

HEALTH CONTENT PROVIDER v4.0

MANDATORY REQUIREMENTS

- HCP -MDY 1: Business Ethics
 - HCP -MDY 1-1: Code of Ethical Business Conduct
- HCP -MDY 2: Regulatory Compliance and Internal Controls
 - HCP -MDY 2-1: Regulatory Compliance Maintained
- HCP -MDY 3: Information Management
 - HCP -MDY 3-1: Information Management
- HCP -MDY 4: Quality Management
 - HCP -MDY 4-1: Quality Management Program
- HCP -MDY 5: Author and Reviewer Qualifications
 - HCP -MDY 5-1: Qualifications
- HCP -MDY 6: Editorial Development
 - HCP -MDY 6-1: Editorial Development Policies

OPERATIONS AND INFRASTRUCTURE

- HCP-OPIN 1: Business Management
 - HCP-OPIN 1-1: Maintaining and Complying with Policies
- HCP-OPIN 2: Staff Management
 - HCP-OPIN 2-1: Job Descriptions and Staff Qualifications
 - HCP-OPIN 2-2: Staff Training Programs
 - HCP-OPIN 2-3: Staff Member Performance Review
- HCP-OPIN 3: Client Interactions
 - HCP-OPIN 3-1: Safety Protocols
 - HCP-OPIN 3-2: Complaint Process

RISK MANAGEMENT

- HCP-RM 1: Regulatory Compliance Reporting
 - HCP-RM 1-2: Policy Addressing Reporting of Violations
- HCP-RM 2: Business Continuity Risk Management
 - HCP-RM 2-1: Business Continuity Plan

- HCP-RM 2-2: Business Continuity Plan Testing
- HCP-RM 3: Information Systems Risk Management
 - HCP-RM 3-1: Information Systems Risk Assessment and Reduction

PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Oversight Procedures and Responsibilities
 - PMI 1-1: Quality Management Program Scope
 - PMI 1-2: Quality Management Program Structure and Oversight
 - PMI 1-3: Quality Management Program Implementation
 - PMI 1-4: Data Management and Performance Reporting
 - PMI 1-5: Quality Management Program Evaluation

CONTENT DESIGN

- HCP-CD 1: Accessibility
 - HCP-CD 1-1: Plain Language Requirement
 - HCP-CD 1-2: Cultural Diversity
- HCP-CD 2: Basic Disclosures
 - HCP-CD 2-1: Services Offered

HEALTH CONTENT

- HCP-HC 1: Content Development
 - HCP-HC 1-1: Author Disclosures
 - HCP-HC 1-2: Editorial Development Disclosures
- HCP-HC 2: Content Management
 - HCP-HC 2-1: Editorial Management Policies
 - HCP-HC 2-2: Editorial Development Disclosures
 - HCP-HC 2-3: Claims
 - HCP-HC 2-4: Content Licensing