Accreditation & Certification Supplier Guide

Network Connectivity Products and Services

Connected Health

Version 1.0

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1 Preface

1.1 Audience

This *Connected Health Accreditation and Certification Supplier Guide* is aimed specifically at suppliers of products[1] and services to the New Zealand health sector, requiring certification under Connected Health (CH).

This version of the Supplier Guide is for suppliers of **network connectivity products and services only.**

1.2 Purpose

This document describes the processes to help you, as a supplier:

- become accredited as a CH supplier
- obtain certification for CH products and services
- provide or receive feedback regarding products or services
- understand how updates to standards may impact you.

1.3 Scope

The scope of this guide is as follows.

Section 2 **: Background information on CH**

Section 3 : **Supplier accreditation**

- *Section 3.1* : Basic concepts
- Supplier procedures
  - *Section 3.2: Accreditation process for a new supplier*
  - *Section 3.3: Accreditation renewal process for a supplier*
  - *Section 3.4: Revoke accreditation process for a supplier*
  - *Section 3.5: Supplier audit process*

Section 4: **Product/service certification**

- *Section 4.1:* Basic concepts
- Supplier procedures
  - *Section 4.2: Certification process for a new product/service*
  - *Section 4.3: Re-certification process for a product/service*
  - *Section 4.4: Revoke certification process for a product/service*
  - *Section 4.5: Product/service audit process*

Section 5: **Feedback procedures**

Section 6: **Standards updates**

Section 7: **Timeline summaries for each of the procedures**

[1] For readability, references to 'products and services' are commonly shortened to 'products' in this document. Any reference to products also includes services.

Note that this guide contains a summary of the processes described in the *Connected Health Detailed Accreditation and Certification Process* document. Unlike that document, this guide does not describe all possible alternative process steps. For a full description of all processes, contact the Ministry of Health (the Ministry) via one of the mechanism in Appendix A.

2 Connected Health - Background

2.1 Overview

Health information is accessed from and transferred over many different types of computers, telecommunications networks and information systems in the New Zealand health sector. Often these have been implemented in isolation of one another making it difficult and costly to share information between providers and systems in a secure way.

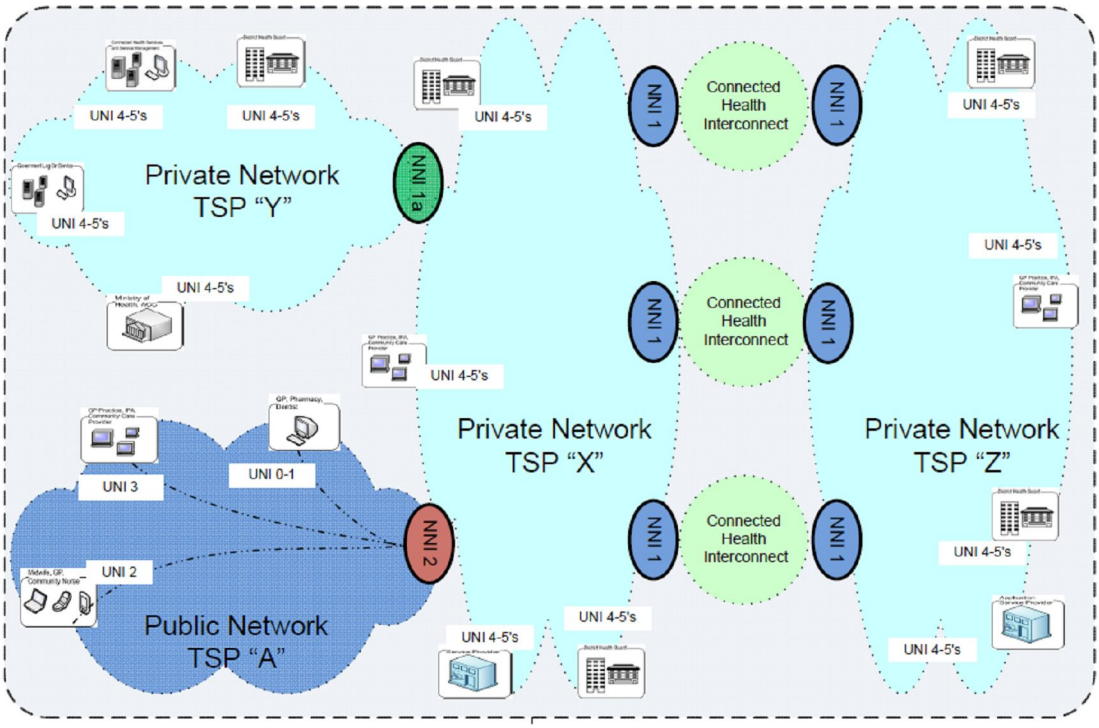
In a person-centric health system the ability to connect services, applications and systems is essential for allowing patients to be cared for by the right clinician, at the right time and place, providing access to their records electronically with the confidence that information is kept secure at all stages.

CH is a key step in achieving this aim. Its purpose is to establish the secure environment needed for the safe sharing of health information between participants.

2.2 A Network of Networks

The CH approach is to connect the supplier networks that serve the health sector in a secure, safe, and reliable manner. This is achieved by ensuring that products and services from suppliers conform to an agreed specification, and then providing interconnection points for these supplier networks. This 'network of networks' is illustrated below.

