

Health Support Services

QR Code Location: Functional and Non-Functional Specifications



'HSS' purpose: We support our customers to provide excellent health care.

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1 Introduction

1.1 Overview

One of the key management strategies for minimising the impact of COVID-19 pandemic on the Western Australian population was the closure of the Western Australian borders to Interstate and Internationally travellers. This has been a successful strategy, with no community transmission in Western Australia for over 6 months.

Across Australia, the community transmission of COVID-19 is at its lowest point since March 2020. On 30 October 2020, in response to the current state across the Nation, the Western Australian Government announced a revision to the border policy, with a controlled opening of the borders. This revision comes with it an increased risk of community transmission from unidentified cases of COVID-19.

The Public Health Operations (PHOps) is responsible for the tracing of potential contacts once a member of the public has tested positive to the virus. Currently in WA, businesses are responsible for maintaining a manual record of details of patrons attending their venue, as an opt-in process. Any patron who tests positive is contacted to recollect the day and time they checked into a venue. To manage the increased community exposure risk and to enable an appropriate level of contact tracing, it is proposed that a digital register be developed.

This document lists the business requirements for a QR Code solution that will enable patrons to electronically check-in to a venue on arrival. This will then support the PHOps contact tracing process, by enabling the identification of patrons who attended a venue at the same time as another patron who later tested positive for the COVID-19 virus.

1.2 About the new solution

The solution will focus on the ability for members of the public to electronically provide check-in details upon entry to a venue in Western Australia. Detailed business processes are shown in section 2 of this document.

The solution will include functionality such as:

- A primary contact from a business or organisation can register for a QR location code
- A member of the public can check-in digitally to a venue
- A Public Health Operations (PHOps) representative can access check-in data for the purposes of contact tracing

Furthermore, the solution will:

- Be accessible through various mobile devices e.g. tablets, mobile phones.
- Provide a high level of security and safeguards to protect the privacy of personal information.

Human actors associated with the solution are described below:

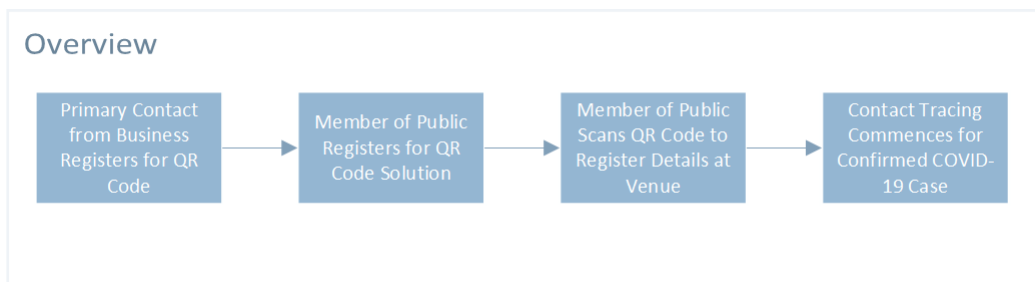
| | |
|--|---|
| Primary Contact from the Business or Organisation | An individual from an establishment in the community expecting a gathering of people at a particular location. This role accesses the solution to register details and receive a digital QR location code for display. |
| Member of the Public | This role attends a venue and can digitally scan a QR code to register the individual's details upon entering a venue. |
| Public Health Operations (PHOs) Representative | This role is responsible for contact tracing for confirmed cases and will be able to access check-in data for contract tracing purposes. |

