

Question	Answer
What are the pre requisites for applying for the NABH certification?	1) ABDM certification (M1, M2, M3). The certificates need to be uploaded as proof during the application process. 2) Updated and valid WASA certification. The certificate needs to be uploaded as proof during the application process. 3) 3 MOUs with 3 separate hospitals/organization where the product is already implemented.
What are the minimum passing percentages for Base and Advanced maturity levels?	<b>Base level:</b> Core -100%, Commitment -60%, Achievement - 30%, Excellence - NA <b>Advanced Level:</b> Core -100%, Commitment -80%, Achievement - 60%, Excellence - 60%
What should the HIS/EMR vendor do if they have already applied for the ABDM certification but the delay is from the side of NHA ?	While you continue to follow up with NHA on this, NABH is willing to request that NHA find a solution to complete the process faster. Please send us an email at <a href="mailto:dh2support@nabh.co">dh2support@nabh.co</a> with your organization's information, ABDM stage and challenges encountered.
If a hospital uses NABH-accredited HIS/EMR, will the hospital be eligible to get the NABH DHS for hospital accreditation?	The HIS/EMR standards have been developed in alignment with the Digital Health Standards for hospitals. Hospitals using a NABH-certified HIS/EMR product will find it easier to go through the DHS accreditation assessment and subsequently have a higher chance of successful accreditation.
If a product passes the base-level certification of HIS/EMR standards, will that imply that the product can get a hospital DHS - Silver level accredited (if it is deployed in the hospital)	The HIS/EMR standards have been developed in alignment with the Digital Health Standards for hospitals. Hospitals using a NABH-certified HIS/EMR product will find it easier to go through the DHS accreditation assessment and subsequently have a higher chance of successful accreditation.
If the HIS/EMR product has a third-party integrated solution (e.g. HRM, Finance), will the assessment be done for the integrated product as well? Will the assessed HRM product also get the certificate?	The NABH certificate will be granted to the HIS/EMR products only and not the third-party integrated solution/module. If the HIS/EMR product has a module that is pre-integrated with seamless user workflow and sold as a combined product, then the HIS/EMR product can select corresponding objectives in Self Assessment Test (SAT), such that functionalities and respective modules are included in scope of testing.

What are predefined test cases?	<p><u>Predefined test cases are specific scenarios and conditions under which the HIS and EMR systems will be evaluated to ensure they meet the standards.</u></p> <p><u>Test Cases: <a href="https://portal.nabh.co/Announcement/NABH%20Test%20Case%20for%20HIS%20and%20EMR%20System..pdf?_gl=1*ddntiu*_ga*MjAwNTY4ODUyMC4xNzE2MzcwMzc1*_ga_E6DT8ZDTMB*MTcyOTU4ODk3Ny4yNS4wLjE3Mjk1ODg5NzcuMC4wLjA.">https://portal.nabh.co/Announcement/NABH%20Test%20Case%20for%20HIS%20and%20EMR%20System..pdf?_gl=1*ddntiu*_ga*MjAwNTY4ODUyMC4xNzE2MzcwMzc1*_ga_E6DT8ZDTMB*MTcyOTU4ODk3Ny4yNS4wLjE3Mjk1ODg5NzcuMC4wLjA.</a></u></p>
How long will the testing process take?	The duration can vary depending on the complexity of the product and the maturity level for which the HIS/EMR company has applied . It may take anything between 50-100 hours.
How is NABH certification different from other certifications in Indian market?	NABH Certification signifies that the HIS/ EMR product meets the software functional requirements and patient safety standards set by NABH, in alignment with workflows and processes as per Digital Health Standards and NABH Standards for Hospitals.

Can an HIS/EMR organization apply for NABH Certification for a new product or a new version of an existing product if it does not yet have any clients using it?

### **1. New Product**

- Definition: A completely new offering built from the ground-up on a different technology stack than the Old product.
- Certification Experience Clause: The experience clause (3 implementation experience) applies specifically to a product, hence only the Old Product can be certified. Customers of Old Product who have migrated to New Product will be counted in implementation experience clause

### **2. New Version of an Old Product**

- Definition: A New Version of an Old Product that includes updates, improvements, or changes to keep it relevant, secure, and functional. These changes can include:
  - Bug Fixes: Resolving performance or usability issues.
  - New Features: Adding functionalities or tools to improve workflows, user experience, or data management.
  - Security Enhancements: Updating protocols to ensure patient data protection and compliance with regulations.
  - Performance Improvements: Enhancing speed, efficiency, and stability.
  - Compliance Updates: Adapting to new healthcare regulations.
  - UI/UX Changes: Making the system more intuitive for healthcare providers.
  - Marketing/Branding needs: Re-positioning of the Existing Product in new Market segments.
- Certification Experience Clause:** The experience clause (3 implementation experience) applies specifically to a Product; hence the New Version of an Old Product will be eligible for the Certification program.