Figure 1 : CH Network



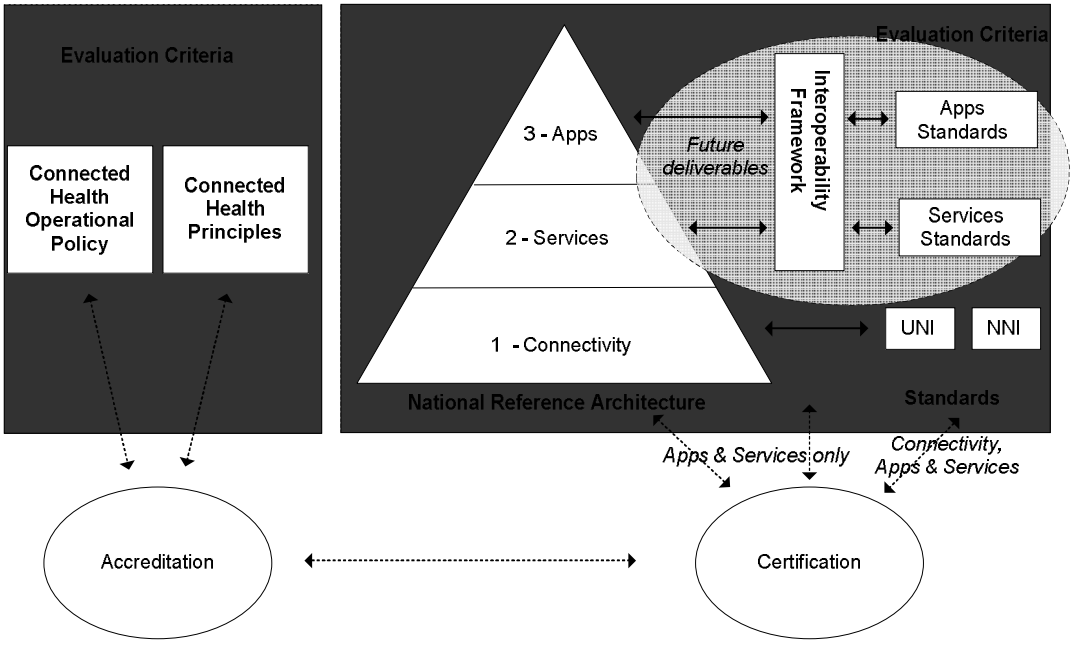
Connected Health – a "network of networks"

2.3 Connecting – Safely, Securely, Reliably

The Ministry provides the Interconnect Points for supplier networks. To ensure that the connected networks will transport data safely, securely, and reliably, the products that make up the supplier networks are certified by the Ministry against agreed standards. If you wish to certify products then you must become accredited. An accredited supplier can have any number of certified products.

This is illustrated below.

Figure 2 : CH – Frameworks, Standards, and Processes



2.4 The Connected Health Architectural Framework

The standards for network connectivity that are used for certification are based on the CH Architectural Framework. The architecture is divided into three technology tiers.

<table>
<tr><th colspan="2">Tier 1 - Connectivity Access</th></tr>
<tr><td colspan="2">▪ Includes the telecommunications infrastructure supporting CH.
▪ Covers both network access and inter-network links.
▪ Will enable the sector to exchange electronic health information in an open, secure and transparent manner.
▪ Target audience is Telecommunication Service Providers (TSPs) operating within New Zealand.
▪ Has two connectivity standards defined: Network to Network Interface (NNI) and User to Network Interface (UNI).</td></tr>
<tr><td>NNI
▪ Interface reserved for the interconnection of Telecommunication Service Provider (TSP) IP domains.
▪ Specification ensures the integrity of the transfer of traffic and management functions across the interface from a performance, security and quality perspective.
▪ Will only be implemented by accredited TSPs.</td><td>UNI
▪ Interface that connects members to the CH network.
▪ Specification defines both physical connectivity and the logical components that enable IP connectivity across the CH network infrastructure.
▪ Will be provided to members by accredited TSPs.</td></tr>
<tr><th colspan="2">Tier 2 - Connectivity Services</th></tr>
<tr><td colspan="2">Will provide the interconnecting capability between specific health information applications (tier 3) and the connectivity access tier (tier 1).
Standards yet to be developed.</td></tr>
<tr><th colspan="2">Tier 3 - Health Information Applications</th></tr>
<tr><td colspan="2">Covers a wide variety of health sector application products to deliver health care.
Standards yet to be developed.</td></tr>
</table>

2.5 Supplier Accreditation

If you intend to provide products and services as part of the CH network, you must first become an accredited supplier. In order to become an accredited supplier, you must:

1. **Be a TSP.**
    - A TSP is defined as '*a provider of telecommunications services (telephone, network, Internet services etc.) to the New Zealand public, private, commercial and*

government sectors that has a network licence as defined under the Telecommunications Act 2001.'

2. **Accept and commit to the CH Principles and Operating Policy.**

- The Operating Policy dictates that you will offer a level of service for all of your products and that you will put in place Operating Level Agreements (OLAs) with suppliers of other products. This will ensure that there are appropriate service constructs in place to deal with incidents that may relate to the interconnection between products from multiple suppliers.
- The Principles cover the requirements that you need to meet when providing products that support the secure delivery or sharing of electronic health information.

Supplier accreditation provides the following benefits.

- Your products can be certified.
- When the health sector requests products or services from you through a Request For Proposal (RFP) process, or when heath sector organisations are approving projects through a business case, the evaluation criteria are likely to include whether a supplier is CH accredited, thereby increasing your chances of selection over unaccredited suppliers.

2.6 Product and Service Certification

Certification only applies to network connectivity products (tier 1), as standards have been developed for these as part of CH.

At a later stage, appropriate standards will be put in place for the certification of connectivity services (tier 2) and health information application (tier 3) products and services.

