

# Self-Isolation Pilot

## Standard Operating Procedure

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**SELF-ISOLATION**

PILOT

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## SELF-ISOLATION

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## Contacts- SIP Project Team

Name	Title	Email	Phone
<b>MOH</b>			
Helen Holloway	Project Manager	<a href="mailto:helen.holloway@health.govt.nz">helen.holloway@health.govt.nz</a>	s 9(2)(a)
Pamela Harvey-White	Ops Lead	<a href="mailto:pamela.harvey-white@health.govt.nz">pamela.harvey-white@health.govt.nz</a>	
Chloe LeMunyan	Senior Business Advisor	<a href="mailto:Chloe.lemunyan@health.govt.nz">Chloe.lemunyan@health.govt.nz</a>	
SIP MOH	Generic contact	selfisolationpilot@health.govt.nz	
<b>MBIE</b>			
SIP MBIE	Generic contact	selfisolationpilot@miq.govt.nz	
Helen Glading	Project Manager	<a href="mailto:Helen.glading@mbie.govt.nz">Helen.glading@mbie.govt.nz</a>	
Adrian Jarvis	Ops Lead	Adrian.Jarvis@mbie.govt.nz	
Libby Tanirau		s 9(2)(a)	
Cecilia De Souza	Senior Comms	cecilia.desouza@mbie.govt.nz	
<b>Whakarongorau – Main email address: "Self Isolation Service" s 9(2)(a)</b>			
s 9(2)(a)	Service Delivery Manager Borders & Surge	s 9(2)(a)	s 9(2)(a)
s 9(2)(a)	Service Delivery Manager – Covid Clinical and Emergency Triage	s 9(2)(a)	
s 9(2)(a)		s 9(2)(a)	
<b>Auckland Testing Contacts</b>			
Pipi Nicholson	Operations & Logistics Coordinator I Primary Care, Testing and Outbreak Northern Region Health Co-ordination Centre I COVID-19 Pandemic Response	<a href="mailto:pipin@adhb.govt.nz">pipin@adhb.govt.nz</a> or E: <a href="mailto:NRHCCLIAISON2@adhb.govt.nz">NRHCCLIAISON2@adhb.govt.nz</a>	
<b>Christchurch Testing Contacts</b>			
Megan Gibbs	Health Manager, MIQFs, CDHB	<a href="mailto:Megan.Gibbs@cdhb.health.nz">Megan.Gibbs@cdhb.health.nz</a>	
Tanya McCall	Interim Executive Director, CDHB	<a href="mailto:tanya.mccall@cdhb.health.nz">tanya.mccall@cdhb.health.nz</a>	
<b>ESR- Wastewater</b>			
Andrea McNeill		<a href="mailto:Andrea.McNeill@esr.cri.nz">Andrea.McNeill@esr.cri.nz</a>	

