
**Healthcare organization
management — Infection prevention
and control (IPC) measures for cross-
border workers**

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

[ISO/TS 17371:2023](https://standards.iteh.ai/catalog/standards/sist/e9a4d52f-f602-40cb-adf8-0abf85318764/iso-ts-17371-2023)

<https://standards.iteh.ai/catalog/standards/sist/e9a4d52f-f602-40cb-adf8-0abf85318764/iso-ts-17371-2023>



iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

[ISO/TS 17371:2023](https://standards.iteh.ai/catalog/standards/sist/e9a4d52f-f602-40cb-adf8-0abf85318764/iso-ts-17371-2023)

<https://standards.iteh.ai/catalog/standards/sist/e9a4d52f-f602-40cb-adf8-0abf85318764/iso-ts-17371-2023>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2023

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Abbreviated terms	3
5 Process requirements	3
5.1 Overview.....	3
5.2 Pre-departure.....	5
5.2.1 General.....	5
5.2.2 (Step 1) Exemption to travel restriction.....	6
5.2.3 (Step 2) Pre-departure respiratory virus test.....	6
5.2.4 (Step 3) Pre-departure quarantine.....	7
5.3 Border crossing.....	8
5.3.1 General.....	8
5.3.2 (Step 4) Charter flight.....	8
5.3.3 (Step 5) Immigration for border entry.....	9
5.4 Quarantine and commute.....	9
5.4.1 General.....	9
5.4.2 (Step 6) On-trip quarantine.....	10
5.4.3 (Step 7) Post-quarantine commute.....	11
5.4.4 (Step 8) Return.....	12
6 Selecting service providers	12
6.1 General.....	12
6.2 Screening stations.....	14
6.3 Charter flights.....	14
6.4 Quarantine accommodations.....	15
6.5 Disinfected buses.....	15
7 Cross-border workers	16
7.1 General.....	16
7.2 Testing for respiratory virus.....	17
7.3 When using charter flights.....	17
7.4 When staying in quarantine accommodation.....	17
7.5 After being released from quarantine.....	18
7.6 When using a disinfected bus.....	18
Annex A (informative) Status of border closure due to COVID-19 outbreak	19
Annex B (informative) Example of cross-border business travel amidst a pandemic	21
Bibliography	23

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 304, *Healthcare organization management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Since the outbreak of COVID-19, each country is taking precautionary measures against the influx of infected patients from overseas through entry restrictions (see [Annex A](#)). Such restrictions on cross-border movements deter economic, social, and cultural exchanges and cooperation, and threaten the business continuity of companies, thereby adversely affecting the global economy (−4,9 % 2020 global economic growth rate, source: IMF).

During a pandemic such as COVID-19, industries most directly affected by the discontinued business operations are energy, construction, and manufacturing due to their heavy dependence on overseas production. The business entities that fall under these industries require constant movement of their staff to overseas production sites; and when the onsite absence of essential dispatch staff is prolonged, production and developments are disrupted.

Such disruptions can lead to a vicious cycle in the global economy and ultimately the global community where production plunges and the plunge affects corporate revenue and employment capacity causing market demand to diminish. To prevent such a situation from becoming structured, a set of standardized cross-border travel procedures facilitating the movement of workers vital to the continuity of the economy during a pandemic becomes essential.

This document focuses on practical information for facilitating the full cycle of cross-border business travel amidst a pandemic when the majority of nations are restricting entry.

NOTE COVID-19 is an exemplary disease for which the infection prevention and control (IPC) measures are developed.

iTech Standards
(<https://standards.iteh.ai>)
Document Preview

[ISO/TS 17371:2023](#)

<https://standards.iteh.ai/catalog/standards/sist/e9a4d52f-f602-40cb-adf8-0abf85318764/iso-ts-17371-2023>

3.5

company

owner, operator, or license or duty holder of the authorized work

[SOURCE: ISO 35101:2017, 3.4]

3.6

contactless

without physical touch or interaction between people

3.7

disinfection

process to reduce the number of microorganisms, but not usually of bacterial spores, without necessarily killing or removing all organisms

[SOURCE: ISO 15190:2020, 3.9]

3.8

droplet

very small drop of liquid

[SOURCE: ISO 15190:2020, 3.10, modified — The term has been changed to singular form; notes to entry have been removed.]