In order to be granted certification for products:

- you must be an accredited supplier
- the product being certified must conform to the appropriate standard, either UNI or NNI.

2.7 Supplier Accreditation and Product/Service Certification

There is a clear distinction between your accreditation and the certification of your products or services.

- As a supplier, you **may not** hold an accredited status without providing currently certified products.
- You cannot provide certified products if you are not accredited.

3 Supplier Accreditation

3.1 Introduction

There are four supplier accreditation processes.

Table 3 : Accreditation Processes

PROCESS	DESCRIPTION	SECTION
Accreditation	This describes the accreditation process for a new supplier.	3.2
Accreditation Renewal	This describes the accreditation renewal process for an accredited supplier.	3.3
Revoke Accreditation	This describes the revoke accreditation process for an accredited supplier.	3.4
Supplier Audit	This describes the audit process for an accredited supplier.	3.5

3.2 Accreditation

3.2.1 Purpose

This section describes the accreditation process for a new supplier.

This process can take up to six weeks, although it can be completed in half this time if you do not delay the sending of the signed Accreditation Agreement.

Your accreditation lasts for three years. At the end of that period you will need to apply for a renewal.

3.2.2 Exclusions

This section does not include any alternative flows to the accreditation process relating to suppliers who:

- are already accredited
- are not eligible for accreditation
- decide not to become an accredited supplier after receiving the Accreditation Package
- are not successfully accredited by the CH programme.

3.2.3 Procedure

1 Send in an Accreditation Application form

Fill out an Accreditation Application form; either a printed hard copy or a downloaded soft copy of the form from the CH website (see Appendix A) and send to the Administrator via post, fax or email (see Appendix A for contact details).

2 Sign and return the Accreditation Agreement

You will receive an Accreditation Package from the Administrator containing the following.

- Accreditation Agreement.
- Operational Policy.
- Principles.
- Marketing Pack.

Sign the Accreditation Agreement and send to the Administrator. This must be sent via post.

Soon after you will receive in the post the Accreditation Agreement, counter-signed by a representative of the Accreditation Group, along with an Accreditation Certificate.

3.3 Accreditation Renewal

3.3.1 Purpose

This section describes the accreditation renewal process for an accredited supplier.

Accreditation needs to be renewed every three years. Two months prior to your accreditation expiry date, the Ministry will contact you to arrange for your accreditation to be renewed.

This process can take up to six weeks, although it can be completed in half this time if you do not delay the sending of the signed Accreditation Agreement.

3.3.2 Exclusions

This section does not include any alternative flows to the accreditation renewal process relating to suppliers who:

- are not eligible for their accreditation to be renewed
- decide not to renew their accreditation after receiving the Accreditation Package
- are not successfully re-accredited to the CH programme.

3.3.3 Procedure

1 Review the Accreditation Renewal Package

You will receive an Accreditation Renewal Package from the Administrator when your accreditation renewal date is reached, containing the following

- Accreditation Agreement.
- Operating Policy.
- Principles.

Review the documents contained within the Accreditation Renewal Package. Note that the Operating Policy and/or Principles may have been updated since your last date of accreditation/accreditation renewal and it is therefore important that you read these documents again to ensure that you still agree with the requirements.

You will not receive a copy of the Marketing Pack in the Accreditation Renewal Package, as you did when you first became accredited[2].

2 Sign and return the Accreditation Agreement

Sign the Accreditation Agreement and send to the Administrator. This must be sent via post.

You will shortly receive in the post the Accreditation Agreement, counter-signed by a representative of the Accreditation Group, along with an Accreditation Certificate.

[2] The Marketing Pack will be resent to you each time it is updated.

3.4 Revoke Accreditation

3.4.1 Purpose

This section describes the revoke accreditation process for an accredited supplier.

The process may begin for variety of reasons, such as:

- the Ministry has received a complaint about your company or products, which has been confirmed to be valid
- the Supplier Audit produces an unsatisfactory report
- the Ministry has confirmed that you have not complied with your Accreditation Agreement.

If the issue is resolved to the satisfaction of both the Ministry and the Supplier at any stage during the process, then the process is stopped.

This process can take up to 10 weeks.

3.4.2 Exclusions

This section does not include any alternative flows to the revoke accreditation process relating to suppliers who:

- to both the Ministry and Supplier's satisfaction, resolve the issues at any point during the process
- do not have their accreditation revoked.

3.4.3 Procedure

1 Receive notification that the revoke accreditation process is being carried out

You will receive notification from the Administrator that the revoke accreditation process is being carried out and are invited to discuss this with the Ministry.

2 Warning issued

If the discussions have not resolved the issue(s), then you will receive a written warning from the Administrator advising that your accreditation may be revoked.

You must respond in writing (via post, fax or email) to acknowledge that you have received the warning. Your response must also include details of the actions that you will undertake to address the issue(s), and when they will be completed by. The Ministry will acknowledge the response and confirm the plan is acceptable.

Note that if you are in serious breach of the Operating Policy or Principles, this step will be skipped, and you will immediately receive a revocation notice from the Administrator.

3 Proposal of Revocation Notice issued

If the agreed resolution path has not been followed, then you will receive a Proposal of Revocation Notice from the Administrator.

You must respond in writing (via post, fax or email) to the proposal to acknowledge that you have received it. Your response must also include details of the actions that you will undertake to address the issue(s), and when they will be completed

by. Your response will be submitted to the Accreditation Group for a decision as to whether your accreditation will be revoked or upheld.

4 Revocation Notice issued

If the agreed resolution path has not been followed, then you will receive a Revocation Notice from the Administrator, advising that your accreditation is to be revoked.