2 Business Processes

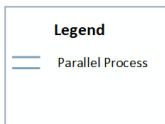
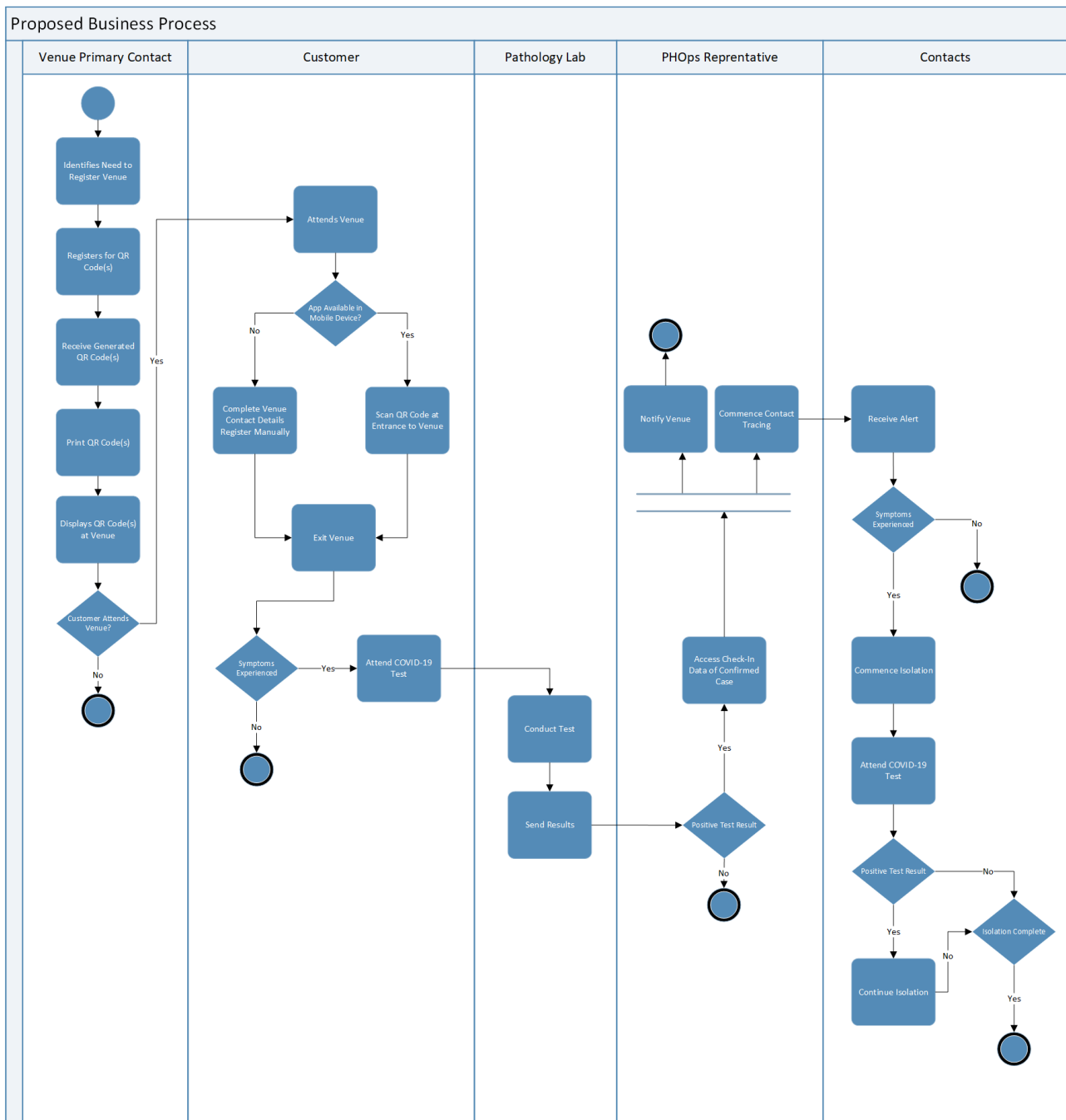
The solution is required to support:

- The registration by a primary contact for a QR code
- Members of the public to scan the QR code to provide their individual details upon entering a venue
- Commence contact tracing in the event of a confirmed case.

2.1 High-Level Process



2.2 Detailed Process



3 Functional Requirements

Requirements for each of the processes are listed below.

Information Appendix references, where shown, are contained in the Information Appendix of this document.

Priority has been assessed by the PHops team according to the MoSCoW approach:

- M** - Must have (this is the minimum viable product for go-live)
- S** - Should have (to be delivered if feasible – may be after go-live)
- C** - Could have (to be delivered if feasible – may be after go-live)
- W** - Won't have (not in scope for delivery)

3.1 Requirements

| Ref | Description | Priority |
|-------|---|----------|
| QR001 | The Solution must be user friendly and easy to use by the Public to increase uptake rates. | M |
| QR002 | The Public must be able to easily check into a venue by scanning the unique QR code displayed, via the digital device. This should occur in the minimum number of steps possible. | M |
| QR003 | The Solution provides the ability for individuals to create a profile with registration details and facilitates the persistence of identity on the digital device. | M |
| QR004 | The Solution must be available to the WA Business Community at no cost. | M |
| QR005 | The Solution should provide public confidence that data captured is stored securely. Noting that the data within the solution will only be utilised for the purposes of Contact Tracing. | M |
| QR006 | The Solution can capture the following public details: 1. Name (First, Last) 2. Phone 3. Email (if provided) 4. Location (via QR Code) 5. Check- in time and date (via QR Code) | M |
| QR007 | The data collected from the Solution can be integrated with the contact tracing solution (PHOCUS). It is expected that contacts associated with a confirmed case would be imported into PHOCUS and populated with the following information: 1. First Name 2. Last Name 3. Phone Number | M |

