

Customer Guidance For Requesting Changes to SNOMED CT

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SNOMED International

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1 Introduction

1.1 Purpose

This document is intended to provide guidance for customers during the preparation of a request submission for the International release of SNOMED CT.

1.2 Scope

The scope of this document is restricted to the creation of requests for new content and content changes for the International release of SNOMED CT. It is not intended to provide technical guidance on how to use the SNOMED CT Content Request Service (CRS) system.

Guidance on how to use the SNOMED CT Content Request Service (CRS) system can be found here https://confluence.ihtsdotools.org/display/SCTCR/CRS%2BUser%2BGuide

1.3 Audience

The intended audience for this document includes any stakeholder who has been authorized to submit a request for content changes for the International release of SNOMED CT. This includes, but is not restricted to the SNOMED International Content Team, other SNOMED International staff, National Release Centers, SNOMED CT extension managers, member countries and Consultant Terminologists.

2 Who Can Request a Change

2.1 National Release Centers

SNOMED International coordinates requests for additions or changes to SNOMED CT through its Members' National Release Centers (NRC). For more information about the processes in each country, please access the relevant member page https://www.snomed.org/our-customers/members

2.2 Other Authorized Submitters

Authorized users may submit requests for additions or changes via the SNOMED CT Content Request Service (CRS) system.

An authorized submitter is usually a named individual from a National Release Center, a user from a member country who does not have access to a National Release Center or individuals from international groups who have been identified as providing specialist content.

Affiliate license holders may in the first instance submit requests for content changes by sending an email to info@snomed.org

To request access to the SNOMED CT Content Request Service (CRS) system please contact: info@snomed.org

3 Where to Submit a Request

The SNOMED CT Content Request Service (CRS) system can be accessed here https://confluence.ihtsdotools.org/display/SCTCR/CRS+User+Guide

4 Service Level Agreement

The current Service Level Agreement (SLA) for the CRS can be accessed here https://confluence.ihtsdotools.org/display/SCTCR/2022+-+Change+to+Service+Level+Agreement+for+International+CRS

4.1 Acknowledgement

Submitters will receive an acknowledgement of receipt of their submission within 7 working days.

4.2 Request Submission Dates

A notice will be published on the website biannually to indicate the submission dates for the CRS.

https://www.snomed.org/snomed-ct/Use-SNOMED-CT/change-or-add

Date of publication for the requested change will be communicated to the submitter via the CRS request at the time it is moved to a status of complete.

4.3 Request Commitment

A minimum total of 1500 separate requests of the total submitted on or before the published request closure date for submissions shall be considered for inclusion or have an identified content tracker assigned, unless they are marked for clarification, appeal or are rejected or withdrawn.

Requests that are accepted will be considered for inclusion providing that:

- 1. The required information as specified in the document 'Customer Guidance for Requesting Changes to SNOMED CT' has been supplied with the request.
- 2. The request aligns with current editorial guidelines.
- 3. The submitter has not exceeded the maximum of 150 changes of the same type.

Complex requests that impact a large area of content or require additional input from resources other than the manager of the request may exceed this time period.

4.4 Request Balance

SNOMED International reserves the right to assess the number of submissions made per country per release to create balance of submissions and fairness in equal resolution of requests.

Any set of requests from the same member country/submitter may not exceed 150 of the same type during a 6-month period. Examples of the same type of requests would be: 150+ requests for new concepts all in the same hierarchy (i.e. procedure, body structure, substance etc), 150+

requests for changes to existing content such as new descriptions, modeling changes such as to stated relationships or attributes, concept or description inactivation, changes to descriptions or questions about existing content.

The 150 total may be submitted as a large submission or smaller submissions, however once the total of 150 has been reached no further requests of the same type will be accepted during that 6-month period. Further requests above the 150 total will be marked as rejected.

Requests slightly exceeding 150 will be considered on a case-by-case basis for submission and must be approved prior to submission by contacting Maria Braithwaite (mbr@snomed.org). Requests must follow the customer guidance documentation and must:

- Meet an international use case.
- Meet SNOMED International Editorial Guidelines

Any set of requests exceeding 150 of the same type must be referred to the Customer Stakeholder & Relationship Management executive before being submitted to the CRS system.