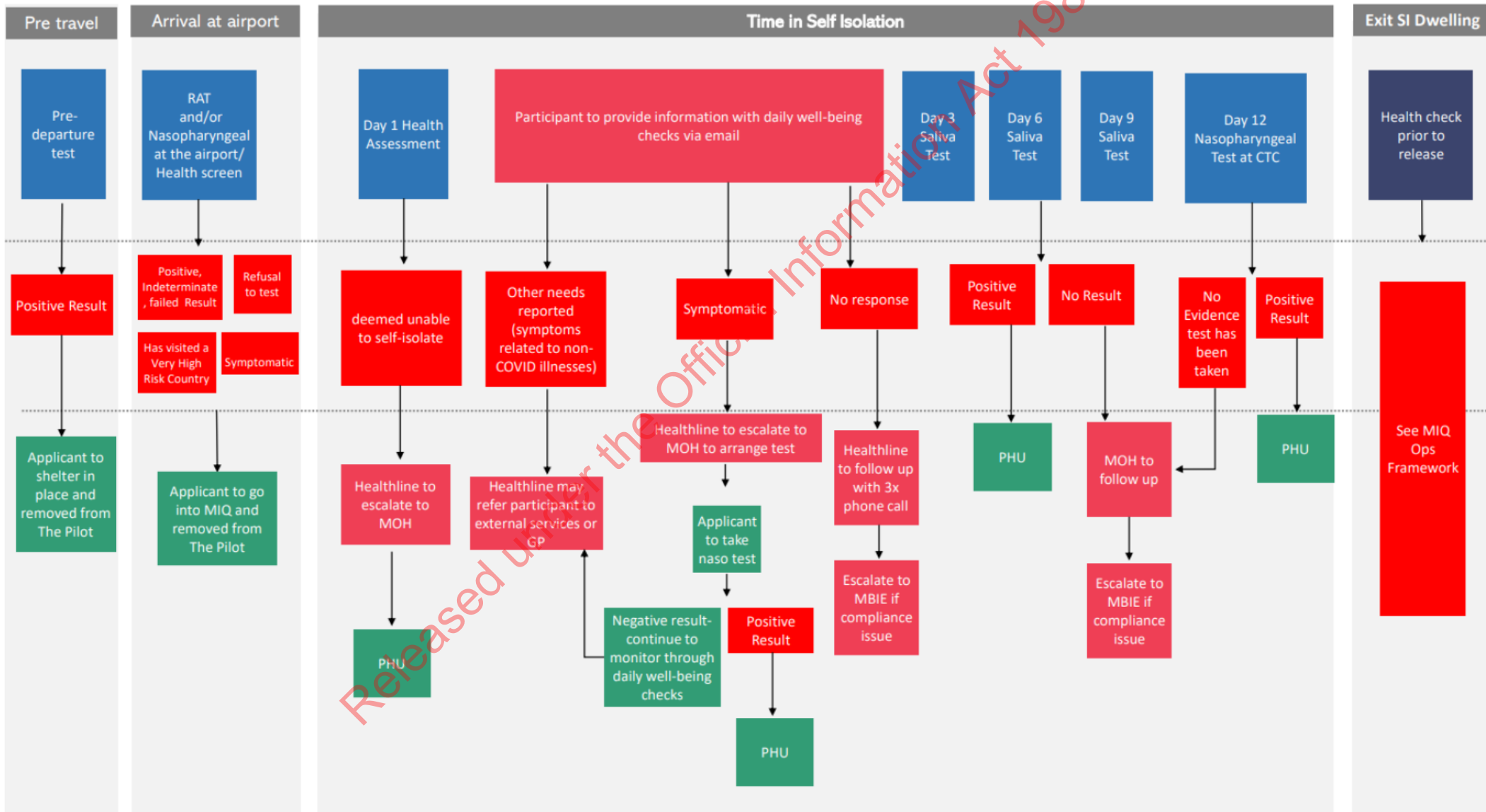
## SELF-ISOLATION

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## Process Steps for Self-Isolation Pilot

	<b>Activity</b>	<b>Responsible</b>
Prior to Arrival	Participant receives predeparture email including an MIQ/SIP voucher, predeparture email, ect	MBIE
	Participant completes a PDT within 72 hours of travel	Participant
	Inform ESR via email of Participant's Self-Isolation Address for waste-water testing	SIP Project Team
	Inform Healthline of Incoming participants via email	
Arrival at airport (day 0)	Rapid Antigen Test (AKLD only)	Health Staff at airport
	Participant is screened for COVID-19 symptoms	
	Nasopharyngeal swab	
	Provide saliva testing grab bag (provided by Johnston's in CHCH and testing team in Akld)	Participant
	Follow signage to Johnston's transport	
During Isolation	Day 0/1: Inform Participant's GP via email that one of their patients is participating in the Pilot	SIP Project Team
	Day 0: Participant puts provided QR codes on all entry ways of their home	Participant
	Daily (beginning on Day 1): Participant provides information via daily wellbeing checks. Must be completed by 12pm every day.	Healthline
	Day 1: Healthline calls participant for initial clinical health assessment verifies cell phone and confirms GP details, next of kin and NHI.	
	Day 2: Email participant testing information	MOH SIP Team
	Day 3: Saliva Test	Participant
	Day 6: Saliva Test	
	Day 8: MOH arrange QR code for final naso test. MBIE arranges transport with Johnston's to CTC for their final nasopharyngeal test	MBIE and MOH SIP Team
Exit Health Screening	<a href="#">See Exit Health SOP.</a>	

# Self Isolation Pilot- Escalation Process



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## Escalation Process

	<b>Activity</b>
Pre-Travel	<p><b>Participant completes a PDT within 72 hours of travel</b></p> <p><i>Participant tests positive</i></p> <ol style="list-style-type: none"> <li>Participant unable to participate in SIP.</li> <li>Participant notifies MBIE team who notify MOH via email or MOH pick up non arrival through BCMS monitoring and inform MBIE via email selfisolationpilot@miq.govt.nz</li> <li>MOH updates relevant stakeholders via email</li> </ol>
Arrival at airport (day 0)	<p><b>Rapid Antigen Test</b></p> <p><i>Participant tests positive, indeterminate, fail or refuses test</i></p> <ol style="list-style-type: none"> <li>Participant removed from Pilot and placed in MIQ</li> <li>Staff at airport inform MBIE and MBIE notify MOH via email or MOH pick up through BCMS monitoring and inform MBIE via email selfisolationpilot@miq.govt.nz</li> <li>MOH informs relevant stakeholders via email</li> </ol>
	<p><b>Participant is screened for COVID-19 symptoms</b></p> <p><i>Participant is symptomatic, visited a VHR, does not have PDT</i></p> <ol style="list-style-type: none"> <li>Participant removed from Pilot and placed in MIQ</li> <li>Staff at airport inform MBIE and MBIE notify MOH via email or MOH pick up through BCMS monitoring and inform MBIE via email selfisolationpilot@miq.govt.nz</li> <li>MOH informs relevant stakeholders via email</li> </ol>
	<p><b>Nasopharyngeal swab</b></p> <p><i>Participant refuses</i></p> <ol style="list-style-type: none"> <li>Participant removed from Pilot and placed in MIQ.</li> <li>Staff at airport inform MBIE of non-compliance.</li> <li>MBIE inform MOH via email.</li> <li>MOH informs relevant stakeholders via email</li> </ol>
During Isolation	<p><b>Day 1: Healthline calls participant for initial clinical health assessment.</b></p> <p><i>Participant is unable to safely isolate</i></p> <ol style="list-style-type: none"> <li>Healthline to contact MOH via SIP Pilot Mobile</li> <li>MOH to contact relevant PHU to link Whakarongorau and PHU.</li> <li>PHU makes the determination about where the participant goes.</li> </ol> <p><i>Participant doesn't answer call</i></p> <ol style="list-style-type: none"> <li>Healthline to call every 15 minutes.</li> <li>After the third 15 minutes Whakarongorau call MBIE directly s 9(2)(a)</li> <li>Whakarongorau to use whiteboard notes in BCMS to communicate escalation with MOH SIP team</li> </ol>



