Consumer Health Identity Standard

HISO 10046:2024

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hiso Health Information Standards Organisation
PAEREWA PĀRONGO HAUORA

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Te Whatu Ora

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1. Introduction

1.1 Purpose and scope

This document presents a standard data set specification for the collection and representation of personal identity, demographic and digital account information for patients and consumers of health and disability services.

This standard pertains to the data content of the National Health Index (NHI) and My Health Account systems operated by Health New Zealand | Te Whatu Ora (Health NZ), and to all patient management systems, clinical information systems and consumer health platforms used in Aotearoa New Zealand.

The standard applies the New Zealand Identification Management Standards to the method of enabling every patient and consumer to have a digital account linked to their NHI number for access to online health services.

The stated requirements for recording gender reflect the Government Chief Data Steward's mandating of the Stats NZ data standard for gender, sex and variations of sex characteristics. Gender is recorded by the NHI and covered by our standard, while sex is not at present. To support health services that depend on information about sex as opposed to gender, we endorse the data collection and output protocols set out in the Stats NZ standard and will add further guidance in a future edition of our standard.

Our standard conforms to all other government mandated data standards, including the standards for recording person name, date of birth and street address.

The latest revision of this standard includes new information about the NHI number format change, including a modified check digit calculation and the date from which all new NHI numbers will be issued in the new format.

The standard is a living document and updates will continue to be made as new data requirements arise in the health and disability system and as further all-of-government mandated data standards for personal information are introduced.

1.2 Relevant legislation and regulations

- Health Act 1956
- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996
- Health Information Privacy Code 2020
- New Zealand Public Health and Disability Act 2000
- Public Records Act 2005
- Retention of Health Information Regulations 1996

1.3 Related specifications

- HISO 10001:2017 Ethnicity Data Protocols
- HISO 10029:2022 Health Information Security Framework
- HISO 10064:2017 Health Information Governance Guidelines
- Identification Management Standards
- Digital Identity Services Trust Framework
- Health and Disability Services Eligibility Direction 2011
- New Zealand Government Customer Information Quality (CIQ) Profiles

1.4 Data element definitions

Each data element is defined according to a set of metadata components based on the standard ISO/IEC 11179 Information technology – Metadata registries (MDR).

Definition	A statement that expresses the essential nature of the data element and its differentiation from all other data elements.		
Source standards	Details of established data definitions or guidelines for data elements that have been cited in this standard.		
Data type	Alphanumeric (X), Alphabetic (A), Numeric (N, numbers including decimals), Boolean, Date	**Representational class**	For X, A, and N, use Code, Free text or Identifier. For date, use full, partial or both date types
Field size	Maximum number of characters that may be recorded in the field.	**Representational layout**	The arrangement of characters in the data element. For example, 'A(50)' means up to 50 alphabetic characters; 'NNAAAA' means numeric, numeric, alpha, alpha, alpha, alpha. Does not apply to Boolean types. Year (Y), Month (M) and Day (D). Full date representation is YYYYMMDD.
Value domain	The valid values or codes that are acceptable for the data element. The data elements contained in this standard are dates, free text or coded. The required code set is specified for each coded data element.		
Obligation	Indicates if the data element is mandatory or optional for the entity being discussed. It also mentions any conditional obligations on the data element.		

Guide for use	Additional guidance to inform the use of the data element when collecting and recording it. Includes quality control mechanisms that preclude non-valid codes from the data element.

In addition to the above-named data types, any of the data types listed in publicly available standard ISO/IEC 11404:2007 Information technology – General purpose data types may be used in data element specifications.

The data element name should be prefixed with a representation class term, for example: Code, Count, Currency, Identifier, Text, Date, Date/time, Indicator, Graphic, Picture, Icon, Quantity.

2. Person identity

This section specifies the data elements needed for the unambiguous identification of individuals. Some additional data elements are included to assist in the identification of individuals and the administration of their identity record.

2.1 NHI number

An NHI number is assigned to each person at their first use of health and disability services. The NHI system has been in place since the 1990s as the system used to issue a NHI number and record a person's identity and demographic information. The NHI number is the primary key used to associate people with their health information.

2.1.1 NHI number format change

The NHI system will soon have exhausted all the NHI numbers that are available using the current AAANNNC format, which is three letters, followed by three digits and then a numeric check digit.

After sector consultation in 2018, we signalled that we would supplement the existing system by introducing a new seven-character NHI number format that will allow unique NHI numbers to be issued for several more decades.

The chosen new NHI number format is AAANNAC, which is three letters, followed by two digits, one letter and an alphabetic check character. We added the details to this standard in 2019.

Once introduced, the new format will be used for issuing all new NHI numbers. All existing NHI numbers will be retained in their original format and will continue to be used as before. The two formats will co-exist indefinitely, and all administrative and clinical systems will need to support them both. Health NZ will be cutting over the NHI system to issue numbers in the new format from 1 July 2026.

Continuing with seven-character NHI numbers is intended to minimise the impact on primary care and hospital information systems that are designed for identifiers of this length on screens, labels, barcodes, etc.

All systems should be changed to accommodate the new format from 1 July 2026.

2.1.2 Current NHI number format

The current NHI number format will continue to be supported, except for the issuing of new numbers, once the new and supplementary format is introduced.

NHI numbers are issued sequentially on the first six characters – eg, ZAA0067, ZAA0075, ZAA0083, ZAA0091, ZAA0105, ZAA0113, ZAA0121, ZAA0130, ZAA0148, ZAA0156.

Definition	A unique 7-character identifier assigned to a person by the NHI system		
Source standards			
Data type	Alphanumeric	**Representational class**	Identifier
Field size	Max: 7	**Representational layout**	AAANNNC
Value domain	Valid NHI number only A – is an alphabetic character but not ‘I’ or ‘O’ N – is a number 0–9 C – is a numeric check digit 0–9, calculated using the algorithm in Table 2 below		
Obligation	Mandatory		
Guide for use	Only the NHI system generates the unique NHI number that is assigned to a person’s identity. NHI number are not reused once assigned to a person. Where more than one number exists for a person, one number is declared ‘live’ and all other numbers are made ‘dormant’ and attached to the live record. The NHI number is the primary key for individual patients’ records. The assignment of the first six characters is arbitrary and bears no relationship to the individual to whom the NHI number is assigned. The NHI number is represented with the alphabetic characters in upper case.		

2.1.3 New NHI number format

This is the new NHI number format that is being introduced for issuing all new NHI numbers from 1 July 2026. Systems will need to support both the new format and the original format.

NHI numbers will be issued in sequential order of the first letter and then a randomised allocation of the next 5 characters with the last character, an alpha check digit. All NHIs starting with A will be issued first, B's next, C's and so on. Within the A's the remaining characters would be in a random order – eg, AGA96HP, AUU09JQ, AXS21SG, ABK09WY, AJS01WR, AGL22AT.