Email <u>info@snomed.org</u> to contact the appropriate SNOMED International Customer Stakeholder & Relationship Management executive.

4.5 Bulk Submissions

Must be submitted to the <u>Customer & Stakeholder Relationship Representative</u>, they will coordinate the best path for inclusion, either a bulk submission or a Member Priority project, including feedback timeline within available resources and priorities.

4.6 Clarification Needed

All requests marked for clarification will remain open for a period of 60 days, after which the request will be closed without right to appeal.

5 Types of Request

5.1 New concept

A request for a new concept must take into account existing content and align with the existing Editorial Guidance. The Editorial Guidance can be accessed here http://snomed.org/eg

Please note a Confluence account is required, if you need a new account please contact info@snomed.org

5.2 Changes to Existing Content

A change can be made to existing content if the request aligns with existing Editorial Guidance. Please ensure a clear justification for requesting a modification is supplied with the request.

Examples of the type of changes to existing content that may be considered are:

- Inactivate a released concept

- Add a new description
- Inactivate a description
- Add a new relationship
- Inactivate a relationship
- Make a change to metadata such as case sensitivity
- Making an existing concept fully defined or primitive

5.3 Promotion of Content to the International Release from Approved SNOMED CT Extension

Upon approval by the owning extension, SNOMED International may promote any concept from a National Release Center (NRC) approved extension into the International release of SNOMED CT.

When a request for a new concept is submitted to the CRS, there is no requirement for the SNOMED International Content Team to check any national extension for potential duplication with national content.

Please follow the steps below when requesting promotion of content from a different extension.

5.3.1 Check Browser and Seek Permission to Promote

Before making any request to the CRS, submitters are required to check national extension content to identify if the required new concept is already published in an extension.

Extension content may be viewed here:

https://browser.ihtsdotools.org/?

Please select 'Go Browsing All Editions'

Browse the UK extension here:

https://termbrowser.nhs.uk/?

Where the required concept is already published in a national extension, and where approval is given by the owning extension, the extension concept will be considered for promotion to the international release. Prior to making a promotion submission to the CRS, the submitter must first seek approval from the manager of the national extension from which they wish to promote concept(s).

Contact information for member countries is available here https://www.snomed.org/our-stakeholders/members

5.3.2 Submit a Request for Promotion

Once approval has been received, the approval must be included as part of the CRS request to SNOMED International. The CRS submission must include the concept ID for the concept that is required for promotion, along with the usual information required when making a submission such as definition and use case, please see Section 6 'Submission Checklist' in the CRS Customer Guidance.

'Non-owning' requestors may create the concept in their own extension whilst awaiting the release of a concept promoted to the international release from another extension, however the non-owning extension concept would require future inactivation with its associated impact if already implemented.

The SNOMED International terminologist must ensure that the requested use case is consistent with the meaning of the concept in the national extension and if necessary, clarify this with the originating extension.

Requests received via the CRS will be progressed normally consistent with established service level agreements. Where two or more requests are received for promotion of the same concept that exists in different national extensions, the request with the earliest submission date will have precedence.

When a request is received for promotion of a national extension concept, if it includes all of the required supporting information, the request will be assigned to a SNOMED International terminologist and progressed to align with the established service level agreement. The concept ID will be retained however the other existing identifiers (e.g. description ID) will not be retained as part of the concept promotion.

The CRS request submitter will be notified that the concept has been added via the automated update in the CRS request.

The concept, associated descriptions and relationships will be part of the international release of SNOMED CT after this time and may be subject to future changes and remodeling, the scope of which is defined in the Editorial Guidance.

5.4 Batch Requests for Member Country Specific Projects

5.4.1 Batch Submission

A batch submission to support SNOMED International agreed projects; content development from SNOMED International Clinical Reference Groups, Project Groups and collaborative agreements may be submitted via the CRS system using the batch submission functionality.

5.4.2 Batch Submission for Member Country Specific Projects

A batch submission for more than 150 content changes or new concepts of the same type (e.g. organism, product, substance) to support member country specific projects must not be made without prior consultation with SNOMED International. Consultation can be carried out using existing mechanisms for member content prioritization such as the annual member prioritization process, or contact made via the regional Customer Stakeholder & Relationship Management executive in the first instance.

