quality and security aspects of our processes to be of paramount importance. This applies to all Enovation locations.

- United Kingdom: ISO 9001, ISO 27001, ISO 27799, Cyber Essentials, IGSoC, TSA QSF

See: <https://trust.enovationgroup.com/>

APPENDIX 1 - ENOVATION TRANSFER SERVICE LEVEL AGREEMENT - VERSION 2023.11

Service Level Agreement - Enovation TRANSFER

Version 1.6

This SLA describes the service levels of the Application, the agreed performance criteria and the consultation process. The purpose of this SLA is:

- To provide an overview of the agreed performance criteria;
- To establish clear expectations with regard to the quality of the Service;
- Make the quality of the Service measurable.

For this SLA, the data from the Supplier's systems provide full proof, without prejudice to the customer's right to provide evidence to the contrary. This SLA shall take effect upon operational commissioning of the Application. In the event of a link, whereby the Client or a third party applies different service levels, the service level agreements of the party responsible (for that part) shall apply. Different service levels can be requested from the Supplier or the relevant third party.

Outside the scope of this SLA

- Management of equipment and software located at the Client's premises.
- Service levels of any linked third party. These service levels can be requested from the relevant third party.

Chapter 1 Definitions

In this SLA, the following terms have the meanings specified. Different definitions may be included in the terms and conditions.

Application(s)	Enovation TRANSFER for the transfer of transfer files
Availability	The time during which the Application as a SaaS service is offered by the Supplier to the Client in whole or in part without interruption.
Change	An adjustment to or in the Application.
Change Request	A request from the Client to implement a Change that falls within the agreements of this SLA.
Client	The contractual partner with whom the Supplier has concluded an agreement regarding the Application.
Impact	The extent to which a Notification affects (or may affect) the Client's activities or the Supplier's performance.
Incident	An error or defect in the Application that directly or indirectly disrupts the functioning of the Application.
Maintenance Window	Hours during which the Application may be unavailable as a result of scheduled maintenance resulting in downtime. A maximum period of 4 hours per calendar month applies during which maintenance may be carried out.
Main User	A User who has been designated (by the Client) as the contact person for the Supplier.
Notification	An interaction whereby the Client's Main User calls upon the agreed support for the Application. A notification is of the type: Service Request, Change Request or Incident.
Office Hours	The opening hours of the Supplier's Service Desk: Monday to Friday from 08:30 to 17:30 GMT (with the exception of nationally recognised public holidays) in the country where the Supplier is located.
Outside Office Hours	Outside office hours, Notifications can only be submitted by via support.enovationgroup.com. Notifications will be processed on the next Working Day.
Priority	The qualification assigned by the Supplier to the order in which an Incident is handled.
Response Time	The period of time within which the Service Desk accepts and processes a Notification and provides (automatic or manual) feedback to the Main User as the person who reported the Incident.
Service	The supported Application made available by Enovation.
Service Desk	The department deployed by the Supplier to receive and handle contacts with the Main User.

Service Request	Service requests are any type of request from a User who needs information or assistance in the daily use of the Application.
Service Window	Office Hours during which support from the Supplier is available.
Supplier	The subsidiary of Enovation Group Holding BV that is a party to the agreement of which this SLA is an integral part and holds the intellectual property rights to the Application and which makes the Application available to the Client as a SaaS service, being the contractor.
User	A (natural) person who is authorised (by the Client) to use the Application.
Web Portal	A web application that enables interaction between the Supplier and the Client.
Working Day	Monday to Friday, with the exception of public holidays in the country where the Supplier is established.

Chapter 2: General

2.1 The Enovation TRANSFER Application is an electronic collaboration platform and the transmutal process between healthcare institutions. Enovation TRANSFER can be used from the moment it becomes clear that a patient needs follow-up care until the final transfer.

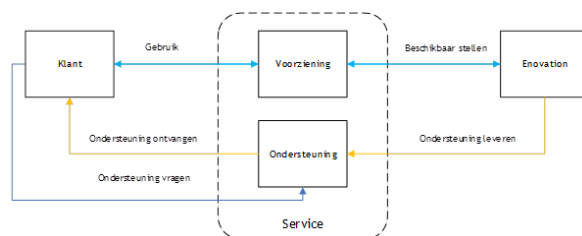


Figure 1: Schematic representation of Application and support

2.2 Support from the Supplier with regard to the use of the Application includes:

- Incident Management with regard to reporting Incidents;
- Request Management with regard to handling all kinds of questions
- Change Management with regard to reporting and handling Change Requests;
- Service Level Management with regard to reports.

