



# Zipline check in system FAQs

## About the process

### **When will this roll out?**

St John of God Subiaco Hospital is trialling this new screening system for patients, visitors and vendors from December 15th 2021.

Anyone who works at St John of God Subiaco Hospital (caregiver, VMOs, students, volunteers) will be required to use the system in early 2022.

### **As a VMO/tenant how will I use Zipline?**

Currently, you and your staff are not required to use the Zipline check in. In Phase 2, which will commence in early 2022, every person who enters our hospital will most likely be asked to use the system. We will communicate more ahead of that time.

For now, please continue to check in using the SafeWA app and familiarise yourself with the Zipline system so you can assist patients and visitors as needed.

### **Where can I direct a visitor for assistance with the new check in process or Zipline help?**

Our reception team will be trained and ready to assist all of our visitors with our new Check in processes.

### **Do visitors still need to scan the safe WA app?**

Yes, the WA Safe app will be presented in the Zipline check-in workflow for an easy one-stop entry process.

### **What are the 'check in' options?**

We strongly recommend that patients, visitors, couriers and vendors pre-register ahead of their visit which will save time and prevent queuing. [They can do so here.](#)

For those who have no pre-registered, they can check in when they arrive at the hospital, either at the kiosk or by scanning the QR Code on the posters in the carparks and entry points.

### **What information will you be collecting in this check in system?**

We will ask visitors to declare they are well enough to enter our facility and request they upload their vaccination status. There will also be relevant questions, depending on location and the restrictions (if any) currently in place, to ensure all people entering our facility pose little risk to the people we are caring for.

### **Is it mandatory to check in on this system?**

It is not yet mandatory, but we strongly recommend you do. We are preparing to live safely with COVID-19. Screening will be a part of our 'new normal' for the foreseeable



future. If visitors take advantage of doing this now, they will not have to re-register in future.

**If it isn't mandatory, why are you doing this?**

While it is not currently mandatory to provide vaccination status in order to enter the hospital, it is our job to protect our hospital community from all preventable harm and we are getting ahead of the pending community transmission of COVID.

**Will I be able to enter the hospital if I cannot access the system, or register?**

If you are unable to complete the Zipline screening for any reason, visitors, patients, vendors and couriers are still permitted to enter the hospital.

## About Zipline

**What is Zipline?**

Zipline is the system we are implementing to standardise how we collect, manage and report COVID measurements, in line with government requirements.

The system consists of an app and kiosks on which people coming to our hospital can register their information, in a secure manner.

**Why are we doing this?**

The Zipline system allows us to manage visitor check in and vaccination status efficiently and effectively, ensuring our facilities remain a safe place to be, for our patients, caregivers and community as a whole.

**Why do you need my phone number?**

To assist with contact tracing and to identify the user for any future check in's, to reduce time spent re-registering.

**How are you going to use visitors/patients/vendors' vaccination certificate?**

It will be reviewed, validated and stored for auditing purposes by a caregiver.

**Is it illegal for Zipline to take evidence of vaccinations?**

There is no specific law that prohibits taking evidence of vaccinations. The law requires health care providers to take all reasonable steps to ensure that visitors and staff members are vaccinated, including storing for audit and fraud detection purposes.

**Can visitors/patients/vendors opt-out of providing my vaccination evidence?**

Yes. It is not mandatory for vaccine evidence to be provided before entering our hospital.

**Is Zipline secure?**

Absolutely. We employ strong passwords for any data sent to contact tracers.

Additionally, we use HTTPS/TLS to transmit your data between any of our systems. Our servers run on dedicated HIPAA compliant hardware in a dedicated, isolated network located in Australia. Zipline databases are encrypted at rest and in transit.



### **What are Zipline's privacy and data retention policies?**

Different types of data attract retention policies based on data type and location.

For more information, please visit [rateitapp.com/privacy-policy/](https://rateitapp.com/privacy-policy/)

### **How long will be data stored?**

Data requirements differ between states and territories. We comply with local legislation as well as Australian privacy law and we do not store data for any longer than necessary to facilitate patient/visitor/vendor visits.

### **How is Zipline keeping data safe?**

We use best-practice software development approaches, modern, secure hardware and infrastructures. Our databases are encrypted at rest and in transit.

### **Where is my data stored?**

All data is stored in Australia. We can move anonymous data outside of Australia.

## **VMOs/Tenants – Phase 2**

### **As a VMO/Tenant how will I use Zipline**

1. Pre-register with Zipline before your visit [by clicking here](#) or scan the QR code available on the marketing materials
2. Upload your Vaccination Evidence for approval.
3. Use the Zipline kiosks at the point of entry to complete your check in

### **I have previously provided St John of God with my vaccination evidence before the implementation of Zipline.**

Great! You can skip the Pre-registration step and jump right to Step 2, which is completing your Check in at the Zipline Kiosk on site.

### **How do I provide my vaccination evidence?**

**Quickest Option:** Use the Quick Start Pre-registration link to upload your evidence and register it to your phone number. You can complete this step on your smartphone if you have a photo or screenshot of your vaccination evidence on your device.

**Alternatively:** If you are unable to use the Quick Start Pre-registration link, you can upload your vaccination evidence into the Zipline Kiosk upon arrival. You will need to hold up your documentation to the camera on the kiosk and ensure a clear, legible photo is taken. Once your documentation has been validated and approved by the Zipline Kiosk, you will be able to proceed with your Check in.

**Note: It is strongly preferred that you use the Quick Start Pre-registration link.**