Contact details are:

Europe - Ian Green: igr@snomed.org

Middle East and Africa - Nick Egarhos: neg@snomed.org

Asia Pacific - Liara Tutina: ltu@snomed.org

Americas - Suzy Roy: sro@snomed.org

The Customer Stakeholder & Relationship Management executive will coordinate the best path for inclusion, either a batch submission or a Member Priority project, including feedback timeline within available resources and priorities. It is also necessary that the full impact of a batch change be understood in order to ensure a quality solution is achieved. Prior to implementing any batch change(s), a thorough analysis of the change(s) requested including testing to observe impact, impact to the terminology and clinical implications may be required. Batch Submission requests, i.e. requests totaling more than 150, affecting one or more domains of the hierarchy, must follow the guidelines below:

- I. Support a work plan initiative, or editorial mandate to directly progress or provide a value benefit at an international or quality level.
- II. Include a desired implementation date if known or estimated if not known.
- III. Demonstrate an international use case and provide an explanation of the clinical application.
- IV. In all cases, clearly demonstrate that SNOMED International Editorial Guidelines are adhered to.

6 Submission Checklist

It is in the best interest of both the submitter and the SNOMED International Content Team that a request for change incorporates as much information as possible to support the requirement.

Where a request is submitted with all of the desired information in support, the Content Team is more likely to accept the request without the need for further clarification. This is necessary for the customer to receive the desired change in a reasonable timescale. It will also reduce the risk of misunderstanding that may result in the original requirement not being met.

Prior to making a submission for a change to the International release of SNOMED CT, the following steps should be followed:

6.1 Check the Most Recent Version of SNOMED CT

The submitter should check the most recent version of SNOMED CT to ensure that the desired change is not already present in the terminology. It is recommended that the submitter check the SNOMED International browser, which can be accessed here http://browser.ihtsdotools.org

Please remember that the desired concept may be available as a slightly different phrase. The words or word order of the description may not entirely match, but the released concept may be conceptually the same as the new request. Where this is the case a request for a new synonym may be considered. A new concept request must not be submitted as it will not be accepted due to the presence of an existing concept.

6.2 Review the Editorial Guide

The Editorial Guidance can be accessed here http://snomed.org/eg

Please note a Confluence account is required, if you need a new account please contact info@snomed.org

The Editorial Guide document provides information about requests that may or may not be suitable for inclusion into the international release of SNOMED CT.

The Editorial Guide should be consulted prior to submission of a request in order to establish if there is policy around the type of request that is being considered for submission.

For example, requests for new content that include classification type terms such as other, NOS (not otherwise specified), NEC (not elsewhere classified) will not be considered for inclusion (Classification-derived phrases see

https://confluence.ihtsdotools.org/display/DOCEG/Out+of+Scope).

Similarly requests for disjunction (disjunctive aggregates) will not usually be accepted. Where an editorial principle exists that precludes the inclusion of a particular type of concept then a request for content of this nature will not be accepted.

6.3 Provide Clear Justification for Requesting a Change or New Concept

It is very important to incorporate a clear justification for any change request for the international release of SNOMED CT. For example "Used as a member of a value set in support of the provider occupation field."

This level of detail will assist the Content Team in understanding the nature and context of the requirement. The justification will also aid in assessing the risks and benefits that are associated with making the change. Please remember that change requests that are country specific are not suitable for the international release. This type of change request will not be accepted.

6.3.1 Mandatory Fields

Please note that the fields including 'Summary,' 'Topic,' 'Proposed Use Case' and 'Reference' are mandatory fields when making a submission. Copy and paste of generic text such as "gap in terminology" or "self evident" does not supply adequate justification for a change and may result in further clarification (which will delay the inclusion of the request) or a status change to 'Rejected.'

6.4 Identify the Semantic Tag

It is important to consider where the requested new concept will sit within the SNOMED CT hierarchy. The submitter must take into account the nature of their requirement along with how it will be implemented in clinical systems.

When making a request for a new concept the desired semantic tag for the new addition is required as part of the submission. This will assist the Content Team in understanding the nature of the requirement and also help in ensuring that the original requirements are met. The submitter should verify that the requested semantic tag aligns with the requested parent term. For example a request for a new concept in the finding hierarchy must be a descendant of the concept 404684003 | Clinical finding (finding).

