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

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CH-1214 Vernier, Geneva  
Phone: + 41 22 749 01 11  
~~Email~~E-mail: [copyright@iso.org](mailto:copyright@iso.org)  
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## Foreword

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

Any feedback or questions ~~regarding 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](http://www.iso.org/members.html); [www.iso.org/members.html](http://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 ~~the aforementioned~~ 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 ~~guidelines~~ procedures facilitating the movement of workers vital to the continuity of the economy during a pandemic becomes essential.

~~While guidelines introduced from public authorities on pre-emptive measures against viral infections amidst a COVID-19 pandemic exist, this~~ This document focuses on practical ~~guidelines~~ 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.~~

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

## 1 Scope

This ~~guidance~~ document specifies the ~~infectiousinfection~~ prevention and control (IPC) measures for cross-border workers. It is applicable only in the circumstance of novel infectious disease outbreak while valid vaccine or drug for treatment are not available. It can be used for the purpose of maintaining economic activities when a country, ~~that~~ workers need to enter, ~~the~~ blocks its border due to a pandemic or epidemic ([Annex A](#)).

This document provides information on the key aspects and details of the process requirements, ~~guidelinesprocedures~~ for selecting service providers, such as travel management company, and ~~guidelinesprocedures~~ for cross-border workers amidst a pandemic, encompassing the complete set of stages from 'Prepre-departure', 'Borderborder crossing', 'Quarantine & Commute' ~~quarantine and commute~~, to 'Returnreturn', and is addressed to all stakeholders involved in travel, whether from the public or private sector.

NOTE ~~1~~ Stakeholders are comprised of but not limited to health authority, healthcare organization and screening stations, accommodation services, transportation services, travel agencies, and private companies including their contractors and providers.

NOTE 2: COVID-19 is an exemplary disease for which such IPC measures are developed.

## 4.2 Normative references

There are no normative references in this document.

## 5.3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain ~~terminological~~ ~~terminology~~ databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

### 3.1

#### **border crossing**

place on a shared border between two countries where people cross

### 3.2

#### **business trip**

single round journey an individual makes on business

### 3.3

#### **charter flight**

hired flight in an aircraft for a predetermined payment

### 3.4

#### **commute**

travel regularly between two points in space

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### 3.5

#### **company**

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

[SOURCE: ISO 35101:2017(en), 3.4<sup>[4]</sup>]

### 3.6

#### **contactless**

~~no~~without physical touch or interaction between people

### 3.7

#### **contact tracing**

~~process of identifying, assessing, and managing people who have been exposed to a disease to prevent onward transmission~~

~~Note 1 to entry — When systematically applied, contact tracing will break the chains of transmission of an infectious disease and is thus an essential public health tool for controlling infectious disease outbreaks~~

[SOURCE: WHO<sup>[4]</sup>]

### 3.8

#### **cross-border worker**

~~person who lives in one country but work in another~~

[SOURCE: IOM<sup>[2]</sup>]

### 3.9

#### **disinfection**

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

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[SOURCE: ISO 15190:2020(en), 3.9<sup>[5]</sup>]

### 3.108

#### **droplets**

#### **droplet**

very small drop of liquid

[SOURCE: ISO 15190:2020(en), 3.10<sup>[5]</sup>, modified — The term has been changed to singular form; notes to entry have been removed.]

### 3.119

#### **entry permit**

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

### 3.1210

#### **health authority**

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

### 3.1311

#### **health questionnaire**

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



**3.1412****immigration ~~authorities~~ authority**

official government ~~bodies~~ body that ~~regulate~~ regulates and ~~enforce~~ enforces laws on immigration and immigrants

**3.1513****incubation period**

~~time between the infection of an individual by a pathogen and the manifestation of the illness or disease it causes~~

[SOURCE: Merriam Webster<sup>[10]</sup>, modified —“the period” is changed to “time”]

**3.16****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(en)<sub>1</sub>, 2.5<sup>[6]</sup><sub>1</sub>, modified — “ABC” ~~is~~ has been replaced with “automated border control”<sup>[7]</sup>.]

**3.1714****landing permit**

~~authorisation~~ authorization to land at a given airport

**3.1815****medical certificate**

document that proves that its holder is in good health

**3.1916****pandemic**

worldwide spread of a disease

[SOURCE: ISO/PAS 45005:202(en)<sup>[7]</sup>, 2020, 3.5]

**3.2017****public agency**

~~entities~~ entity that ~~regulate~~ regulates public affairs

**3.2118****quarantine**

~~restriction of activities and/or separation from others of suspect persons who are not ill or of suspect baggage, containers, conveyances or goods in such a manner as to prevent the possible spread of infection or contamination~~

[SOURCE: WHO<sup>[3]</sup>]

**3.22****screening station**

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

**3.2319****service provider**

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

[SOURCE: ISO/IEC/IEEE 8802-IQ10:2020(en)<sup>[8]</sup><sub>1</sub>, 3.225]

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### **3.2420**

#### **social distancing**

practice of keeping a safe distance between yourself and other people in order to prevent the spread of disease

[SOURCE: Oxford dictionary<sup>[11]</sup>]

### **3.25**

#### **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(en<sup>[9]</sup>), 3.13]

### **3.2621**

#### **travel agent**

person or business engaged in selling and arranging transportation, accommodations, tours, or trips for travelers

[SOURCE: Merriam Webster<sup>[12]</sup>]

### **3.27**

#### **travel management company**

##### **TMC**

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

### **3.2822**

#### **travel manager**

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

### **3.2923**

#### **travel restriction**

rule that limits the availability of services related to travel

## **7—Abbreviations**

### **4.1**

#### **COVID-19**

Coronavirus Disease 2019

### **4.2**

#### **PPE**

Personal Protection Equipment

### **4.3**

#### **IPC**

Infection Prevention and Control

## **4 Abbreviated terms**

<u>COVID-19</u>	<u>coronavirus disease 2019</u>
<u>PPE</u>	<u>personal protection equipment</u>
<u>IPC</u>	<u>infection prevention and control</u>

## **20.5 Process requirements**

### **20.15.1 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 ~~needs to~~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(Figure 1)).

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