



**BSI Standards Publication**

## **Healthcare organization management — Pandemic response (respiratory) — Contact tracing**

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# National foreword

This British Standard is the UK implementation of ISO 9829:2025.

The UK participation in its preparation was entrusted to Technical Committee CH/304, Healthcare Organization Management.

A list of organizations represented on this committee can be obtained on request to its committee manager.

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**International  
Standard**

**ISO 9829**

**Healthcare organization  
management — Pandemic response  
(respiratory) — Contact tracing**

*Management des organisations de soins de santé — Réponse en  
cas de pandémie (respiratoire) — Traçage des contacts*

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## 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](http://www.iso.org/directives)).

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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](http://www.iso.org/members.html).

## Introduction

Contact tracing using information technologies enhances the efficiency and accuracy of public health efforts in controlling the spread of infectious diseases.

In situations like the COVID-19 pandemic, where rapid and widespread transmission of a highly contagious respiratory infectious disease is a concern, contact tracing can help compensate for limitations such as incomplete recollection of patients during interviews. By leveraging information technologies, contact tracing can be enhanced in the following ways.

- Efficient data collection and management:

Contact tracing enables the collection and management of contact information in a more streamlined and efficient manner. Technologies such as mobile applications, online forms or digital customer registers can be utilized to gather contact details and relevant information from individuals who could have been exposed to highly contagious respiratory infectious diseases. This eliminates the need for manual data entry and reduces the potential for errors.

- Timely and automated notifications:

Information technologies allow for the rapid dissemination of notifications to individuals who could have come into contact with a confirmed case. Automated systems can send alerts or messages through various communication channels, such as mobile apps, short message service (SMS) or email, notifying potential contacts about the need for further assessment or testing. This enables timely interventions and reduces the risk of further transmission.

- Improved accuracy and traceability:

Contact tracing provides a more accurate and traceable record of potential contacts. By leveraging technologies like QR codes, digital payment transaction logs or location-based tracking, it becomes possible to gather precise information about specific locations visited by a confirmed case. This helps verify the accuracy of the patient's recollection and aids in identifying potential contacts who could have been missed during interviews.

- Data analysis and visualization:

Information technologies facilitate the analysis and visualization of contact tracing data, allowing public health authorities to gain insights and identify patterns. By aggregating and analysing data from multiple sources, such as location information, digital payment records or exposure notification systems, authorities can identify hotspots, high-risk areas or potential clusters of transmission. This information can guide targeted interventions and resource allocation.

- Privacy protection:

When implementing information technologies for contact tracing, privacy protection is an important feature to be considered. Appropriate measures should be in place to safeguard personal data and ensure data anonymization where possible. Transparent communication and consent mechanisms should be established to maintain public trust and participation in contact tracing efforts.

Overall, contact tracing using information technologies complements the efforts of public health agencies by providing efficient data collection, timely notifications, improved accuracy, data analysis and privacy protection. By leveraging these tools, contact tracing can be conducted more effectively, helping to curb the transmission of highly contagious respiratory infectious diseases in a faster and more targeted manner.

However, the implementation of these techniques may be tailored to the specific contexts and capabilities of each country or region, considering that not all countries and regions have the infrastructure or resources to implement the techniques described in this document for contact tracing.



# Healthcare organization management — Pandemic response (respiratory) — Contact tracing

## 1 Scope

This document specifies contact tracing procedures for highly contagious respiratory infectious disease cases, including both symptomatic and asymptomatic infections for pandemic response. This document provides:

- an overview and general procedures of contact tracing;
- requirements and privacy protection guidance in contact tracing.

## 2 Normative references

There are no normative references in this document.

## 3 Terms and definitions

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

ISO and IEC maintain 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

#### **contact tracing**

process of identifying, analysing, and managing individuals who could have been exposed to a confirmed case of a highly contagious respiratory infectious disease, utilizing conventional methods and digital technologies to enhance accuracy and efficiency in exposure assessment and response

### 3.2

#### **contact investigation**

interviewing of a person known to have a particular disease to detect exposure to others and to determine the need for subsequent screening for the disease of interest

### 3.3

#### **digital payment transaction**

financial transaction that is conducted electronically, typically involving the transfer of funds between parties through digital means

Note 1 to entry: This can encompass a wide range of payment methods and platforms that do not require physical exchange of money, such as credit/debit card payment, online banking transfers and a digital wallet, also known as an e-wallet or mobile wallet, that is an online service, electronic device, or software program that allows users to make electronic transactions.

### 3.4

#### **mobile payment**

payment involving a mobile device and using a payment instrument and associated infrastructures

[SOURCE: ISO 12812-1:2017, 3.29]