Definition	A unique 7-character identification number assigned to a person by the NHI system.		
Source standards			
Data type	Alphanumeric	**Representational class**	Identifier
Field size	Max: 7	**Representational layout**	AAANNAC
Value domain	Valid NHI number only A – is an alphabetic character but not 'I' or 'O' N – is a number 0–9 C – is an alphabetic check character (A–Y, excluding I and O), calculated using the algorithm in Table 3 below		
Obligation	Mandatory		
Guide for use	Only the NHI system generates the unique NHI number that is assigned to a person's identity. NHI numbers are not reused once assigned to a person. Where more than one number exists for a person, one number is declared 'live' and all other numbers are made 'dormant' and attached to the live record. The NHI number is the primary key for patients' records. The assignment of the first six characters is arbitrary and bears no relationship to the individual to whom the NHI number is assigned. The NHI number is represented with the alphabetic characters in upper case.		

2.1.4 NHI number check digit calculation

There are two variants of the check digit algorithm to allow for the current NHI number format having a numeric check digit while the new format has an alphabetic check character.

Systems that wish to validate the check digit will need to determine which format a particular NHI number is in. If the last character is a numeric digit, then it is the current format. If it is a letter, then it is the new format.

The calculation is as follows. Each alphabetic character is given a numeric value equal to its ordinal position within a version of the alphabet that omits the letters I and O. The ordinal range is 1–24 as shown in Table 1. This gives A=1 and Z=24, for example.

Each numeric character is used with its face value 0–9 in the calculation.

Table 1: Conversion table for check digit calculation

A	B	C	D	E	F	G	H	J	K	L	M	N	P	Q	R	S	T	U	V	W	X	Y	Z
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24

Each character's equivalent numeric value is then multiplied by its reverse ordinal position within the NHI number. The first value is multiplied by 7, the second by 6, the third by 5, the fourth by 4, the fifth by 3 and the sixth by 2. The sum of the six products is calculated.

For the current NHI number format, the calculated sum modulo 11 is subtracted from 11 to give the check digit. A value of 10 is translated to zero. If the sum modulo 11 equals zero, then the NHI number is invalid and cannot be used.

For the new NHI number format, the calculated sum modulo 23 is subtracted from 23 to give an index number. The check character is the letter that corresponds to the index number in Table 1.

Table 2: Example check digit calculation for current NHI number ZAC536_

Step	Example
Step 1. Calculate the numeric values for each position	Z=24 A=1 C=3 5=5 3=3 6=6
Step 2. Multiply these values by their reverse ordinal position	24 × 7 = 168 1 × 6 = 6 3 × 5 = 15 5 × 4 = 20 3 × 3 = 9 6 × 2 = 12
Step 3. Sum the results	168 + 6 + 15 + 20 + 9 + 12 = 230
Step 4. Divide by 11 and get the remainder	230 mod 11 = 10
Step 5. Subtract this from 11 to get the check digit	11 − 10 = 1
Step 6. Append the check digit to the NHI number	ZAC5361

Table 3: Example check digit calculation for new NHI number ZBN77V_

Step	Example
Step 1. Calculate the numeric values for each position	Z=24 B=2 N=13 7=7 7=7 V=20
Step 2. Multiply these values by their reverse ordinal position	24 × 7 = 168 2 × 6 = 12 13 × 5 = 65 7 × 4 = 28 7× 3 = 21 20× 2 = 40
Step 3. Sum the results	168 + 12 + 65 + 28 + 21 + 40 = 334
Step 4. Divide by 23 and get the remainder	334 mod 23 = 12
Step 5. Subtract this from 23 to get the index number to the check character in Table 1	23-12=11 and 11=L
Step 6. Append the check digit to the NHI	ZBN77VL

2.1.5 Invalid NHI numbers

NHI numbers are sometimes referred to as being valid or invalid. Any NHI number that does not fit the correct format or has an incorrect check digit is invalid.

The new NHI number format contains more letters than the original format, and there is now a risk of letter sequences that may be inappropriate for an identifier. A list will be maintained to ensure that NHI numbers are not issued with these sequences.

2.1.6 NHI test numbers

NHI numbers starting with the letter Z are reserved as test numbers.

NHI numbers in the new format are available in the NHI test environment for test use – eg, ZZZ00AC, ZGM93JM, ZTK51KX. See NHI records Mod23 for the current list of test numbers.

2.2 Person name

A person's name details are captured using the data elements specified in this section.

Name elements are labelled by the actual order of the names (eg, given name, second and further given name(s), surname). There may be more than one name recorded for each person. At least one name must be recorded.

The person name data set adheres to the mandated data standard for person name and the NZ Government OASIS CIQ Name Profile. The CIQ Name Profile requires all name elements to be encoded in a form that preserves macrons and diacritics. UTF-8 is the minimum acceptable standard.

Where the person offers more than one name, clarification should be obtained from the person to ensure accurate identification and recording of the various names. All currently used names, as well as all names by which the person has previously been known, should be recorded. An example of this follows.

Example	Title (prefix)	Given name	Other (second and subsequent) given name(s)	Family name (surname)	Name suffix	Preferred name indicator
The full name of the person	Sir	Robert	Leonard Jackson	Hall-Smith	Jnr OBE	
Any name by which the person is known	Sir	Robert	Jack	Smith		Y
The name at birth of a female person	Ms	Mary-Anne	Ellen	Francis		
The name of a person as changed by statutory declaration	Mrs	Janet	May	Russell		

2.2.1 Title (prefix)

Definition	The 'Title (prefix)' is an honorific form of address preceding a name, used when addressing a person		
Source standards	NZ CIQ Name Profile		
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 10	**Representational layout**	A(10)
Value domain	The NHI has a controlled and extensible set of titles that may be used		
Obligation	Optional		

Guide for use	Name prefix or title is an honorific form of address preceding a name, used when addressing a person. Examples are Mr, Mrs, Miss, Dr, Professor, and Māori and Pasifika titles

2.2.2 Given name

Definition	The person's forename or given name at birth		
Source standards	NZ CIQ Name Profile		
Data type	Alphabetic	**Representational class**	Free text
Field size	Max: 50	**Representational layout**	A(50)
Value domain			
Obligation	Mandatory when a given name (first name) is provided along with a Family name (surname) in section 2.2.4.		
Guide for use	This data element should only be used for the gGiven nameiven name (first name). The data element Other given name(s)Other given name(s) should be used for second and subsequent names or initials, but not the family nameFamily name (surname). The text entered can include one or more spaces, an apostrophe, and/or a hyphen (eg, 'Te Manaia', 'Mary-Anne'). All name elements must be encoded in a form that preserves macrons and diacritics. UTF-8 is the minimum acceptable standard eg, Kāhu vs Kahu. If only a given name (first name) is provided, this should be recorded in the data element field for Family name (surname) and the 'Given name' field remains blank.		