5 Mediation

At this point you or the Accreditation Group (or both parties) may choose to involve an external mediator. You and the Accreditation Group must both agree on who the external mediator will be and a timetable for the mediation sessions.

6 Accreditation Revoked Notification issued

If mediation has not been undertaken or is unsuccessful, then you will receive an Accreditation Revoked Notification from the Administrator, advising that your accreditation has been revoked.

You will also receive a Certification Revoked Notification for each certified product that you have.

If certified products/services are in use by the sector, then the Ministry will agree a plan with you on how they are to be retired.

3.5 Supplier Audit

3.5.1 Purpose

This section describes the supplier audit process for an accredited supplier.

This process may begin in response to a customer complaint, if a request is received from an external agency, or if the supplier is selected at random.

This process can take up to 10 weeks.

3.5.2 Exclusions

This section does not include any alternative flows to the supplier audit process relating to suppliers who:

- are not an accredited supplier
- receive an unsatisfactory Audit Report, resulting in the initiation of the Revoke Accreditation process.

3.5.3 Procedure

1 The supplier audit will be carried out

You will receive notification from the Administrator that you will be subject to a supplier audit.

You may be contacted by the Administrator or the auditor to answer any questions as a result of the evaluation to assess your compliance to the Operating Policy or Principles.

2 Respond to the Audit Report

You will receive the Audit Report from the Administrator. You must respond in writing (via post, fax or email) to the report to acknowledge that you have received it. Your response must also include details of the actions that you will undertake to address any issue(s) raised. The Audit Report and your response will be reviewed by the Accreditation Group to determine whether you will be able to uphold your accreditation or whether the revoke accreditation process will need to begin.

3 Receive notification of audit outcome

You will receive notification from the Administrator advising of the outcome of the supplier audit.

If any major issues arise that need to be addressed, the Revoke Accreditation process may begin.

4 Product/Service Certification

4.1 Introduction

There are four product/service certification processes.

Table 4 : Certification Processes

PROCESS	DESCRIPTION	SECTION
Certification	This describes the certification process for a product or service offered by an accredited supplier.	4.2
Re-Certification	This describes the re-certification process for a certified product or service.	4.3
Revoke Certification	This describes the revoke certification process for a certified product or service.	4.4
Product/Service Audit	This describes the audit process for a certified product or service.	4.5

4.2 Certification

4.2.1 Purpose

This section describes the certification process for a product or service offered by an accredited supplier.

This process can take up to six weeks, providing an appropriate standard exists for the product or service. If not, a new standard will need to be created, via the Ministry New Standards Process[3]. This process can take several months, therefore the certification application will be put on hold.

Product certification lasts for two years. At the end of that period you will need to apply for a renewal.

4.2.2 Exclusions

This section does not include any alternative flows to the certification process relating to products or services:

- if you are not an accredited supplier
- that are ineligible for certification
- for which no appropriate standard exists
- that do not become certified.

4.2.3 Procedure

1 Complete a Product/Service Certification Application form and Self-Assessment Checklist

Fill out a Product/Service Certification Application form and the appropriate Self-Assessment Checklist (UNI or NNI); either a printed hard copy form or a downloaded soft copy from the CH website (see Appendix A).

Send the completed form and checklist to the Administrator via post, fax or email.

You may be contacted by the Administrator to provide further information for the Product/Service Certification Application or Product/Service Self-Assessment Checklist.

2 Receive Certification Certificate

If your product/service conforms to the standards then you will receive a certificate advising that you have been granted compliance for your product/service.

In some cases you may be granted compliance with conditions. You will be advised of the conditions should this occur.

[3] Described in the Ministry document 'Connected Health Standards Management Processes'.

4.3 Re-Certification

4.3.1 Purpose

This section describes the re-certification process for a product or service offered by an accredited supplier.

Certification needs to be renewed every two years. Two months prior to your certification expiry date, the Ministry will contact you to arrange for your certification to be renewed.

This process can take up to four weeks.

4.3.2 Exclusions

This section does not include any alternative flows to the re-certification process relating to products or services:

- that are ineligible for re-certification
- for which you do not wish to be re-certified
- whereby the standard that the product or service was previously certified against has been withdrawn.

4.3.3 Procedure

1 Complete a Product/Service Certification Application form and Self-Assessment Checklist

You will receive a Re-certification Package from the Administrator two months prior to your certification expiry date.

Fill out the Certification Application form and the Self-Assessment Checklist (UNI or NNI). Alternatively you can download soft copies of these forms from the CH website.

Send the completed Certification Application form and appropriate Self-Assessment Checklist to the Administrator via post, fax or email (see Appendix A). You may be contacted by the Administrator to provide further information for the Certification Application or Self-Assessment Checklist.

2 Receive Certification Certificate

If your product/service conforms to the standards then you will receive a certificate advising that you have been granted compliance for your product/service.

In some cases you may be granted compliance with conditions. You will be advised of the conditions should this occur.

4.4 Revoke Certification

4.4.1 Purpose

This section describes the revoke certification process for a certified product or service offered by an accredited supplier.

The process may begin for variety of reasons, such as:

- the Ministry has received a complaint about your products or services, which has been confirmed to be valid
- the Product/Services Audit produces an unsatisfactory report
- the Ministry has confirmed that the product no longer meets the standard to which it is certified against
- your Accreditation has been revoked.

If the issue is resolved to the satisfaction of both the Ministry and the Supplier at any stage during the process, then the process is stopped.

This process can take up to 10 weeks.

