Guests in Managed Isolation and Quarantine Facilities (MIQF)

- The National Border Solution (the NBS)
- The Border Clinical Management System (the BCMS)

All of us in New Zealand are facing the challenges of COVID-19 together.

The Ministry of Health is using MIQF as part of the plan to limit the transmission of COVID-19 in New Zealand. To enable secure and accurate records to be maintained, and to support testing requirements of those who arrive at New Zealand’s borders\(^1\), the Ministry has arranged for two secure information management systems to be used to help manage the progress of Guests through their MIQF stay, and to manage some maritime arrivals. These systems are:

- The National Border Solution (the NBS); and
- The Border Clinical Management System (the BCMS)

What are the purposes for use of the NBS and the BCMS?

The NBS is an electronic register that assists in the management of Guests who are required to be isolated or quarantined in MIQF. This creates a health identity record to link each Guest to a National Health Index number, and then enables the following matters to be accurately recorded and managed, in a timely manner, during the Guest’s MIQF stay:

- Triage at the border, to enable the identification of any potential COVID-19 related symptoms, and allocation of Guests to an appropriate MIQF;
- Dates on which mandatory testing must occur, and the fact that the required tests and Daily Check-in have occurred (but not test results or Daily Check-in details);
- Identification of the release date of each Guest from MIQF;
- Confirmation of length of time in MIQF, and contact details, for those who are to be charged;
- Transfer of individuals including to and from maritime vessels; and
- Reporting, planning, surveys and analysis to support the above objectives.

The BCMS is the electronic practice management system which will be used to record clinical details of Guests, both in terms of the mandatory testing and Daily Check-In processes, but also for other clinical needs of Guests during their stay in MIQF.

- Access to clinical health information will be restricted to qualified health professionals.
- Reporting level information will be available to administrative staff to make sure that adequate resourcing can be made available based on anticipated need, and so individuals can be released from MIQF.

What information is collected about me?

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\(^1\) In accordance with the [Orders](https://www.govt.nz/browse/COVID-19/orders) made under the COVID-19 Public Health Response Act 2020
The NBS will collect information necessary to manage your progress through the MIQF, and related activities.

- This will include your name, date of birth, sex, nationality, passport number to identify you. The date and time of flight (or other arrival method) to help manage testing and departure dates and to manage resourcing of the MIQF. The arrival vessel identifier, where you departed from and where you arrive in New Zealand, and whether you are a passenger or crew. The NBS will then link your National Health Index (NHI) number to your identity details to enable management of the testing you must complete.

- Your MIQF or vessel location, and associated testing dates and departure date are all recorded within the NBS.

- Your contact details will also be collected so that you can be located, if necessary, after you depart. This can be to assist with contact tracing, or to seek your voluntary participation in survey response activity, and will be provided to MBIE for contact purposes if you are subject to MIQF charging requirements.

The BCMS will collect your name, date of birth, NHI number and clinically related information obtained from you. Clinicians with access rights to the BCMS will use this to manage your test schedule, and any medical requirements you may have during your MIQF stay.

**What happens to your information?**

Any information recorded on the NBS will be shared with other Government agencies only when they are directly involved in assisting with the public health response to COVID-19.

The clinical information on the BCMS will be managed by the relevant District Health Board and access restricted to those who need to see it. There will be disclosures relevant to the services provided to you in each instance, including laboratory, prescription or other referral services as required.

**Will my information be secure?**

Your personal information will be held securely in compliance with the Ministry NSS Data Policy. Your personal information will be held and managed in accordance with the Privacy Act and Health Information Privacy Code.

Strong measures are in place to protect your information from unauthorised access. Access is limited to authorised users, and that access is recorded and can be audited. In each case only authorised individuals will be able to access the NBS or the BCMS when that is necessary for the COVID-management related activities they are responsible for performing.

In order to deliver the NBS services we use a secure platform called the National Contact Tracing Solution, hosted on Amazon Web Services (AWS) located in Sydney, Australia.

In order to deliver the BCMS we use the indici practice management system operated on a secure platform provided by PlatformPlus (in New Zealand based data centres supported by Datacom).

**Is it mandatory for my information to be collected?**
If you are required to reside in a MIQF then it is mandatory that your information be retained on the NBS. This is so that your testing requirements and location within the MIQF can be managed consistently and safety.

Your test results and details of your daily health checks while in MIQF will be recorded on the BCMS. It is however your choice as to whether you wish to discuss any of your personal health matters with the clinicians, but if you do, that information will be securely recorded in the BCMS.

**How long will my information be kept for?**

NBS information will be retained for the duration of the pandemic (until the COVID-19 Public Health Response Act 2020 is repealed).

Health record information stored on the BCMS will be retained as required by the Health (Retention of Health Information) Regulations.

**How can I view or change my information?**

To view any personal information held by us about you, or if you have any concerns or questions about the personal information that we hold and wish to request a correction, please write to:

The Privacy Officer  
Ministry of Health  
PO Box 5013  
Wellington

Email: information@health.govt.nz

We may require proof of your identity before being able to provide you with any personal information.

Your medical practitioner can request a transfer of your BCMS health records if required. You will also have a chance to ask for a transfer of your records to a general practitioner when you leave MIQF.

**Who can I contact if I have a privacy concern?**

If you have concerns about your privacy please contact us first using the contact details above. If you are not satisfied with our response to any privacy-related concern you have, you can contact the Office of the Privacy Commissioner on https://privacy.org.nz/about-us/contact/.