2.2.3 Other given name(s)

Definition	The person's other given names or middle name and initials, but not the family name		
Source standards	NZ CIQ Name Profile		
Data type	Alphabetic	Representational class	Free text
Field size	Max: 100	Representational layout	A(100)
Value domain			
Obligation	Optional. May be recorded only after a first name Given nameis supplied.		

Guide for use	This data element should only be used for a person's further given names or initials, but not for their given or family name. Field may be left blank if a person does not have any second or further given names. If there are multiple other given names, separate each entry with a blank space. Text entered can include one or more spaces, an apostrophe, and/or a hyphen (eg, 'Te Manaia', 'Mary-Anne'). All name elements must be encoded in a form that preserves macrons and diacritics. UTF-8 is the minimum acceptable standard, eg, Kāhu vs Kahu.

2.2.4 Family name (surname)

Definition	The family name (surname) of a person as distinct from their given, second and subsequent name(s)		
Source standards	NZ CIQ Name Profile		
Data type	Alphabetic	Representational class	Free text
Field size	Max: 100	Representational layout	A(100)
Value domain			
Obligation	Mandatory		
Guide for use	This data element should be used for the person's family name (surname). If the person's family name is not provided, but a given name (first name) is provided then the person's given name (first name) is recorded in this field. This should not be used for any further 'other given name(s)' or initials. The content must preserve sentence case. For example: 'Maccall' is different from 'MacCall'. The text entered can include one or more spaces, an apostrophe, and/or a hyphen (eg, 'Van der Valk', 'O'Leary', 'Vaughn-Jones'). All name elements must be encoded in a form that preserves macrons and diacritics. UTF-8 is the minimum acceptable standard eg, to distinguish the names Kāhu and Kahu. Family name must be recorded if person's given name (first name) is not available.		

2.2.5 Name suffix

Definition	The suffix contains the parts of a person's name attached to the end of a name but other than the title, given names and family name – eg, awards, qualifications, academic, honorary, esquire, professional and professional membership		
Source standards	NZ CIQ Name Profile		
Data type	Alphabetic	Representational class	Code
Field size	Max: 5	Representational layout	A(5)

Value domain	The NHI has a controlled and extensible set of name suffixes for honours such as MNZM, ONZM
Obligation	Optional
Guide for use	Name suffix can include generational identifiers – eg, JNR (Junior), SNR (Senior). Multiple codes may be used (eg, DSM, OBE)

2.2.6 Preferred name indicator

Definition	An indicator used to denote that a particular person name is the person's preferred name		
Source standards	NZ CIQ Name Profile		
Data type	Boolean	Representational class	N/A
Field size	Max: 1	Representational layout	N(1,0)
Value domain	1 – Preferred Name 0 – Not Preferred Name		
Obligation	Mandatory		
Guide for use	This flag may be applied to any of the person's names A person can only have one preferred name at any given time		

2.2.7 Name protection flag

Definition	This indicator denotes that the person's name information is to be held 'in confidence'		
Source standards			
Data type	Boolean	Representational class	N/A
Field size	Max: 1	Representational layout	N(1,0)
Value domain	1 – Protected 0 – Not Protected		
Obligation	Mandatory		
Guide for use	The flag indicates whether person name information held can be shared as part of the person name record. Organisations holding or accessing this information are responsible for ensuring appropriate controls are implemented and active to provide name protection. Default value is 0. This flag is set to 1 if the person indicates they have a reason to not share this name		

2.2.8 Name information source

Definition	A code indicating the name source		
Source standards			
Data type	Alphanumeric	Representational class	Code
Field size	Max: 5	Representational layout	X(5)
Value domain			

Code	Description	Comment
BRCT	Birth Certificate	
BREG	Birth Register	
CSC	Community Services Card	
NPRF	Proof not sighted	Information (Not proof) provided by the person/whānau
NZCI	NZ Certificate of Identity	
NZCT	NZ Citizenship Certificate	
NZCU	NZ Civil Union Certificate	
NZDL	NZ Driver Licence	
NZET	NZ Emergency Travel Document	
NZMC	NZ Marriage Certificate	
NZNC	NZ Name Change Certificate or Deed Poll	NZ Name Change Certificate effective from 25 January 2009, Name Change by Statutory Declaration Documents issued for names changes made between September 1995 and 25 January 2009, Deed Poll for name changes prior to September 1995
NZPV	NZ Permanent Resident Visa	A New Zealand Permanent Resident Visa (not time bound) issued by Immigration New Zealand
NZTV	NZ Resident Visa	A New Zealand Resident Visa (time bound) issued by Immigration New Zealand

	NZRT	NZ Refugee Travel Document	
	OTHR	Other	Other Official documents
	PPRT	Passport	
Obligation	Optional		
Guide for use	This information should be recorded for any person name element where valid proof of identity documents have been provided		

2.2.9 Date name effective from

Definition	The date the name is effective from		
Source standards	ISO 8601-1:2019 Date and time. Representations for information interchange – Part 1: Basic rules		
Data type	Date	**Representational class**	Full date
Field size	Max: 8	**Representational layout**	YYYYMMDD
Value domain	A valid date		
Obligation	Optional		
Guide for use	A valid date greater than or equal to the date recorded in Date of birth		

2.2.10 Date name effective to

Definition	The date the name is effective to		
Source standards	ISO 8601-1:2019 Date and time. Representations for information interchange – Part 1: Basic rules		
Data type	Date	**Representational class**	Full date
Field size	Max: 8	**Representational layout**	YYYYMMDD
Value domain	A valid date		
Obligation	Optional		
Guide for use			

2.3 Birth date and place

A person's birth details are captured using the data elements specified in this section.

The date of birth data element conforms to the mandated data standard for date of birth.

2.3.1 Date of birth

Definition	The date on which the person was born		
Source standards	ISO 8601-1:2019 Date and time. Representations for information interchange – Part 1: Basic rules		
Data type	Date	Representational class	Full or partial date
Field size	Max: 8	Representational layout	YYYY[MM[DD]]
Value domain	A valid full date or partial date		
Obligation	The Year component of the date is mandatory. Month is conditional and to be used if known. Day is conditional and to be used if known and month has been recorded		
Guide for use	Year of birth must be recorded as a minimum The date of birth must be a valid day, month and year combination and cannot be in the future For a partial date, the month of birth can be left blank if unknown. In this case, the day of birth must be blank		

2.3.2 Date of birth information source

Definition	A code indicating the origin of date of birth information		
Source standards			
Data type	Alphanumeric	Representational class	Code
Field size	Max: 5	Representational layout	X(5)
Value domain			

Code	Description	Comment
BRCT	Birth Certificate	An overseas birth certificate is acceptable
BREG	Birth Register	Only applied by the Health NZ update from matching with the Birth Register
HL7	HL7 applied	Date of birth has been applied via HL7 message