2.3 The Client can only derive rights from this SLA if all amounts owed by the Client to the Supplier for the use of the Application have been paid to the Supplier. Parts of the Application that the Client has not purchased in accordance with the Agreement and for which no amounts are paid to the Supplier fall outside the scope of this SLA.

2.4 The Supplier is permitted to change the functionality of the Application.

Chapter 3: Availability

3.1 Within the framework of this SLA, the Supplier makes the Application available to the Client and provides support for its use.

3.2 The Supplier does not manage the equipment and software located at the Client's premises, even if these have been recommended by the Supplier.

3.3 The intended Availability of the Application is 99.6% of the time measured over a calendar quarter.

3.4 Availability excludes the time of unavailability due to force majeure as referred to in the Enovation TRANSFER Terms and Conditions, which form part of the Agreement of which this SLA is also an integral part.

3.5 The Supplier will endeavour to limit maintenance times with impact and downtime for the Application as much as possible by applying the *continuous deployment* principle. This means that technical adjustments without impact will be carried out as much as possible within the Service Window. Maintenance with an impact on the functioning of the Application will always be carried out during the Maintenance Window.

3.6 The Supplier shall notify the Client at least one (1) working week prior to maintenance of any planned downtime, as described in paragraph 5.6. Such announced downtime of the Application shall in no case be considered a failure by the Supplier to fulfil its obligations towards the Client.

3.7 The Client shall continue to pay the agreed fees during the period of unavailability of the Application as referred to in this chapter.

3.8 In the exceptional event that emergency maintenance of the Application is required during the Service Window and the Application is unavailable or partially unavailable, the Client will be notified of this, as described in paragraph 5.6.

3.9 The Supplier does not guarantee the Availability referred to in Article 3.3 if it is not achieved in connection with:

- i) the Client's IT infrastructure not meeting the specifications and/or requirements prescribed or recommended by the Supplier;
- ii) factors beyond the reasonable control of the Supplier;
- iii) equipment not supplied by the Supplier that is located at the Client's location or at the location of a third party engaged by the Client;
- iv) defects and malfunctions in (the operation of) software belonging to the Client or third parties, including interoperability problems;
- v) the use by either party of third-party services;
- vi) defects and malfunctions in telecommunications and network facilities, regardless of whether these are the result of insufficient bandwidth or are related to third-party software or services;
- vii) a failure by the Client to follow appropriate security practices;

- viii) actions by the Client that are contrary to advice, instructions or published guidelines provided by the Supplier;
- ix) incorrect entry of data, documents, files, etc. into the Application or performing operations that cause downtime;
- x) the Client's failure to accept or implement Changes proposed by the Supplier;
- xi) improper or incompetent use of the Application by the Client;
- xii) changes to the Application made by the Client or a third party engaged by the Client that have not been authorised by the Supplier;
- xiii) direct or indirect use of links to third parties;
- xiv) execution of requests and/or instructions from the Client with regard to the Application resulting in failure;
- xv) in the event of force majeure as defined in the terms and conditions that form part of the agreement of which this SLA is also a part;
- xvi) negligence due to failure to provide the necessary information or other cooperation;

3.10 Availability is calculated over a period of one calendar quarter and is structured as follows:

$$A = \frac{T - D}{T} \times 100$$

where:

A: Availability %

T: Total number of minutes of Application availability over a calendar quarter.

D: Total number of minutes of unavailability minus the planned unavailability (in minutes) in a calendar quarter.

3.11 Application Availability can be monitored in real time via the status page:

<https://status.enovationgroup.com>.

Chapter 4: Incident Management

4.1 Notifications

4.1.1 Notifications can only be made by the Client's Main User(s) who are made known to the Supplier during the project phase.

4.1.2 Notifications can be made in various ways to the Supplier's Service Desk:

Channel		When
Web Portal	https://service.enovationplatform.com	24/7
By telephone	01706 619455	On Working Days during Office Hours

4.1.3 Notifications, with the exception of Incidents with Critical or High priority, submitted via the Web Portal Outside Office Hours will be dealt with on the next Working Day during Office Hours.

4.1.4 Notifications will be confirmed to the reporter by telephone or via the Web Portal. If there is no response, these Notifications will be automatically closed after 2 Working Days.

4.1.5 The progress of the Notification can be monitored via the Web Portal.

4.1.6 The Supplier will make every effort to resolve properly and fully reported Incidents, whether or not using a workaround.

