



Frequently Asked Questions (FAQ)

- 1. What is the National Health Information System (NHIS)?** The National Health Information System (NHIS) is an electronic patient management system that records, stores, and manages patient health information; and also automates healthcare processes. This will in turn support healthcare professionals in their delivery of care.
 - 2. When does the new system Go-Live?** From 1st December 2021 at Vaiola Hospital. Other Go-Live schedules will be announced on the Ministry of Health, Tonga facebook page and on the official NHIS website: www.tonga-nhis.org
 - 3. What will happen to my patient experience following Go-Live? How long will the transition take?** You will expect a period of transition that may slow down service delivery. This is normal for any new system, and allows users (who have already been trained) to become familiar and confident with the system in real time. This may happen very quickly, but may also take up to a month depending on the situation and the user context. Please bare with your healthcare providers as the benefits beyond this transition period are plentiful.
 - 4. What am I requested to bring to the hospital/clinic once the system is live?** You will be requested to provide an official form of identification (ID), provide a phone contact for registration (which you need to remember for future visits) and have your photo taken.
 - 5. What about children without ID?** Children under the official age of consent who may not have official IDs may be registered by their parent or legal guardian. Their photo can be used to verify them on future visits and as they acquire official ID, these details may be updated on a subsequent visit.
 - 6. Why do I need my photo taken?** Your photo on initial registration, following the system going live is a secondary form of verification in addition to your official ID. Matching your face to your photo on future visits will provide a secondary form of verification, to information registered from your official ID. Obviously, your physical features may change over time, and once matched to your other personal health information on the system; may require updating over a number of years. You will not be required to have your photo taken on every visit.
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- 7. What if I do not have ID?** Not everyone in Tonga has photo ID. Previously, you were not required to provide this level of verification, so this is a step forward to reconcile and de-duplicate existing patient information that has been migrated into the NHIS, and for future care (if you have information stored under different names on the system, it will be hard for healthcare providers who cannot access all the necessary information relating to your care). If you do not have ANY form of official ID, you will still have your photo taken and contact details (phone number) registered for future visits to verify it is you. Once you do receive your official ID, you will need to have this updated on a future visit.
 - 8. Is the NHIS safe? Can anyone accessing the system have access to my personal information?** NHIS is restricted to role based access which means that users may only have access to the system based on the nature of their role. For instance, a lab technician can only access your lab results, an accountant can only access your financial transactions etc. Healthcare providers are authorized to access your patient information ONLY at the time of providing care, whether you're coming through outpatient (tafa'aki talatala pe clinic) or inpatient (tafaaki tokoto i falemahaki). Once you are discharged from care at that instance, your patient information will be locked until your next visit. In addition, the system also has the capability of locking users from accessing patient information for certain care groups (such as patients with infectious diseases) - users outside that group won't be able to have access to that patient health information, regardless of their role.
 - 9. How is my information protected under the NHIS?** In all instances, the Ministry of Health is able to monitor every instance of access to personal health information under the NHIS (ie. It will be recorded and regularly audited). Visit this link to find out more about your personal health information under the NHIS: <https://www.tonga-nhis.org/what-happens-to-your-personal-health-information/>
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