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	<p><b>Daily: Participant provides information via daily wellbeing checks. Must be completed by 12pm every day.</b></p> <p><i>Participant doesn't respond by 12:15 pm.</i></p> <ol style="list-style-type: none"> <li>1. Email is sent from Ops Lead to MBIE with BHR/Initial &amp; time the survey was automated for a first reminder.</li> <li>2. Follow up at 3pm for any outstanding health surveys with MBIE to confirm monitoring has been successful and a final reminder to fill out the form. MOH to continue to monitor.</li> <li>3. MOH to use whiteboard notes in BCMS to communicate escalation with Healthline.</li> </ol> <p><i>Participant reports new or worsening COVID-19 symptoms.</i></p> <ol style="list-style-type: none"> <li>1. Whakarongorau clinician calls participant for an assessment of reported symptoms.</li> <li>2. Clinician may refer participant for a nasopharyngeal test (Johnston's preference is drive-through CTC).</li> <li>3. Whakarongorau arrange QR code and tell participant that they will receive information on transport to the CTC via Johnstons.</li> <li>4. Whakarongorau call SIP team at MBIE s 9(2)(a)</li> <li>5. Johnstons contact participant with pick-up information</li> <li>6. MBIE to email MOH to update that this has been actioned</li> <li>7. MOH update whiteboard notes in BCMS to confirm this has been actioned</li> </ol> <p><i>Participant reports non-COVID related symptoms</i></p> <ol style="list-style-type: none"> <li>1. Whakarongorau may refer to appropriate services.</li> </ol>
	<p><b>Day 3&amp; 6: Saliva Test (email instructions provided the evening before for collection)</b></p> <p><i>Insufficient/fail result</i></p> <ol style="list-style-type: none"> <li>1. Lab notifies MOH SIP team via email OR picked up by SIP team monitoring.</li> <li>2. SIP team reaches out to participant via email with instructions on producing an urgent new sample.</li> <li>3. MOH updates whiteboard notes in BCMS</li> </ol> <p><i>Positive result</i></p> <ol style="list-style-type: none"> <li>1. Participant is handled by PHU and removed from the Pilot</li> <li>2. SIP team notified by the lab and/or picked up from monitoring</li> <li>3. SIP team notify MBIE, ESR, Healthline, etc</li> </ol>
	<p><b>Day 8: nasopharyngeal test</b></p> <p><i>No evidence the naso test has been completed.</i></p> <ol style="list-style-type: none"> <li>1. MOH SIP team to follow and escalate accordingly. Process TBC</li> </ol> <p><i>Pending result for longer x days:</i></p> <ol style="list-style-type: none"> <li>1. SIP team to follow up and escalate accordingly. Process TBC</li> </ol>

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	<p><i>Positive Result:</i></p> <ol style="list-style-type: none"><li>1. Escalated to PHUs via the lab</li><li>2. MOH SIP team informed via lab, participant, PHU or through monitoring</li><li>3. SIP team notify MBIE Whakarongorau, etc</li></ol>
	<p><b>Exit Health Screening</b></p> <p><i>Participant doesn't answer call</i></p> <ol style="list-style-type: none"><li>1. Call every 15 minutes.</li><li>2. After the third 15 minutes Whakarongorau contact MBIE for non-compliance</li></ol> <p><i>Participant hasn't received naso result</i></p> <ol style="list-style-type: none"><li>1. See <a href="#">Exit Health SOP</a></li></ol>

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## Exit Health Assessment SOP

