



RCE Communication Protocols

This document outlines the communication protocols that the RCE, entities applying for Designation as a QHIN (“Applicant QHINs”), and QHINs must follow as they proceed through the application, Onboarding, and Designation process.

By submitting the intent to apply for QHIN Designation, the Applicant QHIN agrees that it will only communicate its status at any point in the course of the application, Onboarding, and Designation process in accordance with these communications protocols. Failure to abide by these protocols may result in immediate denial or termination of Applicant QHIN or QHIN. The RCE reserves the right to modify these communication protocols at any point and will inform Applicant QHINs or QHINs of any modifications in writing sent to the email address for the primary contact for Applicant QHIN or QHIN.

Overarching Guidelines

- Applicant QHINs and QHINs must provide the RCE with an advance copy of any written, public communication.
- No Applicant QHIN may communicate that it is or will become a QHIN until it is Designated.
- Applicant QHINs and QHINs may not release any communications that misrepresent the QHIN application, Onboarding, and Designation process; its own or other Applicant QHINs’ Onboarding and Designation status; the role of the RCE and ONC; or anything else related to the application, Onboarding, and Designation process.
- In all communications, Applicant QHINs and QHINs must clearly and accurately describe their Onboarding and Designation status, including the phase they have reached— as described in the QHIN Onboarding & Designation SOP and QHIN Application, Onboarding, and Designation Process Diagram¹— to the extent permitted by this document.
- Applicant QHINs and QHINs may not disclose details of RCE and Applicant QHIN or QHIN discussions surrounding the application, Onboarding, and Designation process, except to the extent permitted by this document or approved by the RCE.
- RCE has the discretion to publish any aggregate, non-identifiable information related to the pre-application, application, onboarding, and designation phases at any point.
- Notwithstanding anything in this document to the contrary, at any point, if the Applicant QHIN has communicated its participation in any phase, it must communicate any decision on the part

¹ <https://rce.sequoiaproject.org/ghin-process/>

of the Applicant or RCE that would cause it to not move forward with the process (e.g., withdrawal, denial).

- ONC has submitted trademark applications to the U.S. Patent and Trademark Office for the following terms:
 - Qualified Health Information Network
 - QHIN
 - Recognized Coordinating Entity
 - RCE
 - Trusted Exchange Framework and Common Agreement
 - TEFCA

Unauthorized use of these marks is prohibited.

Specific Communication Protocols by Phases²

Phase	Applicant QHINs and QHINs	RCE
Phase 0: Pre-Application Phase	<ul style="list-style-type: none"> • May communicate submission of intent to apply 	<ul style="list-style-type: none"> • May communicate that an Applicant QHIN submitted intent to apply only if the applicant has agreed to make this information public or already communicated this information publicly
Phase 1: Application Submission	<ul style="list-style-type: none"> • May communicate submission of the QHIN Application after receipt of notice from the RCE that the application is complete 	<ul style="list-style-type: none"> • May communicate that an Applicant QHIN submitted QHIN Application only if the Applicant QHIN has agreed to make this information public or already communicated this information publicly
Phase 2: Application Review	<ul style="list-style-type: none"> • No communication, unless approved by the RCE 	<ul style="list-style-type: none"> • No communication regarding individual QHIN Applications, unless mutually agreed to by the RCE and the QHIN Applicant • However, RCE may communicate withdrawn or denied applications, including the name of the Applicant QHIN
Phase 3: Pre-Production Testing and Project Plan Completion	<ul style="list-style-type: none"> • No communication, unless approved by the RCE 	<ul style="list-style-type: none"> • No communication regarding individual QHIN Applications, unless mutually agreed to by the RCE and the Applicant QHIN

² More detail on these phases is available at: <https://rce.sequoiaproject.org/qhin-process/>

Phase	Applicant QHINs and QHINs	RCE
Phase 4: Designation and Post-Production Testing	<ul style="list-style-type: none"> • May communicate official Designation only after the RCE has given the QHIN permission • Must prominently and clearly disclose Provisional or Provisional Governance Status • Must use communication language approved by the RCE when describing Provisional Status and Provisional Governance Status 	<ul style="list-style-type: none"> • Will communicate QHIN names • QHIN names may be listed on the RCE and ONC websites
Phase 5: Production QHIN Exchange	<ul style="list-style-type: none"> • May communicate ongoing production QHIN exchange 	<ul style="list-style-type: none"> • May communicate ongoing production QHIN exchange
Post-Designation Termination or Suspension	<ul style="list-style-type: none"> • Must disclose suspension/termination to Participants and Subparticipants • Must use language approved by the RCE when communicating reason for suspension/termination • Any subsequent communications related to QHIN status must clearly and prominently indicate the suspension/termination until such time that an entity is re-Designated 	<ul style="list-style-type: none"> • May communicate suspension or termination of a QHIN, including the QHIN name and reason for suspension/termination