

18 September 2020

Shanna Reeder

By email: fyi-request-13559-e7c6b84b@requests.fyi.org.nz
Ref: H202006449

Dear Shanna Reeder

Response to your request for official information

Thank you for your request under the Official Information Act 1982 (the Act) on 21 August 2020 for:

“What access do those in Managed Isolation have to medical professionals (not including nurses) for general non-covid health issues? Are they able to access blood/urine tests etc?”

Information in response to your request is outlined below.

On-site health care

Managed Isolation and Quarantine Facilities (MIQFs) must provide primary care level health services on an as-needed basis, with referral to specialist service support as indicated. All health care needs will be met within the MIQF unless hospital admission is required. This includes access to kaupapa Māori services.

MIQFs must have at least one on-site Registered Nurse. The registered nurse(s) have the following responsibilities:

- Conducting daily health and wellbeing checks (in person or as per the facility daily health check plan);
- Providing over-the-phone health advice to returnees;
- Minor procedures that cannot wait until after the returnee leaves the MIQF (e.g. minor wound dressing);
- Facilitating access to other services such as GPs.

A General Practitioner (GP) service must be available on-call to provide health care where needed either by phone or in person, or to provide support and advice to the MIQF Registered Nurse.

The MIQF must have processes in place to ensure returnees have access to the medications they need, as prescribed by the on-site/on-call GP, or as prescribed by their usual physician.

Referral to off-site health services

In most instances, the health and wellbeing of returnees should be addressed on-site. Exceptions where this is not possible, and where the returnee will be transported offsite to receive care, include:

- If a returnee has tested positive for COVID-19, and/or is a close contact of a confirmed or probable case of COVID-19 – returnee will be transferred to a quarantine facility;
- If a returnee has an urgent medical condition requiring hospital level care or assessment – returnee will be transferred to an appropriate facility;
- If a returnee has a medical condition that cannot be addressed at the facility and cannot wait until after the returnee leaves the managed isolation facility – returnee will be transferred to a hospital/an appropriate health care facility.

MIQFs must develop an off-site health referral plan and standard operating procedure (SOP) for transferring returnees to off-site health care.

Additional health and wellbeing services

MIQFs are responsible for meeting the holistic health and wellbeing needs of returnees. Facilities should identify returnees' health and wellbeing needs as they arise during daily health checks.

In addition to the daily health and wellbeing checks, wellbeing check-ins should be conducted regularly (between days 4-11) to assess returnees' wellbeing needs and offer assistance. Depending on the needs of returnees, the following is a non-exhaustive list of services that the MIQF may be required to provide:

- Mental Health services;
- Addiction services;
- Specialist physical health services;
- Kaupapa Māori services;
- Maternity care.

Where other needs arise, the DHB is responsible for provision of services.

MIQF must provide a health and wellbeing service referral plan and SOP for connecting returnees with services and support they require.

I trust this information fulfils your request. Under section 28(3) of the Act you have the right to ask the Ombudsman to review any decisions made under this request.

Please note that this response, with your personal details removed, may be published on the Ministry of Health website.

Yours sincerely



Jane Kelley
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