	MIGR	Migrated	From the legacy NHI system
	NPRF	Proof Not Sighted	Information (not proof) provided by the person/whānau
	NZCI	NZ Certificate of Identity	
	NZCT	NZ Citizenship Certificate	New Zealand Citizenship Certificate issued by Department of Internal Affairs
	NZET	NZ Emergency Travel Document	
	NZPV	NZ Permanent Resident Visa	A New Zealand Permanent Resident Visa (not time bound) issued by Immigration New Zealand
	NZTV	NZ Resident Visa	A New Zealand Resident Visa (time bound) issued by Immigration New Zealand
	NZRT	NZ Refugee Travel Document	
	OTHR	Other	Another official document provided
	PPRT	Passport	An overseas passport is acceptable

Obligation	Mandatory
Guide for use	This element should be recorded when a date of birth is supplied. Code 'NPRF' should be used if proof has not been sighted for date of birth source

2.3.3 Place of birth

Definition	The town, suburb, city etc where the person was born		
Source standards	NZ CIQ Address Profile		
Data type	Alphabetic	**Representational class**	Free text
Field size	Max: 100	**Representational layout**	A(100)
Value domain			
Obligation	Optional		

Guide for use	The field can be left blank if this information is not known The text entered can include one or more spaces, an apostrophe, and/or a hyphen. This element must be encoded in a form that preserves macrons and diacritics. UTF-8 is the minimum acceptable standard

2.3.4 Country of birth code

Definition	Country where the person was born		
Source standards	AS/NZS 2632.1:2020 *Codes for the representation of names of countries and their subdivisions – Part 1: Country codes* AS/NZS 2632.3:2020 *Codes for the representation of names of countries and their subdivisions – Part 3: Code for formerly used names of countries*		
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 4	**Representational layout**	A(4)
Value domain	See http://www.iso.org/iso/country_codes		
Obligation	Optional		
Guide for use	Null is a valid option where the country of birth is unknown. Use the current country name code wherever possible and a former name code only by exception ISO Country Codes Collection is available at: https://www.iso.org/obp/ui/#iso:pub:PUB500001:en and https://www.iso.org/obp/ui/#search		

2.3.5 Country of birth information source

Definition	A code indicating the source of information supporting the code for country of birth		
Source standards			
Data type	Alphanumeric	**Representational class**	Code
Field size	Max: 5	**Representational layout**	X(5)
Value domain			

Code	Description	Comment
BRCT	Birth Certificate	
BREG	Birth Register	Only applied by the Health NZ update from matching with the Birth Register

	NPRF	Proof Not Sighted	Information (not proof) provided by the person/whānau
	NZCI	NZ Certificate of Identity	
	NZCT	NZ Citizenship Certificate	
	NZET	NZ Emergency Travel Document	
	NZPV	NZ Permanent Resident Visa	A New Zealand Permanent Resident Visa (not time bound) issued by Immigration New Zealand
	NZTV	NZ Resident Visa	A New Zealand Resident Visa (time bound) issued by Immigration New Zealand
	NZRT	NZ Refugee Travel Document	
	OTHR	Other	Another official document provided
	PPRT	Passport	
Obligation	Mandatory when a country of birth code is recorded		
Guide for use	Code 'NPRF' should be used if proof has not been sighted		

2.4 Gender

The requirements in this section conform with the Statistical standard for gender, sex, and variations of sex characteristics published in April 2021 by Stats NZ | Tatauranga Aotearoa. This standard has been mandated by the Government Chief Data Steward for use across the public service.

2.4.1 Gender code

Definition	A classification of the person's gender as self-identified by the person		
Source standards	Statistical standard for gender, sex, and variations of sex characteristics		
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 1	**Representational layout**	A(1)
Value domain			

Code	Description
F	Female | Wahine
M	Male | Tāne
O	Another gender | He ira kē anō
U	Unspecified or unknown

Obligation	Mandatory
Guide for use	Gender is self-identified. Gender refers to a person's social and personal identity as male, female, or another gender or genders that may be non-binary. A person's current gender may differ from the sex recorded at their birth. A person's gender may change over time. Some people may not identify with any gender. See the source standard for more information about how to collect gender information from the person.

2.4.2 Gender detail

Definition	Text provided by the person with the choice of 'Another gender'		
Source standards			
Data type	Alphabetic	**Representational class**	Free text
Field size	Max: 150	**Representational layout**	A(150)
Value domain			
Obligation	Optional when 'Another gender' is selected in section 2.4.1 Gender code		
Guide for use	Record verbatim any text provided by the person in response to the obligation specified above		

2.5 Ethnicity

A person's ethnicity information is captured using the data elements specified in this section.

2.5.1 Ethnicity code

Definition	A classification of the ethnicity of an individual person as self-identified by the person		
Source standards	HISO 10001:2017 Ethnicity Data Protocols		
Data type	Numeric	**Representational class**	Code
Field size	Max: 5	**Representational layout**	N(5)
Value domain	http://www.health.govt.nz/publication/ethnicity-data-protocols-health-and-disability-sector		
Obligation	Mandatory – At least one ethnicity must be provided and recorded at Level 4 of the classification		
Guide for use	Up to six ethnicities may be recorded. Use the standard ethnicity collection question from section 3.3 of the Ethnicity Data Protocols to enable the person to select which ethnic group(s) they identify with		

2.5.2 Ethnicity detail

Definition	Text the person used to answer the ethnicity question where the 'Other' option has been selected.		
Source standards			
Data type	Alphabetic	**Representational class**	Free text
Field size	Max: 600	**Representational layout**	A(600)
Value domain			
Obligation	Mandatory on a response of 'Other' for section 2.5.1 Ethnicity code		
Guide for use	Record verbatim any text provided by the person in response to the obligation specified above		

2.6 Mother's birth name

Definition	The full name of the person's mother at the time of the mother's birth		
Source standards	Evidence of Identity Standard		
Data type	Alphabetic	**Representational class**	String

Field size	Max: 255	**Representational layout**	A(255)
Value domain	Free text		
Obligation	Optional		
Guide for use	Mother's full birth name is a recommended data element for use where name, date of birth and place of birth are insufficient to establish a unique identity.		

2.7 New Zealand residency and citizenship

New Zealand residency and citizenship details are captured using the data elements specified in this section.