Step	Activity	Responsibility						
1.	MOH SIP team to email participant's estimated exit time to Healthline and MBIE with the 12-hour window in which the call can occur where possible.	MOH SIP team						
2.	<p>Check whether participant's test result has been returned before the scheduled health screening window.</p> <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>Final test result has been returned and negative test is showing in the system</td> <td>Go to step 3.</td> </tr> <tr> <td>Final test result has not been returned</td> <td>Healthline call MBIE by EOD to advise final test has not been returned. Re-check test results every 3 hours until test is returned (between 0800 and 2000)</td> </tr> </tbody> </table>	If...	then...	Final test result has been returned and negative test is showing in the system	Go to step 3.	Final test result has not been returned	Healthline call MBIE by EOD to advise final test has not been returned. Re-check test results every 3 hours until test is returned (between 0800 and 2000)	Healthline (and MOH to help with monitoring test results)
If...	then...							
Final test result has been returned and negative test is showing in the system	Go to step 3.							
Final test result has not been returned	Healthline call MBIE by EOD to advise final test has not been returned. Re-check test results every 3 hours until test is returned (between 0800 and 2000)							
3.	Call participant and complete exit health screening	Healthline						
4.	<p>Contact MBIE Self Isolation Pilot team to advise of exit screening outcome.</p> <p><b>-If the screening is completed during 0800 - 1700, please email MBIE <a href="mailto:selfisolationpilot@miq.govt.nz">selfisolationpilot@miq.govt.nz</a> with results.</b></p> <p><b>-If the screening is completed outside of these times, please call MBIE on duty phone s 9(2)(a) with results.</b></p>	Healthline						
5.	<p>Review recommendation and determine whether to approve or decline release from self-isolation</p> <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>Participant is at low risk of having or spreading COVID-19</td> <td>Email approval for the participant to leave self-isolation back to the Self Isolation Pilot.</td> </tr> <tr> <td>Participant is at high risk of having or spreading COVID-19</td> <td> <p>Call the participant to advise that they are not permitted to leave self-isolation and that their symptoms will be monitored and exit screening rescheduled.</p> <p>Email decision back to the MBIE and MOH Self Isolation Pilot</p> </td> </tr> </tbody> </table>	If...	then...	Participant is at low risk of having or spreading COVID-19	Email approval for the participant to leave self-isolation back to the Self Isolation Pilot.	Participant is at high risk of having or spreading COVID-19	<p>Call the participant to advise that they are not permitted to leave self-isolation and that their symptoms will be monitored and exit screening rescheduled.</p> <p>Email decision back to the MBIE and MOH Self Isolation Pilot</p>	MBIE Delegated authority
If...	then...							
Participant is at low risk of having or spreading COVID-19	Email approval for the participant to leave self-isolation back to the Self Isolation Pilot.							
Participant is at high risk of having or spreading COVID-19	<p>Call the participant to advise that they are not permitted to leave self-isolation and that their symptoms will be monitored and exit screening rescheduled.</p> <p>Email decision back to the MBIE and MOH Self Isolation Pilot</p>							
6.	Review exit letter template in the participant's MAKO folder. Update completion date and time if required	SIP CSA						
7.	Send exit letter to participant's email address, ensuring that <a href="mailto:selfisolationpilot@health.govt.nz">selfisolationpilot@health.govt.nz</a> is cc'd in.	SIP CSA						
8.	Send email to MOH SIP team confirming they now have the authority to check the participant out of BCMS	SIP CSA						
9.	Save a copy of the email and the letter in the participant's BCMS file and check participant out of isolation.	MOH SIP team						

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**Reporting to MBIE**

Weekly reporting to send to MBIE by 10 am Monday morning covering the period from the previous Monday up until midnight on Sunday. Reporting template can be found [here](#).

TESTING	Expected	Completed	Results returned
Auckland	TBC		
Christchurch			

**Commentary:**

Any info about extra tests that were completed or any that were missed.

SURVEYS	Expected	Completed	Failed
Auckland	TBC		
Christchurch			

**Commentary:**

Any info about why participants failed to complete their survey on time.

CALLS	Expected	Completed	Failed
Auckland	TBC		
Christchurch			

**Commentary:**

Any info about why an arrival or exit call failed.

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## Ops checklist for participants

### **Before participant arrives**

- Email participants address to ESR [Andrea.McNeill@esr.cri.nz](mailto:Andrea.McNeill@esr.cri.nz) (this is done 1-2 days after arrival)
- Inform Healthline of any new participants

### **Participant is in Self Isolation**


- Monitor BCMS to confirm participant has been checked-in to SIP
  - Log into BCMS
  - Highlight both AKLD and CHCH
  - Check that expected arrivals for day 0 are in the system
  - If they are not in the system, log into NBS to check they are in the system
  - If not checked in on NBS, contact s 9(2)(a) if still not checked in
  - Call MBIE batphone to check in to confirm
  - Ask Testing if delay in boarder adding record into the system
  - If issue is tech related, contact s 9(2)(a)
  - If non tech related, follow escalation path
- Monitor BCMS to confirm testing at airport has been completed
  - Log into BCMS
  - View ESR to monitor results (one person at a time on ESR)
  - Pink result is still awaiting results
  - If negative result is seen, confirm result and type in password
  - If positive result, follow escalation path
  - If participant has not received their result and reached out to any SIP member, contact Healthline to confirm the result with the participant

### **Participant arrives at Self-Isolation**

- Monitor BCMS to confirm participant has completed their day 1 clinical health assessment
  - Check-in with Whakarongaroa at 2pm
  - Log into BCMS to assess participants who arrived the day before
  - Check in with healthline if it hasn't been completed (call); will be INITIAL HCx in black if not completed
- Monitor BCMS to confirm participant has completed their daily wellbeing check

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- Log into BCMS at 12pm (or right before or first thing in the morning)
- Ensure that the participant has a Done  Done with a check mark next to their name
- If instead of done it says "Reg. HCx" **Reg. HCx** in black, the participant has not completed their health check
- If not completed, login to NBS to assess (see if email address is correct or that he's been given an email check in activity history)
- If tech issue, alert Healthline so they do not escalate as noncompliance AND alert **s 9(2)(a)** to the tech issue if needed
- If not completed follow escalation path
- Email participant's GP
  - Non-time sensitive; aim to make contact after day 1 of isolation
- Monitor BCMS hourly for any symptomatic
  - Email healthline for updates
- Email participant the day before **first** scheduled saliva test with confirmed dates of their saliva tests and instructions
  - Instructions and email templates found in Sip inbox
- Insufficient saliva
  - CHCH manage themselves (CHCH will report back in a weekly report)
  - AKLD labs reach out to SIP directly
  - SIP email participant and tell them that **s 9(2)(a)** will be in contact to arrange a time
  - Notify **s 9(2)(a)** of the adhoc test
- EMAIL 1-2 days before scheduled naso test with a reminder

Checking results:

3pm – check all results are collected in the system and report to MB for any Day 8 Naso times of collection. Click the circle and it takes you through to Eclair for the exact time

IF a request comes through for their test you can now open the test and push  
Send

12 Nov, 2021

12 Nov, 2021

13 Nov, 2021

Negative

Saliva

Sal...