4.4.2 Exclusions

This section does not include any alternative flows to the revoke certification process relating to suppliers who:

- to both the Ministry and Supplier's satisfaction, resolve the issues at any point during the process
- do not have their certification revoked.

4.4.3 Procedure

1 Receive notification that the revoke certification process is being carried out

You will receive notification from the Administrator that the revoke certification process is being carried out and are invited to discuss this with the Ministry.

2 Warning issued

If the discussions have not resolved the issue(s), then you will receive a written warning from the Administrator advising that your certification may be revoked.

You must respond in writing (via post, fax or email) to the warning to acknowledge that you have received the warning. Your response must also include details of the actions that you will undertake to address the issue(s), and when they will be completed. The Ministry will acknowledge the response and confirm the plan is acceptable.

Note that if you are in serious breach (for example, if your product is repeatedly failing SLAs, and has been subject to warnings in the past), this step will be skipped, and you will immediately receive a revocation notice from the Administrator.

3 Proposal of Revocation Notice issued

If the agreed resolution path has not been followed, then you will receive a Proposal of Revocation Notice from the Administrator.

You must respond in writing (via post, fax or email) to the proposal to acknowledge that you have received it. Your response must also include details of the actions

that you will undertake to address the issue(s), and when they will be completed by. Your response will be submitted to the Certification Group for a decision as to whether your certification will be revoked or upheld.

4 Revocation Notice issued

If the agreed resolution path has not been followed, then you will receive a Revocation Notice from the Administrator, advising that your certification is to be revoked.

5 Mediation

At this point you or the Certification Group (or both parties) may choose to involve an external mediator. You and the Certification Group must both agree on who the external mediator will be and a timetable for the mediation sessions.

6 Certification Revoked Notification issued

If mediation has not been undertaken or is unsuccessful, then you will receive a Certification Revoked Notification from the Administrator, advising that your certification has been revoked.

If products/services are in use by the sector, then the Ministry will agree a plan with you on how they are to be retired.

4.5 Product/Service Audit

4.5.1 Purpose

This section describes the product/service audit process for an accredited supplier with a certified product or service.

This process may begin in response to a customer complaint, if a request is received by an external agency, or if the supplier product or service is selected at random.

This process can take up to 10 weeks.

4.5.2 Exclusions

This section does not include any alternative flows to the product/service audit process relating to suppliers who:

- receive an unsatisfactory Audit Report resulting in the initiation of the Revoke Certification process.

4.5.3 Procedure

1 The product/service audit will be carried out

You will receive notification from the Administrator that a product/service audit will be carried out against one of your products or services.

You may be contacted by the Administrator or the auditor to answer any questions as a result of the evaluation, to assess your compliance to the relevant Standard.

2 Respond to the Audit Report

You will receive the Audit Report from the Administrator. You must respond in writing (via post, fax or email) to the Audit Report to acknowledge that you have received it. Your response must also include details of the actions that you will undertake to address any issue(s) raised. The Audit Report and your response will be reviewed by the Certification Group to determine whether you will be able to uphold your certification or whether the revoke certification process will begin.

3 Receive notification of audit outcome

You will receive notification from the Administrator advising of the outcome of the product/service audit.

If any major issues arise that need to be addressed, the Revoke Certification process may begin.

5 Feedback Process

5.1 Introduction

Customers or suppliers may send feedback on accredited suppliers, certified products and standards, or any other CH topic. Feedback could be compliments, comments, complaints or error reports.

5.2 Compliment, Comment, Complaint, or Error Report

Feedback can be made via the feedback form on the CH website (see Appendix A), or by emailing or phoning the CH team directly.

If a customer submits feedback about you as an accredited supplier, the Administrator will forward the details onto you.

If a customer submits feedback about CH standards, the Administrator will forward the details onto the Health Information Standards Organisation (HISO).

If the Ministry receives a complaint that is serious and substantiated then it may be necessary to initiate the Revoke Accreditation and/or Revoke Certification process. You will be informed if this is the case.

6 Standards Updates

6.1 Introduction

The primary purpose of CH is to ensure that products and services used by the sector can interoperate safely and securely. The CH standards will be used as measureable criteria by which products and services are evaluated for CH certification.

6.2 Standards Maintenance

The regular updating of standards or specifications, with feedback from the health sector and industry, is essential to keep standard and specifications fit-for-purpose.

If a standard requires updating a Review Working Group will be established and the review path will be decided. The review paths are as follows.

- Revise (minor)
    - The appropriate changes are made to the standard.
    - The standard is republished.
- Revise (major)
    - The appropriate changes are made to the standard.
    - The public are invited to comment.
    - The standard is republished once approval is obtained from HISO (2010).
- Withdraw
    - The Standards Withdrawal process is invoked.
- Withdraw and replace
    - The Standards Development process is invoked.
    - The Standards Withdrawal process is invoked.
- Confirm
    - A note is appended to the standard confirming the outcome of the review that the standard is fit-for-purpose.
    - The standard is republished.

As an accredited supplier, you may be invited to provide feedback when a Review process is underway.