2.7.1 New Zealand residency status

Definition	Code indicating whether the person holds a New Zealand residence class visa (either a resident visa or a permanent resident visa)		
Source standards			
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 1	**Representational layout**	A(1)
Value domain			
Obligation	Mandatory		
Guide for use			

Code	Description	Comment
N	Not a Permanent Resident	The person is a New Zealand citizen or does not hold a residence class visa
U	Unknown	The residency status of the person cannot be determined or is unknown
Y	Permanent Resident	The person holds a residence class visa

2.7.2 New Zealand residency status information source

<table>
<tr><td>Definition</td><td colspan="3">A code indicating the source of information of the person’s New Zealand residency status</td></tr>
<tr><td>Source standards</td><td colspan="3"></td></tr>
<tr><td>Data type</td><td>Alphanumeric</td><td>Representational class</td><td>Code</td></tr>
<tr><td>Field size</td><td>Max: 5</td><td>Representational layout</td><td>X(5)</td></tr>
<tr><td>Value domain</td><td colspan="3">
<table>
<tr><th>Code</th><th>Description</th><th>Comment</th></tr>
<tr><td>HL7</td><td>HL7 applied</td><td>Residency Status has been applied via HL7 message</td></tr>
<tr><td>INZ</td><td>Immigration New Zealand</td><td>From information provided by Immigration New Zealand) data sharing</td></tr>
<tr><td>MIGR</td><td>Migrated</td><td>From the legacy NHI system</td></tr>
<tr><td>NPRF</td><td>Proof Not Sighted</td><td>Information (not proof) provided by the person/whānau</td></tr>
<tr><td>NZPV</td><td>NZ Permanent Resident Visa</td><td>A New Zealand Permanent Resident Visa (not time bound) issued by Immigration New Zealand</td></tr>
<tr><td>NZTV</td><td>NZ Resident Visa</td><td>A New Zealand Resident Visa (time bound) issued by Immigration New Zealand</td></tr>
<tr><td>PPRT</td><td>Passport</td><td></td></tr>
</table>
</td></tr>
<tr><td>Obligation</td><td colspan="3">Mandatory when ‘Y’ is recorded for section 2.7.1 New Zealand residency status.
Optional in all other cases</td></tr>
<tr><td>Guide for use</td><td colspan="3">An effort must be made to confirm the New Zealand Residency Status against an official source</td></tr>
</table>

2.7.3 New Zealand citizenship status

Definition	This field indicates if the person holds New Zealand citizenship		
Source standards			
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 1	**Representational layout**	A(1)

Value domain	

Code	Description	Comment
N	Not a New Zealand Citizen	
U	Unknown	The New Zealand citizenship status of the person is unknown and cannot be determined
Y	NZ Citizen	

Obligation	Optional
Guide for use	

2.7.4 New Zealand citizenship status information source

Definition	A code indicating the source of information of the person's New Zealand citizenship status		
Source standards			
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 4	**Representational layout**	A(4)
Value domain			

Code	Description	Comment
BRCT	NZ Birth Certificate	
DIA	DIA data share	Update from matching with Department of Internal Affairs
NPRF	Proof Not Sighted	Information (not proof) provided by the person/whānau
NZCT	NZ Citizenship Certificate	
PPRT	NZ Passport	

Obligation	Mandatory when a 'Y' is recorded for section 2.7.3 New Zealand citizenship status. Optional in all other cases
Guide for use	Citizenship status should be verified with official data information

2.8 Person death information

The person's date of death details are captured using the data elements specified in this section.

2.8.1 Date of death

Definition	The date the person died		
Source standards	ISO 8601-1:2019 *Date and time. Representations for information interchange – Part 1: Basic rules*		
Data type	Date	**Representational class**	Full or partial date
Field size	Max: 8	**Representational layout**	YYYY[MM[DD]]
Value domain	Valid date or year		
Obligation	Year of death must be recorded Day and month are optional		
Guide for use	The day or month can be left blank if either cannot be ascertained with accuracy and in a timely manner, or the full date is unknown at time of data entry. If the day is populated, the month and year must be populated		

2.8.2 Date of death information source

Definition	A code indicating the valid date of death information source		
Source standards			
Data type	Alphanumeric	**Representational class**	Code
Field size	Max: 10	**Representational layout**	X(5)
Value domain			

Code	Description	Comment
DREG	Death Register	Update from matching with Department of Internal Affairs
MCCOD	Medical certificate cause of death	Information from the death documents application
HL7	HL7 applied	Date of death information source has been applied via HL7 message
MIGR	Migrated	From the legacy NHI system

	OSEA	Death Overseas	Indicates a non-New Zealand registered death advised by a third party or discovered by a media search
	OSEAOFF	Death Overseas Official	Indicates a non-New Zealand registered death advised by an official source from another country
	CORONER	Coroner Notification	Date of death notified to the Ministry by a Coronial Office
Obligation	Optional		
Guide for use	The default value is MIGR from the legacy NHI system		

3. Person address

This section describes the data elements used to capture and store the person's current address or location details if known. Multiple addresses can be held for the person (eg, residential or mailing address). The data elements outlined in this section are used to record person address.

3.1 Address format

The address data set adheres to the street address mandated data standard and the NZ CIQ Address Profile.

Example: NZ CIQ Address Profile	Address					
	Street address (street number and name or PO box)	**Other designation**	**Other geographic designation (suburb)**	**City**	**Postcode**	**Country code**
35 Prince Regent Drive, Manukau	35 Prince Regent Drive			Manukau	1706	
25 Victor Drive, Sydney, Australia	25 Victor Drive			Sydney		AU
10th Floor, 108 The Terrace, Wellington	10th Floor	108 The Terrace		Wellington	6001	
PO Box 27386, Mount Roskill, Auckland 1440	PO Box 27386		Mount Roskill	Auckland		
4381 State Highway 12, RD2, Ruawai 0592	4831 State Highway 12	RD2		Ruawai	0592	

3.2 Building name

Definition	Free text field that is used to record building names or institution names		
Source standards	NZ CIQ Address Profile		
Data type	Alphanumeric	Representational class	Free text
Field size	Max: 1000	Representational layout	X(1000)
Value domain			
Obligation	Optional		
Guide for use	When printing or displaying address, this field should be placed at the top of the address		

3.3 Street address

Definition	The floor, unit or street address details of the person		
Source standards	NZ CIQ Address Profile		
Data type	Alphanumeric	**Representational class**	Free text
Field size	Max: 100	**Representational layout**	X(100)
Value domain			
Obligation	Mandatory		
Guide for use	This line is used to capture floor, unit, or street address details, whichever is applicable		

3.4 Additional street address

Definition	Other geographic information related to the person's address		
Source standards	NZ CIQ Address Profile		
Data type	Alphanumeric	**Representational class**	Free text
Field size	Max: 100	**Representational layout**	X(100)
Value domain			
Obligation	Optional		

Guide for use	This line is used to capture street address if floor or unit details have been recorded in the Street Address element. For rural address, this line contains the rural delivery (RD) number

3.5 Suburb

Definition	This field may be used for either the name of the suburb within a city/town situation or other delivery information		
Source standards	NZ CIQ Address Profile		
Data type	Alphabetic	**Representational class**	Free text
Field size	Max: 50	**Representational layout**	A(50)
Value domain			
Obligation	Optional		
Guide for use	Suburb must always be recorded in this element		