12 Nov, 2021 8:44 PM

Send

Send

Add emails on NBS file of release from MB and health check confirmation from Whakarongorau. Go to drop down and release adding in the same time and date as listed on their letter with MB as the person listed for release.

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# Self-Isolation Pilot

Standard Operating Procedure (for Healthline)

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## Contacts

Name	Title	Email	Phone
<b>Ministry of Health</b>			
SIP Generic Contact	First Port of Call	<a href="mailto:selfisolationpilot@health.govt.nz">selfisolationpilot@health.govt.nz</a>	§ 9(2)(a)
Pamela Harvey-White	Ops Lead	<a href="mailto:pamela.harvey-white@health.govt.nz">pamela.harvey-white@health.govt.nz</a>	§ 9(2)(a)
Chloe LeMunyan	Health Advisor	<a href="mailto:Chloe.lemunyan@health.govt.nz">Chloe.lemunyan@health.govt.nz</a>	§ 9(2)(a)
Helen Holloway	Project Manager	<a href="mailto:Helen.holloway@health.govt.nz">Helen.holloway@health.govt.nz</a>	§ 9(2)(a)
<b>MBIE</b>			
SIP MBIE	Generic contact	<a href="mailto:selfisolationpilot@miq.govt.nz">selfisolationpilot@miq.govt.nz</a> (ALWAYS use for non-time sensitive and between the hours of 8am-5pm)	§ 9(2)(a) (ALWAYS use for time sensitive and outside the hours of 8am-5pm)

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## SOP for Self-Isolation Pilot

Step	Activity	Responsible
Prior to Arrival	MOH to inform Healthline of Incoming participants via email	MOH SIP Team
Day 0: Arrival at airport	MOH to inform Healthline of any participants who have not arrived or were placed into MIQ at the airport via email	MOH SIP Team
Day 1: Clinical Assessment	Healthline calls participant for initial clinical health assessment- verifies cell phone and confirms GP details, next of kin and NHI.	Healthline
	<p><b>Escalation Paths</b></p> <p><u>Participant is unable to safely isolate</u></p> <ol style="list-style-type: none"> <li>1. Healthline to contact MOH via SIP Pilot Mobile <b>s 9(2)(a)</b></li> <li>2. MOH to contact relevant PHU to link Healthline and PHU via mobile.</li> <li>3. Participant is no longer part of the pilot and is managed by PHU accordingly.</li> <li>4. Healthline to update MOH with whiteboard notes in BCMS.</li> </ol> <p><u>Participant doesn't answer call</u></p> <ol style="list-style-type: none"> <li>1. Healthline to call participant every 15 minutes.</li> <li>2. After the third 15 minutes Healthline email MBIE (if during business hours) and call MBIE <b>s 9(2)(a)</b> (if outside of business hours) for noncompliance.</li> <li>3. Healthline to use whiteboard notes in BCMS to communicate escalation with MOH SIP team</li> </ol>	<p>Healthline to MOH</p> <p>Healthline to MBIE</p>
Day 2/Daily: Wellbeing Checks	Participant provides information via daily wellbeing checks and Healthline monitors responses.	Healthline
	<p><b>Escalation Paths</b></p> <p><u>Participant doesn't respond by 12 pm.</u></p> <ol style="list-style-type: none"> <li>1. MOH to monitor for non-compliant participants</li> <li>2. MOH to investigate compliance issue and forward on to MBIE with the date and time the participant was sent the daily email.</li> <li>3. MOH to use whiteboard notes in BCMS to communicate escalation with Healthline.</li> </ol> <p><u>Participant reports new or worsening COVID-19 symptoms.</u></p> <ol style="list-style-type: none"> <li>1. Healthline clinician calls participant for an assessment of reported symptoms.</li> <li>2. Clinician may refer participant for a nasopharyngeal test (Johnston's preference is drive-through CTC).</li> <li>3. Healthline arrange QR code and tell participant that they will receive information on transport to the CTC via SIP Pilot Team.</li> </ol>	<p>MOH SIP Team</p> <p>Healthline to MBIE</p>