3.9

entry permit

official document with permission to enter a country of which the owner of the document is not a national

3.10

health authority

organization responsible for health care facilities and their services in a particular jurisdiction

3.11

health questionnaire

structured health-related questions for collecting data about an individual's health

3.12

immigration authority

official government body that regulates and enforces laws on immigration and immigrants

3.13

kiosk

separate physical device that is part of the automated border control systems which can be used for assessing the eligibility of travellers for self-process

[SOURCE: ISO/IEC TR 29195:2015, 2.5, modified — “ABC” has been replaced with “automated border control”.]

3.14

landing permit

authorization to land at a given airport

3.15

medical certificate

document that proves that its holder is in good health

3.16

pandemic

worldwide spread of a disease

[SOURCE: ISO/PAS 45005:2020, 3.5]

3.17**public agency**

entity that regulates public affairs

3.18**screening station**

disinfected area with or without negative, positive or an adaptable pressure in which the screening process of individuals occurs

3.19**service provider**

organization that contracts to provide one or more service instances to a customer

[SOURCE: ISO/IEC/IEEE 8802-1Q:2020, 3.225]

3.20**symptom**

untoward medical occurrence in a patient or clinical investigation subject administered a pharmaceutical product that does not necessarily have a causal relationship with this treatment

[SOURCE: ISO/TR 21835:2020, 3.13]

3.21**travel management company****TMC**

agent that manages business travel requirements of others such as individuals and *companies* (3.5)

3.22**travel manager**

person who operates and administers travel programs for other entities such as *companies* (3.5) and travel agencies

3.23**travel restriction**

rule that limits the availability of services related to travel

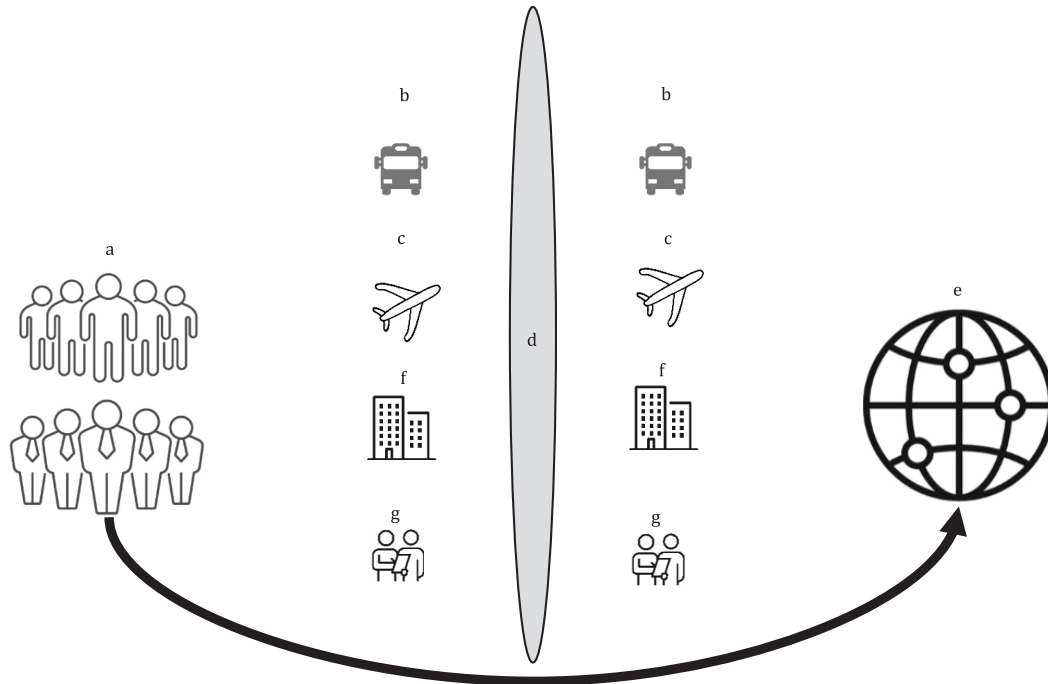
4 Abbreviated terms

COVID-19	coronavirus disease 2019
PPE	personal protection equipment
IPC	infection prevention and control

5 Process requirements**5.1 Overview**

During an overseas business trip amid a pandemic, ensuring the prevention of infectious disease for cross-border workers should be top priority.