Further information about the semantic tag can be found in the Editorial Guide.

6.5 Provide a Reference

Submissions for a change to the international release of SNOMED CT must be supported by at least one reference that is of international relevance. Please remember that requests for change need to be of international application and not confined to one member country. We may require more than one reference to assess the validity and international applicability for some areas of content.

Literature intended for patient education purposes should not be used in support of a request; it frequently includes generalizations that are not always true but may be true in the context of the topic being addressed.

The supporting information submitted with the request is required to be recent and from an authoritative source such as a scientific or professional journal or a professional society. References to Wikipedia are not sufficient. Reference material that is provided in support of a request must be accessible to the Content Team. For example, references from books and journal articles that are not publicly available are not acceptable. Please see Appendix A for a list of suggested resources that may be used to provide information in support of a request.

6.6 Provide a Definition

Where a new concept is being requested, a text definition that identifies the exact nature of the request must be included. This is especially important where the request is for an obscure disease or a new procedure or is unusual in its nature. Please note that restating the requested descriptions is not considered to be sufficient as a definition. A request for the inclusion of a text definition for a new or existing concept must demonstrate international applicability. Text that is protected by copyright will not be accepted for inclusion unless accompanied by a release from the copyright holder.

6.7 Explain Acronyms, Abbreviations, Eponyms

When making a submission, fully expand all abbreviations. Abbreviations are not allowed in the Fully Specified Name (FSN) as the use of acronyms and abbreviations can cause confusion and will cause delay in processing the request. Even though a particular procedure or disease may commonly be referred to by an acronym in one country, this may not be the same at the international level.

Please refer to the Editorial Guide for further information

- Acronyms
- Abbreviations
- Eponyms

6.8 Request for Concept with a Namespace Identifier

Please use the field 'Local SNOMED CT Code' in the CRS to record an extension concept ID that should be retained with the addition of the new concept. When submitted with a request, the extension concept ID will be retained when the concept is added to the international release of

SNOMED CT. Where retention of the extension concept ID is not required the concept ID must NOT be submitted with the request. Where the local concept ID is not recorded in the correct field the concept ID will not be retained.

Requests for promotion of content from a different national extension must be accompanied by permission from the 'owning' extension, please see Section 5.3 of this document for further information.

Please ensure that the correct extension concept ID that aligns with the correct descriptions are submitted for inclusion in the international release, it is the responsibility of the submitter to check the information submitted is correct.

6.9 Concept Modeling

Submission of the requested descriptions along with the desired attributes and values required to fully define the concept is encouraged and may be of utility to the Content Team, however this requires a high level of familiarity with the Editorial Guide. Note that the final decision about the modeling of a concept rightly belongs to SNOMED International.

7 Request Status

7.1 New

All submissions are initially assigned a status of New. A preliminary check will be carried out to ensure that the new request falls within the inclusion criteria and scope for the international release of SNOMED CT. Further information regarding scope can be found in the SNOMED CT Editorial Guide.

7.2 Draft

A request that has been started and saved but is not yet submitted. The submitter can choose to submit this request once the desired information has been added or can delete the request. The SNOMED International Content Team cannot see or access a request that is in 'draft'. The service level agreement timelines begin from the time that the request is submitted to the CRS and do not take into account any time that the request has been in 'draft'.

7.3 Accepted

Following initial review, each request is assigned a manager who is a member of the SNOMED International Content Team. A change to a status of 'Accepted' does not mean that the request will be approved for inclusion in SNOMED CT.

All requests are treated as normal priority with the exception of data errors. Where a request points towards a possible error in SNOMED CT, the request will be prioritized for investigation.

7.4 Under Authoring

This status indicates that the Content Team is actively evaluating the request.

7.5 Ready for Release

A request status will be changed to 'Ready For Release' once the requested change has been made and approved, however please note this does not assure that the requested change will be included in the final release data. There are a considerable number of technical processes undertaken after editing for a particular release has been completed. This can on occasion result in a change that has been made being reverted or a concept removed from the release.

7.6 In Inception

This status was formerly used for requests awaiting resolution of a Content Tracker. From March 2020 onwards where a CRS request falls into the scope for an existing Content Tracker, the request will be marked as 'rejected' with a note to ask the submitters to add themself as a 'watcher' to the appropriate Content Tracker. The manager for the request will link it to the Content Tracker to ensure that the CRS request is progressed along with the Content Tracker once editing on that specific content area commences.