	<p>4. Healthline call SIP team at MBIE s 9(2)(a) to inform them a test has been scheduled.</p> <p>5. SIP Pilot Team contact participant with pick-up information.</p> <p>6. MBIE to email MOH to update that this has been actioned.</p> <p>7. MOH update whiteboard notes in BCMS to confirm with Healthline this has been actioned</p> <p><u>Participant reports non-COVID related symptoms</u></p> <p>1. Healthline clinician calls participant for an assessment of reported symptoms.</p> <p>2. Healthline may refer to appropriate services and/or escalate to PHU via MOH Sip Pilot Team.</p>							
<b>Day 3 and 6: Saliva Testing</b>	Saliva Tests	MOH SIP Team						
<b>Day 8/11: Final Naso Test</b>	Final Naso Test. MOH arrange QR code for final naso test. MBIE arranges transport with Johnston's to CTC for their final nasopharyngeal test.	MOH SIP Team						
<b>Exit Health Assessment</b>	1. MOH to schedule participant(s) exit health screening and agree window with Healthline (this will be initially scheduled 12 hours prior to the earliest participant exit where possible)	MOH SIP Team						
	<p>2. Check whether participant's test result has been returned during the scheduled health screening window</p> <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>Final test result has been returned and negative test is showing in the system</td> <td>Go to step 3.</td> </tr> <tr> <td>Final test result has not been returned during the scheduled window</td> <td>Email MBIE to advise final test has not been returned. Re-check test results every 3 hours* until test is returned (between 0800 and 2000)</td> </tr> </tbody> </table> <p>*3-hour timeframe (Healthline please feedback if this timeframe does not work)</p>	If...	then...	Final test result has been returned and negative test is showing in the system	Go to step 3.	Final test result has not been returned during the scheduled window	Email MBIE to advise final test has not been returned. Re-check test results every 3 hours* until test is returned (between 0800 and 2000)	Healthline (and MOH to help with monitoring test results)
	If...	then...						
	Final test result has been returned and negative test is showing in the system	Go to step 3.						
Final test result has not been returned during the scheduled window	Email MBIE to advise final test has not been returned. Re-check test results every 3 hours* until test is returned (between 0800 and 2000)							
3. Call participant and complete exit health screening	Healthline							
4. Contact MBIE Self Isolation Pilot team to advise of exit screening outcome and update whiteboard notes the assessment has been completed and MBIE have been advised of the outcome. Update clinical notes accordingly.  -If the screening is completed during 0800 - 1700, please email MBIE selfisolationpilot@miq.govt.nz with results.	Healthline							

	-If the screening is completed outside of these times, please call MBIE on duty phone s 9(2)(a) [REDACTED] with results.							
5.	<p>MBIE to review recommendation and determine whether to approve or decline release from self-isolation</p> <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>Participant is at low risk of having or spreading COVID-19</td> <td>Email approval for the participant to leave self-isolation back to the Self Isolation Pilot.</td> </tr> <tr> <td>Participant is at high risk of having or spreading COVID-19</td> <td> <p>Call the participant to advise that they are not permitted to leave self-isolation and that their symptoms will be monitored and exit screening rescheduled.</p> <p>Email decision back to the MBIE Self Isolation Pilot and MOH SIP Team.</p> </td> </tr> </tbody> </table>	If...	then...	Participant is at low risk of having or spreading COVID-19	Email approval for the participant to leave self-isolation back to the Self Isolation Pilot.	Participant is at high risk of having or spreading COVID-19	<p>Call the participant to advise that they are not permitted to leave self-isolation and that their symptoms will be monitored and exit screening rescheduled.</p> <p>Email decision back to the MBIE Self Isolation Pilot and MOH SIP Team.</p>	MBIE Delegated authority
If...	then...							
Participant is at low risk of having or spreading COVID-19	Email approval for the participant to leave self-isolation back to the Self Isolation Pilot.							
Participant is at high risk of having or spreading COVID-19	<p>Call the participant to advise that they are not permitted to leave self-isolation and that their symptoms will be monitored and exit screening rescheduled.</p> <p>Email decision back to the MBIE Self Isolation Pilot and MOH SIP Team.</p>							
6.	MBIE to email exit letter to participant cc'ing in MOH SIP team.							
7.	MOH SIP team check participant out of BCMS.							

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Export of Daily Health Check Survey Questions as at 24 November 2021

**Do you have any of the following symptoms?**

Fever (feeling hot and cold)

Shortness of Breath

Cough

Sore Throat

Runny Nose

Loss of sense of smell

**Do you have any of these symptoms?**

Headache

Muscular Pain

Joint Pain

Nausea/vomiting

Diarrhoea

Other (specify)

**How are you feeling today?**

Select an answer choice from the list  
(same, better, worse)

**Do you have any health concerns?**

Select an answer choice from the list  
(yes/no)

**Have you been eating/sleeping well?**

Select an answer choice from the list  
(yes/no)

**Have you been outside for exercise or fresh air in the last 24 hours?**

Select an answer choice from the list  
(yes/no)

**Please provide any further details**

Question response text area

**Do you require welfare assistance?**

Accommodation, Animal Needs, Cultural, Disability assistance, Family violence, Financial, Food,  
Medical needs, Prescriptions, Support with children, Transport

Select an answer choice from the list  
(Yes/No)

FINISH

**Chloe LeMunyan**

**From:** COVID-19 Self Isolation Pilot  
**Sent:** Monday, 29 November 2021 10:44 am  
**To:** Chloe LeMunyan  
**Subject:** Fw: IMPORTANT: Testing Instructions and Information during isolation for AUCKLAND participants  
**Attachments:** LolliSponge - instructions 4Nov.pdf

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**From:** COVID-19 Self Isolation Pilot <selfisolationpilot@health.govt.nz>  
**Sent:** Sunday, 28 November 2021 9:03 AM  
**To:** s 9(2)(a)  
**Subject:** IMPORTANT: Testing Instructions and Information during isolation for AUCKLAND participants

Kia ora s 9(2)(a)

This email includes important information and instructions for the required testing during your period of isolation. Please carefully read and save this email for reference.