3.6 Town or city

Definition	This field is used for the name of the city		
Source standards	NZ CIQ Address Profile		
Data type	Alphabetic	**Representational class**	Free text
Field size	Max: 50	**Representational layout**	A(50)
Value domain			
Obligation	Optional		
Guide for use	The town/city may in some instances be a location that is recognised in its own right		

3.7 Postcode (zip/postal code)

Definition	The numeric descriptor for a postal delivery area, aligned with the locality, suburb or place for the address		
Source standards	NZ CIQ Address Profile		
Data type	Alphanumeric	**Representational class**	Code
Field size	Max: 5	**Representational layout**	X(5)

Value domain	
Obligation	Optional
Guide for use	International or New Zealand postcodes can be recorded

3.8 Country code

Definition	A code for the country that forms part of an address		
Source standards	AS/NZS 2632.1:2020 *Codes for the representation of names of countries and their subdivisions – Part 1: Country codes*		
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 4	**Representational layout**	A(4)
Value domain	See http://www.iso.org/iso/country_codes		
Obligation	Optional		
Guide for use	The code for a country other than New Zealand as specified by the person. Leave this field blank for a New Zealand address. Use the current country name code wherever possible and a former name code only by exception Accessible ISO Country Codes Collection is available at: https://www.iso.org/obp/ui/#iso:pub:PUB500001:en and https://www.iso.org/obp/ui/#search		

3.9 Address protected flag

Definition	This indicator denotes that the person's address information is to be held 'in confidence'		
Source standards			
Data type	Boolean	**Representational class**	N/A
Field size	Max: 1	**Representational layout**	N(1,0)
Value domain	1 – Yes, Protected 0 – No, Not Protected		
Obligation	Mandatory		

Guide for use	The flag indicates whether person address information held can be shared as part of the person address record. Organisations holding or accessing this information are responsible for ensuring appropriate controls are implemented and active to provide address protection. The default is 0 (Not Protected). This flag is set to 1 if the person indicates they have a reason to not share this name

3.10 Permanent address flag

Definition	An indicator used to denote an address is a permanent address		
Source standards			
Data type	Boolean	**Representational class**	N/A
Field size	Max: 1	**Representational layout**	N(1,0)
Value domain	1 – Permanent Address 0 – Not a Permanent Address		
Obligation	Mandatory		
Guide for use	The default is 0 – Not a Permanent Address This indicator is for use if Address type is 'R' (see section **Error! Reference source not found. Error! Reference source not found.**)		

3.11 Date address effective from

Definition	Date that an address is effective from		
Source standards	ISO 8601-1:2019 *Date and time. Representations for information interchange – Part 1: Basic rules*		
Data type	Date	**Representational class**	Full date
Field size	Max: 8	**Representational layout**	YYYYMMDD
Value domain	Valid date		
Obligation	Optional		
Guide for use			

3.12 Date address effective to

Definition	Date that an address is effective to		
Source standards	ISO 8601-1:2019 *Date and time. Representations for information interchange – Part 1: Basic rules*		
Data type	Date	**Representational class**	Full date
Field size	Max: 8	**Representational layout**	YYYYMMDD
Value domain	Valid date		
Obligation	Optional		
Guide for use			

3.13 Domicile code

Definition	New Zealand health domicile code representing a person's usual residential address		
Source standards	Domicile Code Set Table, Health NZ		
Data type	Alphanumeric	**Representational class**	Code
Field size	Max: 4	**Representational layout**	X(4)
Value domain			
Obligation	Optional		
Guide for use	This field should only be supplied if the associated address cannot be verified		

3.14 Primary address flag

Definition	An indicator used to denote that the address is the primary address for the person		
Source standards			
Data type	Boolean	**Representational class**	N/A
Field size	Max: 1	**Representational layout**	N(1,0)
Value domain	1 – Primary Address 0 – Not Primary Address		
Obligation	Mandatory		

Guide for use	The default is 0 – Not Primary Address There may be only one primary address for a person

3.15 Address type

Definition	The type of address of a person		
Source standards	NZ CIQ Address Profile		
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 1	**Representational layout**	A(1)
Value domain			

Code	Description	Comment
M	Mailing	
R	Residential	

Obligation	Mandatory
Guide for use	The person may specify multiple addresses. Select the code relevant to each address provided

4. Language

This section describes how to record the languages a person uses to communicate. There can be several language records created for each person.

4.1 Language

Definition	A code representing a language spoken or understood by the person		
Source standards	ISO 639:2023 Code for individual languages and language groups		
Data type	Alphabetic	**Representational class**	Code
Field size	Max: 3	**Representational layout**	A(3)
Value domain	For valid codes, see: https://nzhts.digital.health.nz/ValueSet/health-nz-language-value-set		
Obligation	Mandatory when the person's language is being recorded.		
Guide for use	A subset of ISO 639:2023 language codes will be used in the health sector. The subset includes a majority of the ISO 639 Set 2 (three-alpha) codes and a selection of ISO 639 Set 3 (three alpha) such as New Zealand Sign Language. At least one language may be recorded against a person. Upper- and lower-case validation of this field is enforced in storing the selected language		

5. Contact information

This section describes the data elements provided (at the option of the person) detailing the method of electronic communication to be used to contact them.

Here are some examples.

Contact usage	Contact type	Contact details	Contact protected flag
Emergency (E)	Telephone (T)	+64 4 123 4567	N
Business (B)	Telephone (T)	+64 4 765 4321	N
Personal (P)	Mobile (Cell Phone) (C)	030 123 4567	Y
Business (B)	Pager (P)	1234	N
Business (B)	Email (E)	person@chosendomainname.isptype.nz	N
Business (B)	Facsimile Machine (F)	+64 4 987 6543	N
Business (B)	Mailbox (M)	MailBoxDetails	Y

The data elements outlined in this section are used to represent contact details.