| Ref | Description | Priority |
|-------|---|----------|
| | <p>4. Email (if provided) 5. QR Code details 6. Flag that these details were imported from the QR code solution</p> <p>QR007.1 (supplementary interim MVP): WA Health Public Health Operations Team must have direct access to real-time QR Reader data. It is estimated that up to 100 contact tracers must have individual access to the data (during launch, with 750 contact tracers as the upper limit during a surge).</p> <p>Use case:</p> <p>As a user I want to perform two searches of the data directly and with an immediate response;</p> <p>First by individual – All locations scanned into related to a specified phone number within a time and date range and all other individuals who scanned into these locations within a specified time and date range;</p> <p>Second by venue within a date and time period</p> <p>All individuals who've scanned into a specified venue within a specified time and date range.</p> <p>Data provided in the solution (on screen) with the facility to download as a CSV file containing all the variables listed above.</p> | |
| QR008 | A primary contact for a business or organisation must be able to register multiple locations at a premise and be provided a unique QR code for each location. | M |
| QR009 | A QR Code should be generated automatically upon registration of location. The primary contact of the location should be provided with the QR code(s) electronically. | M |
| QR010 | A primary contact for a business or organisation can register via an appropriate State Government solution to obtain a unique QR code. The QR code is the unique identifier for the location of the business or event location that is registered. | M |
| QR011 | Solution is required to be compatible with both iOS and Android. | M |
| QR012 | Data collected via the QR Code solution must be stored for 28 days, with an automatic deletion on the 29th day (under the Emergency Management Act). | M |
| QR013 | <p>The information collected by the solution will be ingested into the Health Enterprise Data Platform that can be used by PHOCUS. It should include the following parameters:</p> <p>1. Date of check in; 2. Time of check in;</p> | S |

| Ref | Description | Priority |
|-------|---|----------|
| | 3. Type or classification of venue/business (based on predefined criteria allocated at time of registration); 4. Number of QR scans at location per day; 5. Number of registered business; 6. Number of registered public users. | |
| QR014 | The Solution could provide members of the public checking-in with the ability to add details of family members or additional attendees in the same party attending the venue. | S |
| QR015 | The solution should enable the following details to be captured as part of the location registration process: - Name of business - Category of business - Address of QR code location - Primary Contact name and phone - Secondary Contact name and phone (optional) - Maximum occupancy (if known) | M |
| QR016 | Only users with specified roles can access various aspects of data within the solution. | M |
| QR017 | There is no limit on the size (in terms of number of individuals) gathering at a location for the primary contact of a location to register for a QR code. | M |
| QR018 | The information collected by the solution that is ingested into the Health Enterprise Data Platform can be used to perform searches based on a range of parameters (date, location and timeframe). | S |
| QR019 | PHOs representatives with the specified roles can view the associated check-ins for a confirmed case or associated contact. | S |
| QR020 | Ability for members of the public to check-out when leaving a venue. | C |
| QR021 | The Solution captures the date of birth when a member of the public provides registration details. | C |
| QR022 | Venue staff can check-in on behalf of the public attending the location. | C |
| QR023 | User-facing components of the solution must adhere to Government of Western Australia established standards for web content accessibility guidelines. | M |
| QR024 | A support phone number and email are available for the primary contact of a location to contact for support issues. | M |
| QR025 | A support channel (such as email or chatbot) is available for members of the public to contact for any support issues. | M |
| QR026 | Appropriate level of support is available for PHOs representatives for any support issues | M |

| Ref | Description | Priority |
|-------|--|----------|
| QR027 | The solution should have 24/7 high availability. SLA's should represent 99.xxx% availability. | M |
| QR028 | Individual consent must be obtained from members of the public acknowledging they are 16 or over and consent to their data being stored. | S |
| QR029 | The solution should outline what the data is used for, who can access, how it is being stored, and how long it will be stored for. | S |

4 Assumptions

- Policy is in place outlining that it is mandatory for registration/check-in process to be captured for venues.
- Business or Organisations that do not register for a QR Code will collect required information manually and store these for the required amount of time (currently 28 days).
- Manual collections of data will not be imported into any digital data set.
- Businesses or events registering for a QR Code will receive a digital response and QR code.
- All registration communications with the business industry will be digital.
- There will be an estimated 1.8 million check-ins to registered businesses daily across Western Australia.
- Venues are responsible for displaying the QR code and determining their check-in process.
- Venues are responsible for validating attendances tracked – either digitally or manually.
- Data import does not need to be real time.
- Check-out is not required for go live.
- Check-in data is owned and only used by the WA Health System.
- WA Health is able to provide access to the Apps Stores for application publishing.
- In considering solution options, it is assumed that:
 - o Users will have access to a QR Scanner on their mobile device
 - o Vendors are able to deliver in a timely manner.

5 Out of Scope

- A paper-based QR Code and information pack.
- Manual collections of data (check-ins at a venue) will not be imported into either the PHOCUS database or the QR Code database.

**This document can be made available in alternative formats
on request for a person with disability.**

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