**It is important that you follow the instructions below and attached. Not following these instructions could delay your release from Self-Isolation.**

Date	Type of Test	Where	Important Info
29/11/21	Saliva Test (Day 3)	The sample will be picked up by a courier from your isolation address.	<ol style="list-style-type: none"> <li>1. Read the attached instructions.</li> <li>2. Contact the courier on email s 9(2)(a) the day before your saliva test is due to confirm your address for pick-up.</li> <li>3 s 9(2)(a) will provide a window of time when the courier will pick up the sample from your accommodation.</li> <li>4. Expect a phone call from the courier directly for collection and ensure you are wearing a mask at all times.</li> </ol> <p><b>**Please disregard any QR code you may receive on Day 3 and Day 6. This is not applicable for those isolating in Auckland**</b></p>
2/12/21	Saliva Test (Day 6)	The sample will be collected by a courier from your isolation address.	<ol style="list-style-type: none"> <li>1. Contact the courier via email s 9(2)(a) the day before your saliva test is due to confirm your address for pick-up.</li> </ol>

			2. Follow the same process outlined above.
4/12/21	Nasopharyngeal Test (Day 8)	Transport provided to Community Test Centre	<p>1. The Self-Isolation Pilot team will be in direct contact with you to confirm a morning pick-up to transport you to a testing centre.</p> <p>2. You will receive a QR code at 8am via text on the day of your test. <b>If you have not received the QR code by 8am, contact the Self-Isolation Pilot team immediately on s 9(2)(a)</b></p> <p>3. The QR code will need to be scanned at the testing centre. Please show your QR code and state, "my swab is already ordered" to the tester.</p> <p>4. If the tester will not scan your QR code, please contact the Self-Isolation Pilot team immediately on s 9(2)(a)</p>

If you have any questions regarding testing, or missing your test results after 2 days please email us. We are able to push a text through to you with your results.

For time-sensitive testing questions, please call us directly on s 9(2)(a)

Ngā mihi

Self-Isolation Pilot Team



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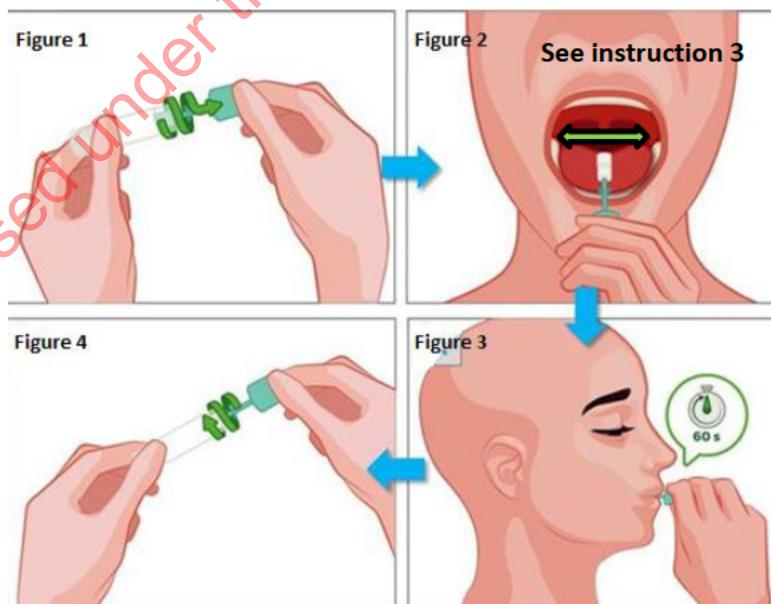


### IMPORTANT POINTS BEFORE COLLECTING YOUR SALIVA SAMPLE

- Collect saliva at **least 30 minutes** after eating, drinking, smoking/vaping or brushing teeth.
- Wash or sanitise your hands before using the device
- Do not insert saliva directly into the tube
- Do not bite the sponge
- Do not use if the device is visibly damaged

### INSTRUCTIONS FOR COLLECTION

1. Check the ID label on the tube is correct with your Name, NHI, DOB details.
2. Open the device. Hold as shown in figure 1, making sure the sponge does not touch surfaces or parts of the body other than the mouth.
3. Hold the sponge stick inside of your mouth, think of food (to enhance saliva production) and gently move the device inside the mouth (upper part of the tongue and between teeth and cheek) for **60 seconds (use a timer)** so the sponge is well moistened as shown in figure 2 and 3.
4. Close the device ensuring the cap is not cross threaded and is securely closed. See figure 4
5. Place the device into the biohazard bag provided and seal the bag.
6. Keep the sample in a cool place at room temperature until courier pickup.



Video Instructions for collection can be viewed via the following youtube link:

<https://www.youtube.com/watch?v=TxewwJANrZM>



**Chloe LeMunyan**

**From:** COVID-19 Self Isolation Pilot  
**Sent:** Monday, 29 November 2021 10:44 am  
**To:** Chloe LeMunyan  
**Subject:** Fw: IMPORTANT: Testing Instructions and Information during isolation for CHRISTCHURCH participants

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**From:** COVID-19 Self Isolation Pilot <selfisolationpilot@health.govt.nz>  
**Sent:** Sunday, 28 November 2021 9:10 AM  
**To:** s 9(2)(a)  
**Subject:** IMPORTANT: Testing Instructions and Information during isolation for CHRISTCHURCH participants

Kia ora s 9(2)(a)

This email includes important information and instructions for the required testing during your period of isolation. Please carefully read and save this email for reference.