5.1 Contact usage

<table>
<tr><td>Definition</td><td colspan="3">The classification specifies the type of event that a particular contact medium is intended to be used for (eg, business, emergency)</td></tr>
<tr><td>Source standards</td><td colspan="3"></td></tr>
<tr><td>Data type</td><td>Alphabetic</td><td>Representational class</td><td>Code</td></tr>
<tr><td>Field size</td><td>Max: 1</td><td>Representational layout</td><td>A(1)</td></tr>
<tr><td>Value domain</td><td colspan="3"><table><tr><th>Code</th><th>Description</th><th>Comment</th></tr><tr><td>B</td><td>Business</td><td>Business address</td></tr><tr><td>E</td><td>Emergency</td><td>Emergency address</td></tr><tr><td>P</td><td>Personal</td><td>Personal address</td></tr></table></td></tr>
<tr><td>Obligation</td><td colspan="3">Mandatory when contact information is being recorded</td></tr>
<tr><td>Guide for use</td><td colspan="3">Multiple contact usages may be recorded as required by the person</td></tr>
</table>

5.2 Contact type

<table>
<tr><td>Definition</td><td colspan="3">The code representing the type of electronic contact medium to be used (eg, email, telephone, pager)</td></tr>
<tr><td>Source standards</td><td colspan="3"></td></tr>
<tr><td>Data type</td><td>Alphabetic</td><td>Representational class</td><td>Code</td></tr>
<tr><td>Field size</td><td>Max: 10</td><td>Representational layout</td><td>A(10)</td></tr>
<tr><td>Value domain</td><td colspan="3">
<table>
<tr><th>Code</th><th>Description</th><th>Comment</th></tr>
<tr><td>A</td><td>Monitored alarms</td><td></td></tr>
<tr><td>C</td><td>Mobile (cell phone)</td><td></td></tr>
<tr><td>E</td><td>Email</td><td></td></tr>
<tr><td>F</td><td>Facsimile</td><td></td></tr>
<tr><td>M</td><td>Electronic mail box</td><td>A specific, individual mail ‘container’ provided by a particular vendor or agency (eg, Chat, Skype)</td></tr>
<tr><td>P</td><td>Pager</td><td></td></tr>
<tr><td>S</td><td>Short messaging service (SMS)</td><td>A text message</td></tr>
<tr><td>T</td><td>Telephone number</td><td></td></tr>
<tr><td>U</td><td>URL (Universal Resource Locator)</td><td></td></tr>
<tr><td>V</td><td>Videoconferencing</td><td></td></tr>
<tr><td>W</td><td>Web forum (social media)</td><td></td></tr>
</table>
</td></tr>
<tr><td>Obligation</td><td colspan="3">Mandatory when electronic contact information is being recorded</td></tr>
<tr><td>Guide for use</td><td colspan="3">Multiple contact media may be recorded
Where contact medium is provided, contact type and details are required</td></tr>
</table>

5.3 Contact details

Definition	The person's contact details		
Source standards			
Data type	Alphanumeric	**Representational class**	Free text
Field size	Max: 255	**Representational layout**	X(255)
Value domain	Alphanumeric text string including spaces where applicable		
Obligation	Mandatory Where contact details are provided, contact usage and contact type are required		
Guide for use	These may comprise an electronic address or a number. For phone numbers, record the full phone number (including any prefixes) with no punctuation (hyphens or brackets) (eg, +6441234567)		

5.4 Contact protected flag

Definition	This indicator denotes that the person's contact information is to be held 'in confidence'		
Source standards			
Data type	Boolean	**Representational class**	N/A
Field size	Max: 1	**Representational layout**	N(1,0)
Value domain	1 – Protected 0 – Not Protected		
Obligation	Mandatory		
Guide for use	The flag indicates whether the person's contact information held can be shared as part of the person's contact information record. Organisations holding or accessing this information are responsible for ensuring appropriate controls are implemented and active to provide contact information protection. The default is 0 – Not Protected. This flag is set to 1 if the person indicates they have a reason to not share this name		

5.5 Date contact details effective from

Definition	The date contact details are effective from, as provided by the person		
Source standards	ISO 8601-1:2019 *Date and time. Representations for information interchange – Part 1: Basic rules*		
Data type	Date	**Representational class**	Full date
Field size	Max: 8	**Representational layout**	YYYYMMDD
Value domain	Valid date		
Obligation	Mandatory		
Guide for use			

5.6 Date contact details effective to

Definition	The date contact details are effective to, as provided by the person		
Source standards	ISO 8601-1:2019 *Date and time. Representations for information interchange – Part 1: Basic rules*		
Data type	Date	**Representational class**	Full date
Field size	Max: 8	**Representational layout**	YYYYMMDD
Value domain	Valid date		
Obligation	Optional		
Guide for use	The ‘effective to’ date of the contact record (where known).		

5.7 Preferred contact

Definition	This flag denotes that the contact details provided are the person’s preference		
Source standards			
Data type	Boolean	**Representational class**	N/A
Field size	Max: 1	**Representational layout**	N(1,0)
Value domain	0 – Not Preferred 1 – Preferred		
Obligation	Mandatory		
Guide for use	The default is 0 – Not Preferred		

6. Occupation

6.1 Occupation details

Definition	A classification for the occupation of a person as self-identified by the individual		
Source standards	Australian and New Zealand Standard Classification of Occupations V1.3.0		
Data type	Numeric	**Representational class**	Code
Field size	Max: 6	**Representational layout**	X(6)
Value domain	Australian and New Zealand Standard Classification of Occupations V1.3.0 Or https://nzhts.digital.health.nz/fhir/ValueSet/anzsco		
Obligation	Optional		
Guide for use	This classification must be used when capturing details of a person's occupation. The latest list of ANZSCO codes stated by StatsNZ must be used.		

7. Digital account

This section of the standard sets requirements for a personal digital account that the consumer can create and use to access digital health services.

To share personal health information via digital channels such as My COVID Record we need to be sure that the individual using the service is correctly matched to their NHI number, so that the confidentiality of personal health information is protected.

We apply the New Zealand Identification Management Standards published in 2020 by Te Tari Taiwhenua | Department of Internal Affairs (DIA) to the process of allowing every patient and consumer to have a digital account that links to their NHI record and enables access to digital health channels.

The requirements centre on a set of identification assurance levels for consumer access to digital health channels that we define.

7.1 Applying the Identification Management Standards

To be able to provide health information to consumers and their whanau, as well as health providers, there is a need to protect that information so that it is only available to the people intended. This means that we need to identify the individual accessing information via a digital channel with sufficient assurance that 'everything reasonably within the power of the health agency is done to prevent unauthorised use or unauthorised disclosure of the information.' (Health Information Privacy Code 2020, Rule 5)

The Identification Management Standards are designed to assist agencies to manage identity related risk and individuals to access their data. Agencies are required to adhere to the standards. DIA provides guidance on how to assure that individuals are properly identified depending on the risk of the transactions being undertaken by the agency.

1. The Identification Management Standards require the agency to undertake a risk assessment of the transactions and services they will offer. Accordingly, Health NZ has risk assessed the display of personally identifiable health records to a consumer via a digital channel.
2. The risk assessment records that users need to be identified to a level of assurance of 3 or above to access personal health information.
3. This assessment was validated in 2021 by expert advice from DIA and the Office of the Privacy Commissioner, and in comparative assessments with other public service departments.
4. Consumer Applications that only require an acknowledgement and no identification of an individual such as a submission receipt of a form, may use accounts with Level of Assurance of 1.
5. Consumer Applications that will not disclosure identifiable information to the user (such as where a consumer submits information as a request to book a health service) may operate on a Level of Assurance of 2.
6. Application of the Identification Management Standards to create a My Health Account is detailed in the My Health Account Privacy Impact Assessment. This process may be

modified in future releases of My Health Account in accordance with the Identification Management Standards 2020. A summary of this process is:

a. Level 1 account: the consumer creates a digital account using a unique email address

b. Level 2N account: either: (i) the consumer claims their identity using a New Zealand or Australian document such as a driver licence or passport and has their NHI matched, or (ii) the consumer claims an NHI using their registration with their GP

c. Level 3N account: the consumer confirms that they are entitled to use the identity they have claimed by either (i) being identified by a trusted person, or (ii) confirming ownership of their NHI number or identity

d. Consumers with a RealMe verified account can use that to jump directly to a level 3N account.

