

# Customer Guidance For Requesting Changes to SNOMED CT

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**Amendment History**

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**Approvals**

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Review date	Responsible owner	Comments
As required	Maria Braithwaite	Update when change necessitates.

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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 Edition 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 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 using this address <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 Edition 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 (NRCs). 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.

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

## 3 Where to Submit a Request

The SNOMED CT Content Request Service (CRS) system can be accessed using this address

<https://confluence.ihtsdotools.org/display/SCTCR/CRS+User+Guide>

## 4 Service Level Agreement

### 4.1 Request Commitment

Open and close dates for submission of requests to the CRS for each release are published on the website <https://www.snomed.org/snomed-ct/sct-worldwide/change-or-add>

A minimum total of 1500 separate requests in total submitted on or before the published request closure date for submissions shall be edited to the next release or have an identified content tracker assigned, unless they are marked for clarification, appeal or are rejected or withdrawn - any request not added to the next release will automatically be assigned a high priority for the following release. Do note that this is a minimum number and not a maximum in order to assist in understanding our resource allocations for other work.

### 4.2 Request Balance

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

Any one request may not exceed 150 concept additions or changes. No further request batches of the “same type” may be submitted in a single editing cycle in order to circumvent the Bulk submission process. The 150 total may be submitted as a large submission (for example 100 requests) followed by smaller or single submissions, however once the total of 150 has been reached no further requests of the same type will be accepted during that release cycle. Further requests above the 150 total will be marked as rejected. Examples of 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. **Slight** overages of the 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](mailto:mbr@snomed.org)).

Any request exceeding 150 “of the same” must be referred to your Customer and Stakeholder Relationship Management Lead prior to entering the request into the CRS system

## 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 (see Section 3 Scope and Boundaries). The Editorial Guidance can be accessed

using this address

<https://confluence.ihtsdotools.org/display/DOCEG/SNOMED+CT+Editorial+Guide>

Please note a Confluence account is required, if you need a new account please contact [info@snomed.org](mailto: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 Batch Requests for Member Country Specific Projects

### 5.3.1 Batch Submission

A batch submission to support SNOMED International agreed projects; content development from SNOMED International Virtual Clinical Groups, Project Groups and collaborative agreements may be submitted via the SNOMED CT Content Request Service (CRS) system using the batch submission functionality.

### 5.3.2 Batch Submission for Member Country Specific Projects

A batch submission for large numbers of new content 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 Relation Manager (CRM) in the first instance.

Contact details are:

Europe - Ian Green: [igr@snomed.org](mailto:igr@snomed.org)

Middle East and Africa - Nick Egarhos: [neg@snomed.org](mailto:neg@snomed.org)

Asia Pacific - Liara Tutina: [ltu@snomed.org](mailto:ltu@snomed.org)

Americas - Shelley Lipon: [sli@snomed.org](mailto:sli@snomed.org)



The Customer Relation Manager 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, including impact to the terminology and clinical implications, may be required. Batch Submission requests, i.e. requests totally 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 edition 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 using this address

<https://confluence.ihtsdotools.org/display/DOCEG/SNOMED+CT+Editorial+Guide>

Please note a Confluence account is required, if you need a new account please contact

[info@snomed.org](mailto:info@snomed.org)

The Editorial Guide document provides information about requests that may or may not be suitable for inclusion into the International Edition 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 NOS (not otherwise specified), NEC (not elsewhere classified) will not be considered for inclusion (Classification-derived phrases).

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 Edition 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 Edition. This type of change request will not be accepted.

### 6.3.1 Mandatory Fields

Please note that the fields ‘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 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 Edition of SNOMED CT should be supported by at least one reference. Please remember that requests for change need to be of international relevance and not confined to one member country.

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.

## 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

When submitted with a request, the extension concept ID will be retained when the concept is added to the International edition of SNOMED CT. Where retention of the extension concept ID is not required the concept ID must NOT be submitted with the request.

## 6.9 Concept Modeling

Submission of the requested descriptions along with the desired attributes and values required to fully define the concept is desirable 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 Edition 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.

### 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 closed. 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

Where a new request aligns with an ongoing content project, the request will be placed into this status until editorial policy is available to support the requested change or addition. Content projects 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 project, this may be a long-term large-scale content project or a smaller project with a shorter timescale.

### 7.6.1 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.

## 7.7 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 **no further action** 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 rejection of the request.

## 7.8 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.

## 7.9 On Hold

This status is for use by the Content Team as part of workload management.

## 7.10 Forwarded

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

## 7.11 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.

## 7.12 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.

## 7.13 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.

## 7.14 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.

## 7.15 Appeal Rejected

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

## 7.16 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](mailto:info@snomed.org)

## Appendix A

Web addresses for suggested reference sources - 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/>

### **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>

### **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**

[http://www.chemspider.com/?gclid=EAlaIqObChMlvfXI9qnt1gIVQxYbCh2nAQHPEAAAYASAAEglla\\_D\\_BwE](http://www.chemspider.com/?gclid=EAlaIqObChMlvfXI9qnt1gIVQxYbCh2nAQHPEAAAYASAAEglla_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/](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](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**

<https://www.medicines.org.uk/emc/>

<http://www.mhra.gov.uk/spc-pil/>

[http://www.ema.europa.eu/ema/index.jsp?curl=pages/includes/medicines/medicines\\_landing\\_page.jsp&mid=WC0b01ac058001ce7e](http://www.ema.europa.eu/ema/index.jsp?curl=pages/includes/medicines/medicines_landing_page.jsp&mid=WC0b01ac058001ce7e)

**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://xiphoid.biostr.washington.edu/fma/index.html>

**International Classification of Diseases for Oncology, 3rd Edition (ICD-O-3)**

<http://codes.iarc.fr/>

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

[https://www.whooc.no/atc\\_ddd\\_index/](https://www.whooc.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)**

<http://www.bacterio.net/>

**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>

### Fungi

**Mycobank Database**

<http://www.mycobank.org/>

**Index Fungorum**

<http://www.indexfungorum.org/>

### Viruses

**International Committee on Taxonomy of Viruses (ICTV)**

<https://talk.ictvonline.org/>

### Parasites

**National Center for Biotechnology Information (NCBI) Taxonomy**

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

### General

**Integrated Taxonomic Information System (ITIS)**

<https://www.itis.gov/>