Content Trackers are intended to investigate issues or enhancements to both existing and future content for SNOMED CT. A process for understanding the problem and elaboration of a solution is undertaken in order to make improvements to existing content and clarify how content of a similar nature will be incorporated into SNOMED CT in the future. Depending upon the nature of the Content Tracker, this may be a long-term large-scale content project or a smaller project with a shorter timescale.

7.7 Awaiting Agreement Compliance

This status is used for requests that cannot be resolved at the time of submission due to contractual obligations or intellectual property issues that are awaiting resolution or permission from a copyright owner.

7.7.1 Requests that fall into the scope of the LOINC Agreement

According to section 5.2.1 Addition of new SNOMED CT "Observable Entity" and "Evaluation Procedure" Concepts of Schedule 2 of the Cooperative Agreement between SNOMED International and Regenstrief, two member countries must endorse addition of the following classes of requests:

- I. Laboratory, including discrete orders and observations and panel names for orders (excluding panel structure);
- II. Anthropomorphic measurements and evaluations; and
- III. Vital signs and physiological measurements.

There is no cut-off date for submission of these requests and it applies to requests submitted prior to the agreement.

7.8 Clarification Needed

Where insufficient information is provided to proceed with a request, a member of the Content Team will incorporate questions to be resolved and change the status of the request to 'Clarification Needed.' This will generate an email to the original submitter.

Where a request for clarification to a customer is not answered within 60 days from the date the clarification is generated, the request will be rejected along with a note that the request was rejected due to a lack of response by the submitter. After this <u>no further action</u> will be taken with the request even if a response to the clarification is received. Once the 60 days have passed if the change is still required a new request must be submitted. The resubmitted request must include additional information related to the request for clarification. Failure to provide additional information will lead to a second and final rejection of the request.

7.9 Pending Internal Input

This status is for use by the Content Team to identify requests that require further input from a different member of the Content Team.

7.10 On Hold

This status is for use by the Content Team as part of workload management. Requests may be placed on hold whilst awaiting assignment to a member of the Content Team throughout the editing cycle. This status is also used for requests submitted after the final submission date for a particular release cycle and that will be progressed in the next release cycle.

7.11 Forwarded

Where a request is received that is not in scope for the international release of SNOMED CT, it may be suitable for a specific extension. The request may be forwarded to another extension manager or National Release Center.

7.12 Withdrawn

A submitter may choose to withdraw their request at any time up to the point the status is assigned as 'Ready for Release.' However, a submitter may not unilaterally prevent the addition of content to SNOMED CT, or cause it to be inactivated through this mechanism if it is believed to be a valid request and of value to stakeholders.

7.13 Resolved Without Content Changes

This status is used where a request can be resolved in discussion with the submitter but without making any content changes. Examples of this include where a request contains a question that can be answered without making any changes to the content or where a potential duplicate concept is identified but subsequently is verified as a valid concept.

7.14 Rejected

Where a request has had a full review and is not considered to be in scope for SNOMED CT, or does not meet the criteria outlined in the Editorial Guide, or clarification about the request has not been received within 60 days, the request will be rejected. This status is also used for requests that are linked to a Content Tracker.

7.15 Completed

A request status will be changed to "Completed" once the edit has been made and approved and the data files are ready for release. Prior to this time, inclusion in the release cannot be guaranteed.

7.16 Appeal

Where a request has been 'Rejected', the submitter may provide additional information or references and request a further review of the decision. The submitter can then place the request in 'Appeal' status. In these circumstances the decision will be reviewed and if necessary referred to the Head of Terminology for final disposition.

Where an appeal is submitted for a request that was rejected due to lack of response to a request for clarification, the appeal will not be accepted for consideration and the request will be marked as 'Appeal Rejected'

7.17 Appeal Rejected

After conclusion of the appropriate appeal process, where the outcome remains unchanged, this status will be applied.

7.18 In Appeal Clarification

Where an appeal is received but there is insufficient information to support a full review of the request, the original rejection and/or the reason for the appeal, the request will move to this status. Where a response to 'In Appeal Clarification' is not received, the request will be moved to 'Appeal Rejected' once 60 days have elapsed. At this point, no further action will be taken with the request.