To prevent viral infections during an overseas business trip, a cross-border movement process which incorporates pre-emptive measures aligned with the relevant government policies and regulations of both the origin and destination countries shall be established (see [Annex B](#)). Such a process consists of pre-departure, border crossing, quarantine and commute, and return stage of a trip ([Figure 1](#)).



Key

- a cross-border workers in departure country
- b charter bus
- c charter flight
- d border control
- e arrival country
- f public health authority
- g healthcare professionals in hospitals and screening stations

NOTE This figure illustrates when there is no valid vaccine or drug for novel infectious disease.

Figure 1 — Overview of IPC measures for cross-border workers

The above-mentioned stages can be subdivided into the 8 steps shown in [Figure 2](#).

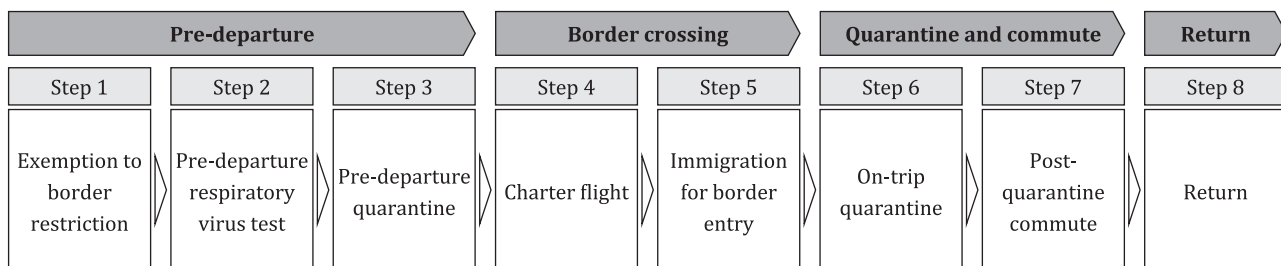


Figure 2 — Travel process during a pandemic

a) Pre-departure

The pre-departure stage consists of three steps to be conducted prior to departure.

1) Step 1: exemption to travel restriction

Companies submit required documents citing the purpose of entry to the relevant public agency (e.g. immigration authorities) of the destination country.

2) Step 2: pre-departure respiratory virus test

When entry is permitted, cross-border workers test for viral infection by the testing method designated by the relevant public agency (e.g. health authorities) of the destination country.

3) Step 3: pre-departure quarantine

Cross-border workers quarantine until departure to prevent the risk of infection after testing.

b) Border crossing

The border crossing stage consists of two steps to be conducted to cross and enter the border of the destination country.

1) Step 4: charter flight

Cross-border workers use charter flight services for the purpose of border crossing.

2) Step 5: immigration for border entry

Upon arrival cross-border workers undergo immigration screening.

c) Quarantine and commute

The quarantine and commute stage consists of two steps to be conducted following immigration.

1) Step 6: on-trip quarantine

Following border entry, cross-border workers self-quarantine for a period specified by the destination country.

2) Step 7: post-quarantine commute.

Following the release from quarantine, cross-border workers begin daily commute in compliance with the procedure on infectious disease control and prevention specified by the destination country.

d) Return

1) Step 8: return.

Cross-border workers return to the home country following completion of trip.

5.2 Pre-departure

5.2.1 General

The pre-departure stage is the process of preparing entry permit and documents required by the destination country before departure. This stage consists of exemption to travel restriction in step 1, pre-departure respiratory virus test in step 2, and pre-departure quarantine in step 3 ([Figure 3](#)).