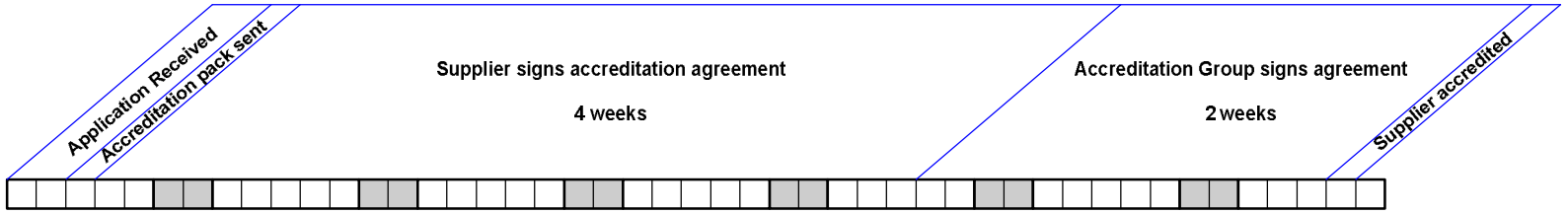
In some rare cases, a standard update may require an urgent change to products and services (eg. to address a security issue). If this is the case, the Ministry will formulate a plan on how the standard is to be rolled out and agree this with yourself and other affected suppliers.

6.3 Standards Withdrawal and Obsolescence

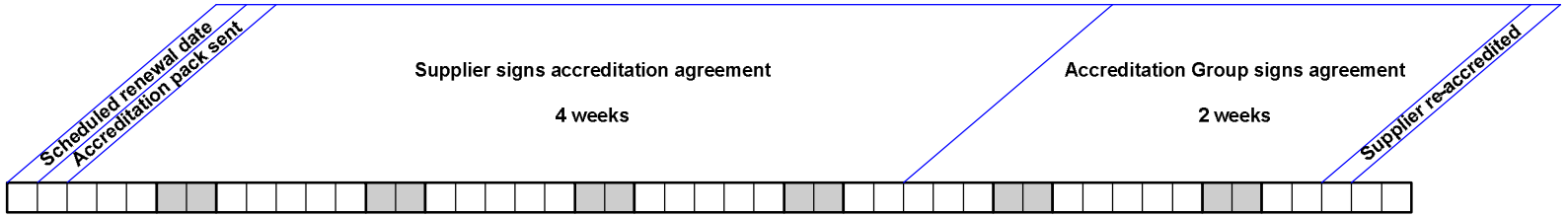
When a standard has been withdrawn, there may still be active product certifications that use the withdrawn standard. When each of these certifications are renewed or revoked, the standards obsolescence process checks to see if other active certifications still use the standard. When the last certification expires, the standard will become obsolete.

7 Timeline Summary

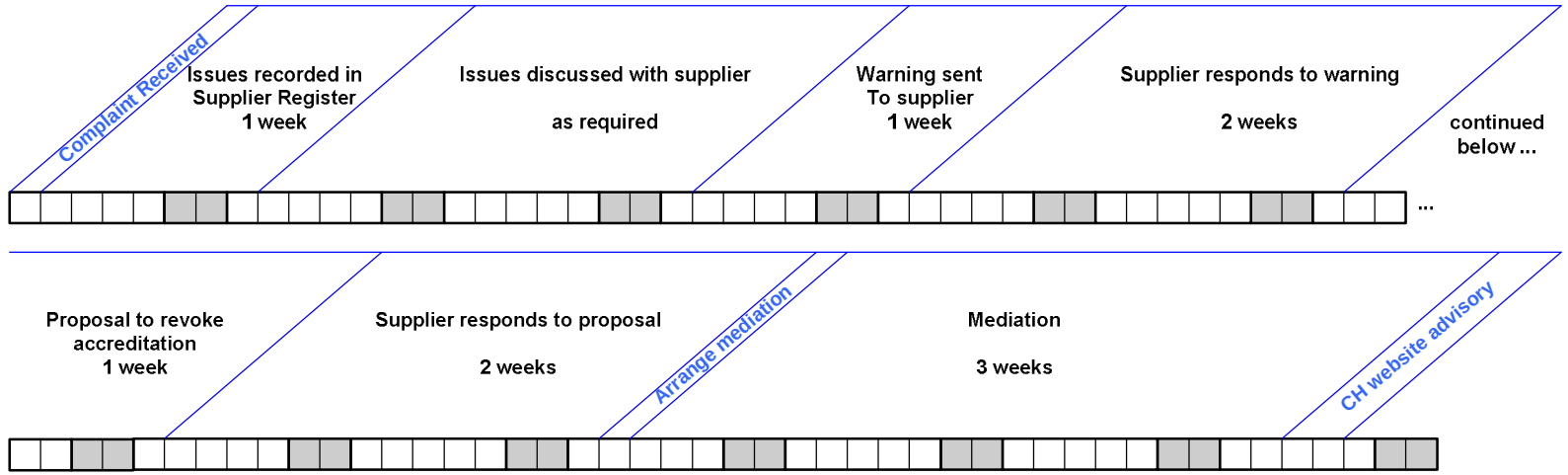
7.1 Accreditation Process (Section 3.2)



