



MediPay™

Deployment and incident management

Abstract

This document is targeting the MediPay System Partner (referred to as “Partner” in the Agreement), which provides Electronic Patient Journal (EPJ) systems for doctors, dentists, physical therapists, chiropractors etc. in the health care sector.

MediPay is a payment solution integrated with the EPJ system, as described in Attachment 1.

This document contains deployment of new versions and incident management.

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0 CHANGE LOG

Date	Sign	Description
24.1.18	Jma	0.1: Document created
24.1.18	Jma	0.2: Description of deployment of new versions added
24.1.18	Jma	0.3: Description of incident management added

1 INTRODUCTION

This document is targeting the MediPay System Partner, which provides Electronic Patient Journal (EPJ) systems for doctors, dentists, physical therapists, chiropractors etc. in the health care sector.

MediPay is a payment solution integrated with the EPJ system. For further information regarding technical description, integration and testing, see Attachment 1.

1.1 Deployment of new versions

In the event that changes on either side of the integration are required by the law, official decisions, changes to national or international regulations for payments, changes to third party systems or similar circumstances, both parties will inform the other without undue delay.

Any other changes to either side of the integration must be agreed between Partner and PayEx.

Ahead of any deployment that requires changes in the interface/integration between the Partner and PayEx, the Parties shall perform and carry out any tests needed, in accordance with the Technical Description, Attachment 1.

1.2 Incident management

Both the Partner and the common Customers will be listed as recipients of incident e-mails, as a part of the onboarding process in relation to a signed agreement.

This means that both the Partner and the common customers will be notified when it comes to planned service stoppages as well as in relation to incidents.

1.2.1 *Planned service stoppage*

PayEx have planned service stoppages 3-6 times a year in relation to deployments of new functionality or versions which usually take place outside office hours.

In case of a planned service stoppage the Partner and the common Customer shall be informed at least 2 weeks in advance.

1.2.2 *Unplanned service stoppage/incidents*

In case of an unplanned service stoppage/incident, both the Partner and the common Customer will receive an incident notification via e-mail immediately when the incident is detected.

The Partner is endorsed to publish such incident notification in the EPJ-system as soon as possible, to inform the common customer, who uses the EPJ-system regularly, about the incident and estimated time of resolution.