4.1.7 The Supplier is not responsible for unreported Incidents.

4.1.8 The costs of resolving an Incident are included in the fees specified in the agreement. If the Incident is the result of improper use by the Client, has been reported incorrectly and/or arises from actions or omissions by the Client that are in breach of the agreement or this SLA, the Supplier is entitled to charge the Client for these costs. The Supplier will inform the Client of this as far as possible. The costs are based on the Supplier's standard hourly rates.

4.2 Priority

4.2.1 The response and resolution objectives below apply based on the Priority assigned to an Incident. If a partial solution is offered, the Priority of the Incident may be adjusted.

4.2.2 The Priority of an Incident may be adjusted during the process if the Impact so requires or if circumstances change. The request may be assigned either a higher or lower Priority.

4.2.3 The Priority for handling the Incident is determined based on Impact:

Priority	Impact	Description	Response Time
P1 - Critical	Very serious	Business process cannot be continued due to large number of Users Risk to client safety	<30 minutes
P2 - High	Serious	Business process can be continued with limitations by 95% of Users	<2 hours
P3 - Average	Minor	Business process can continue without restrictions, limited number of Users experience disruption due to the Incident	<16 hours
P4 - Low	Very low	Business process can continue without restrictions, a single User is affected by the Incident	In consultation

4.2.5 Separate priority values apply to the priority classifications:

Priority	Response time	Solution objective (workaround)	Performance level
P1	1 hour	2 hours	80% within set solution objective
P2	2 hours	4 hours	80% within set solution target
P3	4 hours	2 Working Days	80% within set resolution target
P4	1 Working Day	5 Working Days	Not applicable

Chapter 5: Change Management

5.1 Changes or requests for Changes may be submitted by the Client to the Supplier's Service Desk.

5.2 The Supplier may initiate Changes or additions to the Application at its own discretion.

5.3 Change Management at the Supplier oversees Changes of a technical nature insofar as these can be realised within the SaaS nature of the Application. Changes to the agreement, of which this SLA forms part, do not fall within the scope of this SLA. The Supplier reserves the right not to process all requests for Change.

5.4 If a Change is the result of improper use by the Client, has been requested unjustifiably and/or arises from actions or omissions by the Client in breach of the

agreement or this SLA, the Supplier is entitled to charge the Client for the costs incurred. Where possible, the Supplier will inform the Client of this in advance. The costs are based on the Supplier's standard hourly rates.

5.5 Types of Changes

The Supplier distinguishes between the following types of Changes:

Type	Description
Standard Change	- occur frequently and are carried out according to a known and established procedure; - fall within the scope of the agreement; - the overview of standard Changes that may be requested is included in the DAP.
Urgent Change	- must be implemented as quickly as possible, for example to resolve a priority 1 Incident; - based on subsequent calculation or activity credit (if purchased); - for urgent Changes, the change management process is applied at an accelerated pace.
Normal Change	- All Changes that are not standard or urgent; - Depending on the impact and complexity, an estimate of the number of hours and a schedule will be made. These matters will be laid down in a quotation, which will be provided separately.

Changes are handled based on the type:

Standard change	
Response time for standard Change	1 Working Day
Target time for implementing standard Change	5 Working Days
Overview of standard Changes	See the DAP for an overview of standard Changes

Normal change	
Response time for normal Changes	2 Working Days
Target time for implementing normal Changes	In consultation (best effort)
Execution of work for normal Changes	Based on quotation or work credit (if purchased)
Planning of work	Based on availability

Urgent Change	
Response time	4 hours
Target time for implementing urgent Changes	1 Working Day
Role of service manager	Coordinating Change requests

5.5.2 Requesting Changes

The Main User can request a Change from the Supplier's Service Desk in the manner described below.

- service.enovationplatform.com

5.6 Notification

If, in the Supplier's opinion, an urgent Change or maintenance needs to be carried out and this affects the availability of the Application, the Supplier will notify the Client as soon as possible via status.enovationgroup.com.

Chapter 6: Service Requests

Within the SLA, the Supplier defines the following examples of Service Requests:

- Password reset
- Providing access to an Application
- Providing advice; depending on the type of advice, an additional quotation may need to be drawn up.
- Providing information

6.1 Handling a Service Request

Service Request	
Response time for Service Requests	1 Working Day
Target time for processing Service Request	5 Working Days

Chapter 7: Other

7.1 The Application is not considered a file and, as such, the Supplier does not take any far-reaching measures with regard to retention periods. If and insofar as the Client has far-reaching legal obligations with regard to retention periods, the Client must take measures to this end itself.

Chapter 8: Service Level Management

8.1 Communication & escalation

If you have any questions or need to escalate an issue, the Main User can contact Service Management on the next Working Day via:

servicemanagement.uk@enovationgroup.com