8 Questions or Comments

Please submit comments or questions about this document to info@snomed.org

Appendix A

Web addresses for suggested reference sources (copy and paste into a browser).

Please note this section is intended for guidance only and is not intended to be exhaustive. Other references sources that meet the criteria set out in Section 6.5 are also acceptable.

NCBI - National Center for Biotechnology Information

https://www.ncbi.nlm.nih.gov/

PubMed - Biomedical literature

https://www.ncbi.nlm.nih.gov/pubmed/

Medscape

https://www.medscape.com/

DermNet

https://dermnetnz.org/

British Medical Journal

https://www.bmj.com/

The Lancet

https://www.thelancet.com/

The New England Journal of Medicine

https://www.nejm.org/

Merck

https://www.msdmanuals.com/en-gb/professional

UniProt - Protein knowledgebase

http://www.uniprot.org/

OMIM - An Online Catalog of Human Genes and Genetic Disorders

https://www.omim.org/

Orphanet

http://www.orpha.net/consor/cgi-bin/index.php

Genetics and Rare Diseases Information Center

https://rarediseases.info.nih.gov/

The International Society for Nomenclature of Paediatric and Congenital Heart Disease (ISNPCHD)

https://ipccc.net/

ChEBI - Ontology of Chemical Entities of Biologic Interest

https://www.ebi.ac.uk/chebi/

PubChem - Biologic activities of small molecules

https://pubchem.ncbi.nlm.nih.gov/

NLM Drug Info - Drug information Portal

https://druginfo.nlm.nih.gov/drugportal/

ChemSpider - Royal Society of Chemistry, free chemical structure database

 $\frac{http://www.chemspider.com/?gclid=EAlalQobChMlvfXI9qnt1gIVQxYbCh2nAQHPEAAYASAAEgIla_D}{BwE}$

Nomenclature Committee of the International Union of Biochemistry and Molecular Biology (NC-IUBMB)

http://www.sbcs.qmul.ac.uk/iubmb/enzyme/

EDQM standard Terms

https://standardterms.edqm.eu/#

WHO Mednet

https://mednet-communities.net/\$root/

World Checklist of Selected Plant Families

http://wcsp.science.kew.org/prepareChecklist.do;jsessionid=1E55C6CFA86F1AED55BD34B9F8D8CF4C.kppapp06-wcsp?checklist=selected_families%40%40299261020171421052

For information on UK or European products, Summary of Product Characteristics as published here

http://www.medicines.org.uk/emc/ http://www.mhra.gov.uk/spc-pil/

International Union of Biochemistry and Molecular Biology Enzyme Nomenclature http://www.sbcs.qmul.ac.uk/iubmb/enzyme/

FMA Browser Explorer for Foundational Model of Anatomy

http://fma.si.washington.edu/browser/#/

WHOCC - ATC/DDD Index - Index and search for the Anatomical Therapeutic Chemical (ATC) classification system and the Defined Daily Dose (DDD)

https://www.whocc.no/atc_ddd_index/

Resources for Organism Naming

SNOMED International utilizes various resources when reviewing changes to the organism hierarchy. They include:

Bacteria

List of Prokaryotic names with Standing in Nomenclature (LPSN)

https://lpsn.dsmz.de/

International Committee on Systematics of Prokaryotes (ICSP)

http://www.the-icsp.org/

International Journal of Systematic and Evolutionary Microbiology

http://ijs.microbiologyresearch.org/content/journal/ijsem

DSMZ-Prokaryotic Nomenclature Up-to-date

https://www.dsmz.de/bacterial-diversity/prokaryotic-nomenclature-up-to-date

Customer Guidance for Requesting Changes to SNOMED CT Version 11.0

Fungi

MycoBank Database

http://www.mycobank.org/

Index Fungorum

http://www.indexfungorum.org/names/names.asp

Viruses

International Committee on Taxonomy of Viruses (ICTV)

https://talk.ictvonline.org/

Parasites

Although not an authoritative source, NCBI taxonomy provides useful links to other sources

National Center for Biotechnology Information (NCBI) Taxonomy

https://www.ncbi.nlm.nih.gov/taxonomy

General

Integrated Taxonomic Information System (ITIS)

https://www.itis.gov/