**It is important that you follow the instructions below. Not following these instructions could delay your release from Self-Isolation.**

Date	Type of Test	Where	Important Info
29/11/21	Saliva Test (Day 3)	The sample will be collected by a person from your isolation address.	Expect a phone call from a tester to confirm a collection time of your sample. Ensure you are wearing a mask at all times when presenting the vial.
2/12/21	Saliva Test (Day 6)	The sample will be collected by a person from your isolation address.	Follow the same process outlined above.
4/12/21	Nasopharyngeal Test (Day 8)	Transport provided to Community Test Centre	<ol style="list-style-type: none"> <li>1. The Self-Isolation Pilot team will be in direct contact with you to confirm a pick-up to transport you to a testing centre.</li> <li>2. You will receive a QR code at 8am via text on the day of your test. <b>If you have not received the QR code by 8am, contact the Self-Isolation Pilot team immediately on s 9(2)(a)</b></li> <li>3. The QR code will need to be scanned at the testing centre. Please show your QR code and state, "my swab is already ordered" to the tester.</li> </ol>

4. If the tester will not scan your QR code, please contact the Self-Isolation Pilot team immediately on s 9(2)(a)

If you have any questions regarding testing, or missing your test results after 2 days please email us. We are able to push a text through to you with your results.

For time-sensitive testing questions, please call us directly on s 9(2)(a)

Ngā mihi

Self-Isolation Pilot Team

**SELF-ISOLATION**



**PILOT**

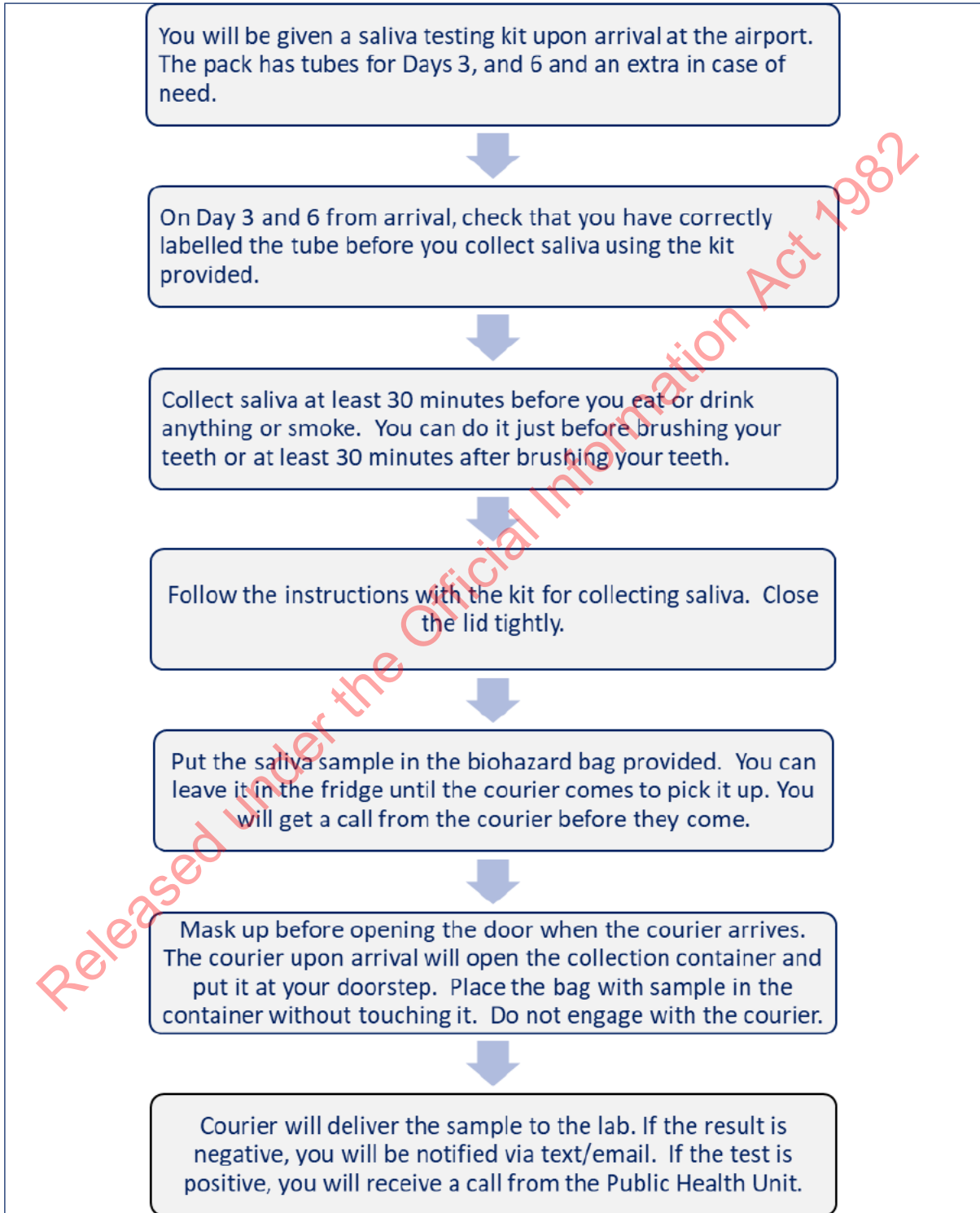
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Released under the Official Information Act 1982

## Self-isolation project

### Instructions for saliva collection



To organise the time of your saliva sample collection, please contact s 9(2)(a) a day before on s 9(2)(a) (Monday-Sunday between 8am-5pm)