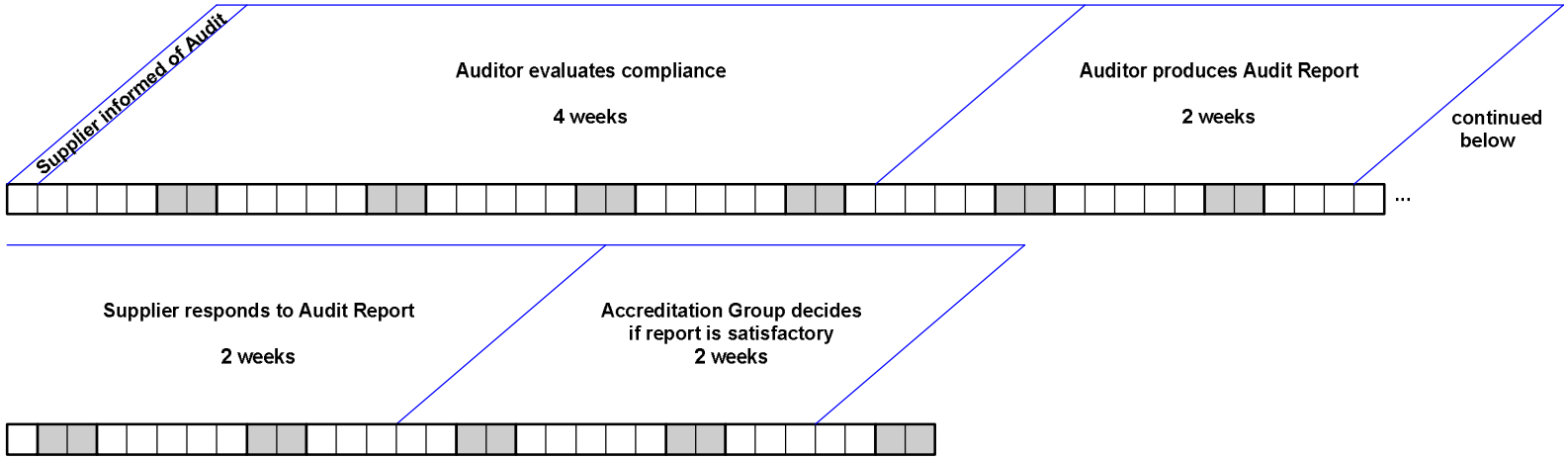
7.2 Accreditation Renewal Process (Section 3.3)



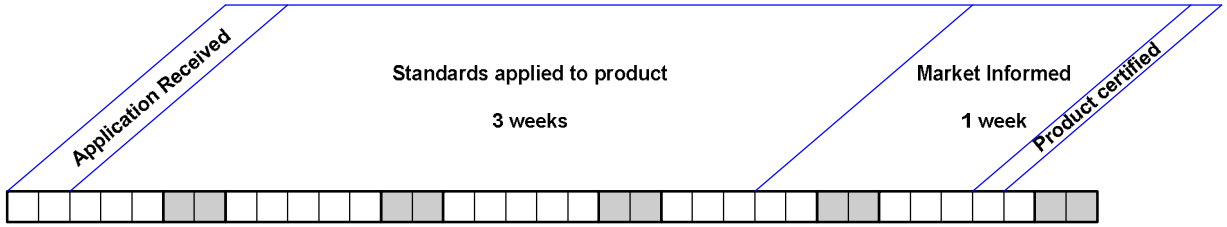
7.3 Revoke Accreditation Process (Section 3.4)



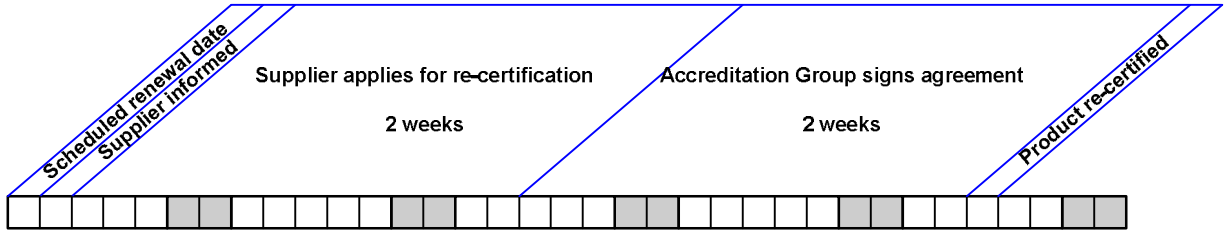
7.4 Supplier Audit Process (Section 3.5)



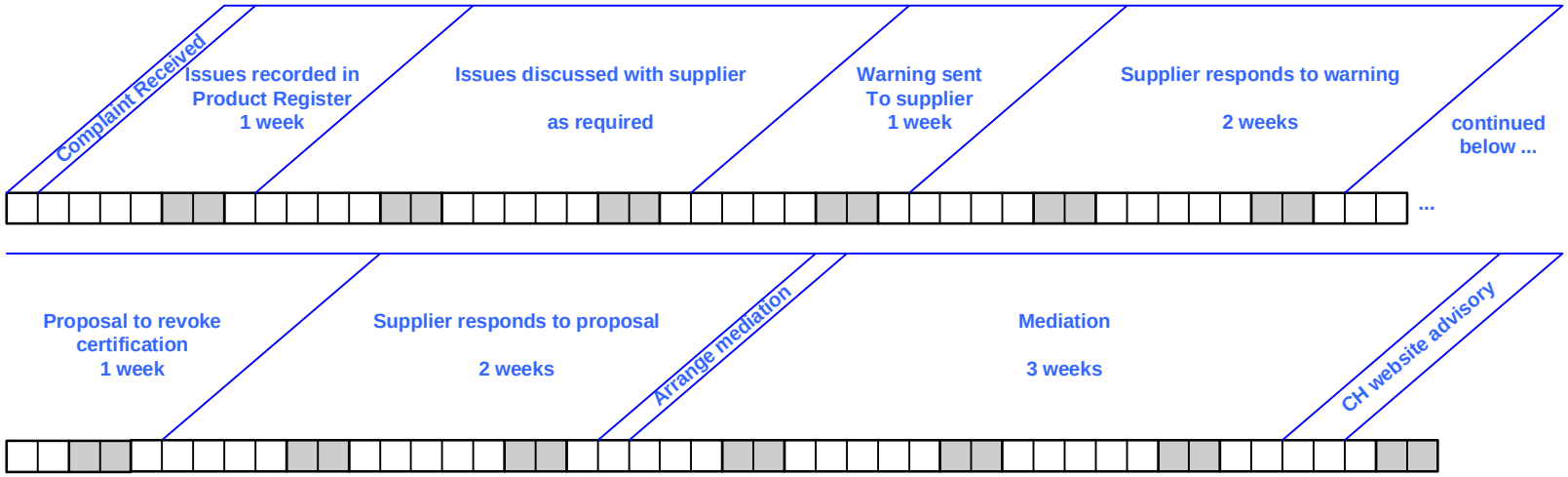
7.5 Certification Process (Section 4.2)