7.2 Retention of information

Information that will be retained on the person's My Health Account once the verification levels have been achieved, includes the following.

Confidence level	Information retained	Retention timeframe
Confidence level 1	Email address	For the duration of the person's My Health Account
	RealMe account token identifier (if used)	For the duration of the person's My Health Account
Confidence level 2	Email address Confirmation of Cloudcheck verification of that applicant name (including date and time of confirmation) or Confirmation of successful one-time code challenge	For the duration of the person's My Health Account
	Applicant name, date of birth, gender	Until account is fully verified to Level 3N – and then retained under Level 3N rules
Confidence level 2N	Email address Preferred name Supplied NHI number Verified NHI number Confirmation whether NHI assistance was required	For the duration of the person's My Health Account
	Applicant name, date of birth, (optional: supply their own NHI number, gender, address if	Until account is fully verified to Level 3N – and then retained under Level 3N rules

	initial match not achieved with name and date of birth)	
Confidence level 3N	Email address Preferred name Verified NHI number Confirmation of trusted person who verified NHI for person at in-person check (and identity of that trusted person) Confirmation if the person achieved the digital identity using RealMe (RealMe token)	For the duration of the person's My Health Account Applicant name, date of birth, gender, address, preferred name, email and supplied and verified NHI will be retained. These details will be supplied to authorised services connecting to the person's My Health Account service as identified in the PIA for each of those services (and as approved by the person's My Health Account service).

If a person requests that their My Health Account be closed then the confidence level, contact email address, RealMe account identifier (if used), linked NHI number and dates when confidence levels were granted will be retained indefinitely (as they may be required to link to other records in audit trails of access to records). The account would not be able to be used to validate further activities in future.

The National Health Index is the authoritative source of the person's name, date of birth and gender, linked to NHI number. My Health Account makes this information available to authorised integrating applications.

7.3 Comparison with non-digital process

When a consumer presents for health care in New Zealand, they do not always need to prove their identity to receive health care. The health provider may ask for the consumer's name and date of birth. This provides a relatively weak level of assurance at level 2 that enables the provider to write information to the consumer's record with some confidence. The consumer, in this context, can only view their information related to this specific encounter.

However, where a consumer presents and requests a copy of their personal health records, there is an expectation that either they:

- are personally known to the individual providing the heath records
- have previously provided identification proof (eg, on signup with a general practice)
- will provide photo identification proof to support the personal records request.

This corresponds to level 3 assurance as per Table 4: Confidence levels.

My COVID Record uses the My Health Account digital identity service. Other digital health channels will use the same service in future. Once a consumer has identified themselves to the required level (see table below), My Health Account provides user details to the integrating application (eg, My COVID Record) including the user's NHI number and identity assurance level.

For this purpose, we have introduced the 'N' levels of assurance for digital accounts, where N refers to NHI bound. If a user has a level of assurance of 2 and has bound their NHI number to their account, then they are designated as having a **Level 2N** account. Similarly, a level of assurance of 3 with a bound NHI number is designated as a **Level 3N** account. We call these confidence levels.

Table 4: Confidence levels

Confidence level	Level of assurance	Digital account type	Identification assurance	Authorisation
0	<1	No account	No assurance required	Allowed access to anonymous services, public websites
1	1	Pseudonymous (no confidence in account owner's identity)	Account created and email address verified	Allowed access to anonymous services – eg, booking an appointment (that will require in-person validation on arrival)
2	2	Identity document verified	Official identity document details provided and verified at source – eg, New Zealand or Australian driver's licence, passport or birth certificate	Services where a level of trust is required, but does not expose personal health information – eg, access health portals where the user is not acting as a health consumer (or health worker)
2N	2	Either: (i) Identity document verified and NHI matched (ii) NHI matched and NHI ownership confirmed	(i) Identity document verified and NHI matched – eg, New Zealand driver's licence details provided and checked against NZTA records, and licence details used to match the NHI record (ii) NHI matched and NHI ownership confirmed – eg, user-provided details used to match the NHI record, followed by a challenge (using verified phone number or email address) that the NHI belongs to the claiming individual	Services that require a personal interaction linked to the users NHI record, but do not display personal or health information A good example would be a service to enable a consumer referred for hospital treatment to search for and book a preferred appointment slot. NHI linking is very important from an administrative perspective but an appointment time could not be considered personal or health information. Other services may provide personal summary information but not personally identifiable (sensitive) information.

Confidence level	Level of assurance	Digital account type	Identification assurance	Authorisation
3	3	Photo liveness and ID document verified, MFA setup.	Official photo ID verified, and liveness checked. eg, Realme Verified (DIA Level 3) account or equivalent biometric check (online or offline) process Or a trusted witness has verified the person's identity eg, GP who knows patient asserts the binding of the identity.	Interact with services where identity proof is required (personal Information may be displayed), but NHI/CPN binding is not required – eg, act as a trusted witness to assert the identity of others.
3N	3	Photo liveness and ID document verified, MFA setup, NHI matched	Official Photo ID & biometric verified and/or trusted witness verified, and NHI matched.	Services that display health information including that which allows viewing of MEDICAL-IN-CONFIDENCE patient identifiable or personal health information, for example: View and maintain own NHI attributes. View my vaccination details, lab results, medicines, care plans, etc

8. Adoption

This standard pertains to the data content of the National Health Index (NHI) and My Health Account systems operated by Health NZ, and to all patient management systems, clinical information systems and consumer health platforms used in Aotearoa New Zealand.

The standard is updated every year to reflect new health and disability system requirements for personal identity, demographic and digital account information in providing services to patients and consumers. It is an important standard for health providers and their industry partners to stay current with.

As the operator of the National Health Index (NHI) and My Health Account, Health NZ is responsible for implementing the new requirements in these central systems. The new HL7® FHIR® API for the NHI will help to drive adoption of the standard by integrators. A timetable will be set to retire the earlier, non-standard APIs.

The digital account requirements introduced in this revision have already been applied to My Health Account, as part of the My COVID Record implementation. The same requirements will apply to the further online health services planned at national level, including the national immunisation record and schedule, and the products of the Hira programme.

Adoption of the standard will be monitored.