

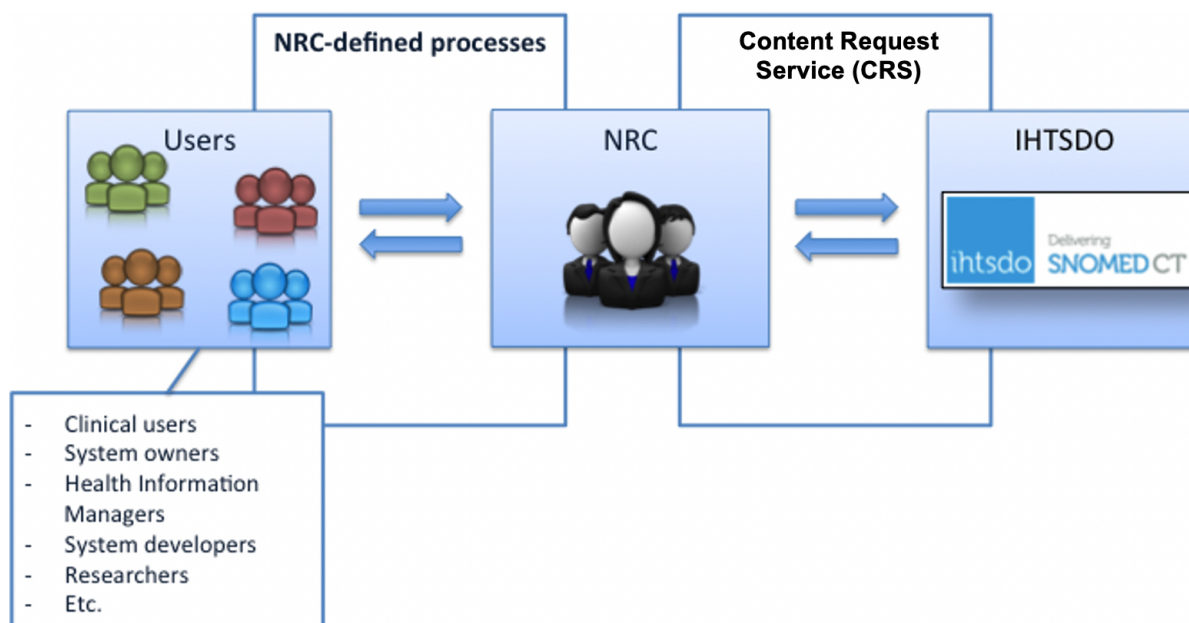
## 12. Change requests

SNOMED CT is developed for implementation and use in health IT systems, so it is essential for successful adoption that the terminology fulfill user requirements. To facilitate continued development and enhancement of SNOMED CT, SNOMED International is dependent on ongoing feedback from users. A significant responsibility of an NRC is therefore to provide SNOMED International with feedback from users in the Member countries on errors, limitations and suggestions for changes to the SNOMED CT content. Regarding management of change requests, each NRC must:

1. Maintain a record of problems and other issues reported within the Member country, and
2. Document, submit and support requests for proposed updates and enhancements to SNOMED CT

An NRC must therefore provide a mechanism for supporting requests from users, both related to the National Edition (where it exists) and International Edition of SNOMED CT. Requests for the International Edition should be communicated to SNOMED International, whereas requests for the National Edition must be managed locally.

Figure 10. NRCs manage user requests for changes to both the National and International Editions of SNOMED CT <sup>1</sup>



How user requests are submitted to the NRC is up to each NRC to decide. An NRC can choose to have its own request submission system, but the solution could also be a simple mailing system or a file-transfer system. This depends on the level of SNOMED CT use (and hence, the number of requests) within the Member country. An NRC could decide to have a simple system in the NRC-establishment phase and then launch a more sophisticated system when the number of requests increases.

### SNOMED CT International Content Request Service (CRS)

CRS is SNOMED International's online request submission system, which allows Member countries' NRCs and other authorized users to submit requests for change or addition of new content to the International Edition of SNOMED CT. Hence, all user requests for the International Edition of SNOMED CT should go via the NRC, and each NRC should have access to CRS. Concepts of only national relevance should not be submitted to SNOMED International. It is the responsibility of the NRC to determine which request is specific to its country and which are of international relevance. NRCs should be aware of the editorial principles for SNOMED CT and only submit requests that meet those principles.

Requests submitted to CRS are reviewed by SNOMED International Authors, and requests that meet the SNOMED CT International Edition inclusion criteria are added to the International Edition. CRS is an online tool, which enables users to view the current status of all requests that have been made through the system, see Figure 11.

Figure 11 Screenshot from CRS. Example of overview of requests submitted to the system.

Content Request Service

Dashboard / Requests

Confluence Test Account Logout

My Requests

Submitted Requests

My Batch Requests

Create New Request

New Batch Import

My Requests

Draft1

New4

Accepted2

Rejected0

Appeal0

Appeal Rejected0

Forwarded0

Withdrawn1

Under Authoring0

Clarification Needed0

In Inception0

Ready For Release0

Completed0

My Requests

+>7

Show Closed Requests

<input type="checkbox"/>	Batch ID	Request ID	Concept	Jira ID	Created On	Request Type	Topic	Manager	Status
	Ids...	Ids...	Concepts...	Ids...	Dates...		Topics...		
<input type="checkbox"/>	698350	700163	Acquired arteriovenous fistula	CRT-86785	2016-09-27	New Concept	CMT Cardiology 2016_07		New
<input type="checkbox"/>	698350	700164	Acquired pericardial cyst	CRT-86787	2016-09-27	New Concept	CMT Cardiology 2016_07		New
<input type="checkbox"/>	698350	700165	Acquired stenosis of vena cava	CRT-86788	2016-09-27	New Concept	CMT Cardiology 2016_07		New
<input type="checkbox"/>	698350	700166	Acute aneurysm of right popliteal vein	CRT-86789	2016-09-27	New Concept	CMT Cardiology 2016_07		New
<input type="checkbox"/>	698350	700180	Acute deep vein thrombosis of right upper limb following procedure		2016-09-27	New Concept	CMT Cardiology 2016_07		Draft
<input type="checkbox"/>		700162	Specialised engineer (occupation)	CRT-86784	2016-09-27	New Concept	General content change request		Accepted
<input type="checkbox"/>	698337	699973	Contusion of globe of left eye	CRT-86698	2016-09-05	New Concept	CMT	fashrafi	Accepted

Users are notified by email when a request changes status (accepted, not accepted, in process, or clarification requested). If a request is not accepted, a reason is provided to the requestor. A requestor who is unhappy with the reason for not non-acceptance can appeal using a formal appeals process.

For up-to-date information about current arrangements and for access to CRS see [CRS User Guide](#)

Further details on requesting content changes, or the addition of new content, are available from <http://www.snomed.org/snomed-ct/Use-SNOMED-CT/change-or-add>. The document "Customer Guidance For Requesting Changes to SNOMED CT" is available for download from this page. The document provides details of how to make a request, and what details need to be provided by the requester as part of the process.

Footnotes

RefNotes

1 Change requests to the International Edition are submitted to SNOMED International via the online SNOMED CT International Content Request Service (CRS)