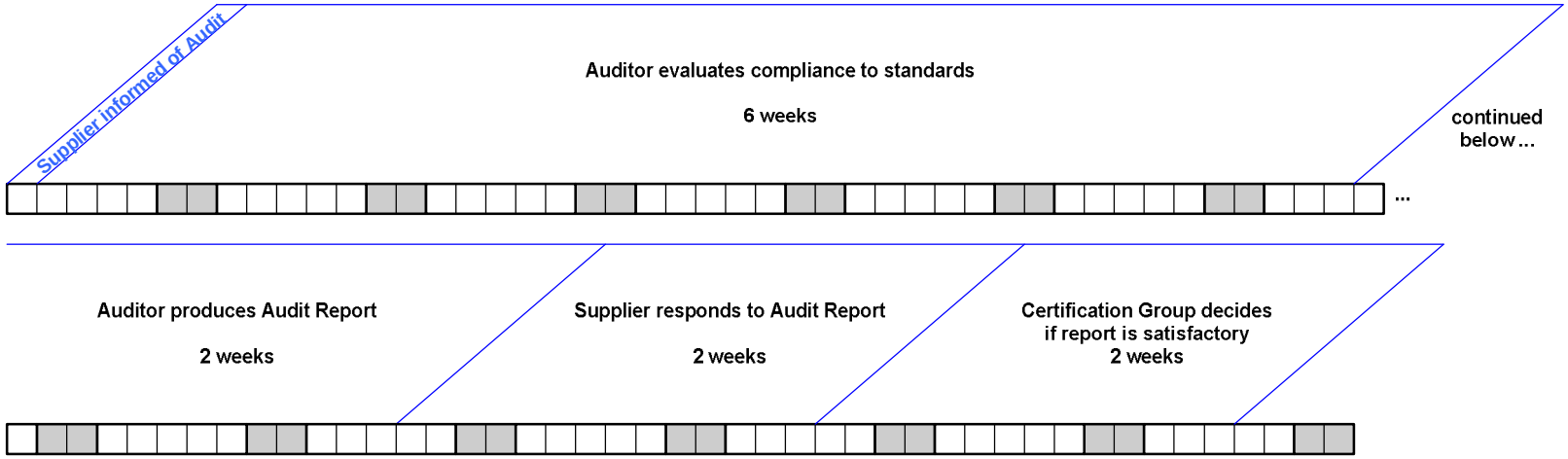
7.6 Re-certification Process (Section 4.3)



7.7 Revoke Certification Process (Section 4.4)



7.8 Product/Service Audit Process (Section 4.5)



Appendix A – Connected Health Contact Details

Below are the details for contacting Connected Health.

METHOD	DETAILS
Postal Address	Health Network & Domain Moderator Ministry of Health PO Box 5013 WELLINGTON 6011
Email Address	admin@connected.health.nz
Phone Number	(04) 496 2000
Website	http://www.dns.health.nz/

Appendix B – Glossary of Terms

Term	Description
Accreditation	The business process through which suppliers are approved to be Connected Health certified suppliers of products and services to the NZ health sector. Suppliers agree to Connected Health Principles and Operating Policy to become accredited.
Accreditation Agreement	Document that confirms the supplier has agreed to the Connected Health Principles and Operational Policy. Created during Accreditation.
Accreditation Group	Group or individual who authorises or approves supplier accreditation.
Accredited Supplier	Suppliers who have been approved to be Connected Health suppliers of product and services to the NZ health sector via the Accreditation process.
Certification	The process that confirms that a product meets the Connected Health standards, including interoperability and security.
Certification Group	Group or individual who authorises or approves product certification.
Connected Health (CH) / Connected Health Team	The Ministry of Health programme or business entity that implements and supports improved network inter-connectivity for the health sector, facilitating the delivery of improved network resources to health providers.
Connected Health Product	A product or service that has been certified as meeting the Connected Health standards of suitability and general, technical, and procedural compliance.
Health Network Code of Practice (HNCOP)	Developed by Standards New Zealand in 2002 as the code of practice for all Health Network members, including telecommunication providers.
Internet Protocol (IP)	A widely adopted and standardised computer communications protocol used to enable computers to be networked and to communicate by transferring information between them.
MOH	Ministry of Health, New Zealand.
Network of Networks	The group of TSP networks interconnected by NNI connection points, comprising the Connected Health Network.
Network-to-Network Interface (NNI)	An interconnection point between IP carrier networks. NNI1 is an interconnection between private networks and NNI2 is an interconnection between private and public networks.
Product and Service Certification	The process of confirming a Connected Health product or service meets predetermined specifications for compliance. The Ministry of Health issues a Product or Service Certificate if the product meets the specifications, and the supplier is an Accredited Supplier.
Standard	Document, established by consensus and approved by a recognised body, that provides for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree of order in a given context. (ISO/IEC Guide 2).
Telecommunications Service Provider (TSP)	A provider of telecommunications services (telephone, network, Internet services etc) to the New Zealand public, private, commercial and government sectors that has a network licence as defined under the Telecommunications Act 2001.