



21 November 2021

Visiting Guidelines

In line with the Ministry of Health's guidelines on precautionary measures, Changi General Hospital has revised its visiting guidelines.

From **22 November 2021**, visiting guidelines for the inpatient wards will be as follows:

Patients who are fully vaccinated/ medically ineligible for vaccination*

- 2 pre-registered visitors who are fully vaccinated or medically ineligible for vaccination allowed, with 1 visitor at the patient's bedside at any one time, and up to 2 visits each day.
- For critically ill patients, up to 5 pre-registered visitors allowed, with 2 visitors at the patient's bedside at any one time.

* *Patients who are medically ineligible must provide acceptable proof of their medical status. The list of acceptable documents for verification may be found here: <https://www-moh-gov-sg-admin.cwp.sg/docs/librariesprovider5/pre-event-testing/acceptable-document---111121.pdf>.*

Patients who are unvaccinated/ partially vaccinated

- No visitors allowed, except for the following:
 - For critically ill patients, up to 5 pre-registered visitors allowed, with 2 visitors at the patient's bedside at any one time.
 - Patients who require additional care from caregivers may be allowed visitors on a case-by-case basis.

No visitors are allowed for COVID-19 positive patients and those in the isolation wards until further notice.

All visitors and caregivers must produce a self-paid, valid negative COVID-19 test result obtained within the last 24 hours before visiting. Visitor testing requirements in accordance to vaccination status are as follows:

- **Visitors who are fully vaccinated/ medically ineligible for vaccination**
 - a. Photo of negative self-administered Antigen Rapid Test (ART) result (to include visitor's NRIC with test kit dated and time-stamped) OR
 - b. Negative Antigen Rapid Test result administered and supervised by MOH-approved providers
- **Visitors who are unvaccinated/ partially vaccinated**
 - a. Negative Antigen Rapid Test result administered and supervised by MOH-approved providers, including Quick Test Centres



Please observe the following measures:

- **Register daily at the registration counter for entry to wards**
- **Patients are to remain in their wards.**
- **Keep your visit duration to 30 minutes.**
- **Wear a mask with good filtration capability at all times.**
- **Practise good hand hygiene prior to entry.**
- **Maintain a safe distance of at least 1 metre and refrain from interaction with other patients or visitors.**
- **Do not consume any food or drinks within the ward.**
- **Refrain from using the patient toilets in the wards and avoid sitting on patient beds.**

We seek your understanding that this is necessary to safeguard our patients, staff and your health, and apologise for any inconvenience caused.

Please refer to the next page for a list of frequently asked questions and answers.

** Information is accurate as of 22 November 2021. Changi General Hospital reserves the right, at its discretion, to change, modify, add or remove parts of these guidelines. Please check with our staff, or visit the Changi General Hospital website (www.cgh.com.sg) or Facebook page for updates.*



Frequently Asked Questions

1. Will caregivers be allowed to visit patients outside visiting hours?

Caregivers for patients under the following categories can approach the ward staff to make the request:

- Receiving palliative care;
- Lacking mental capacity;
- Have special needs;
- Non-ambulant elderly person; or
- Due for discharge and are undergoing caregiver training

2. What are the visiting hours?

The visiting hours for our inpatient wards are: 12pm – 2pm and 6pm - 8pm. All eligible visitors and caregivers, regardless of vaccination status, must produce a valid* negative COVID-19 test result obtained within the last 24 hours before visiting, unless they:

- have recovered from COVID-19 within the last 270 days, regardless of vaccination status, and are able to produce a pre-event testing (PET) exemption notice; OR
- are fully vaccinated persons who have recovered from COVID-19 more than 270 days ago

**For fully vaccinated visitors, or visitors who are medically ineligible for vaccination and able to produce acceptable proof of their medical status, a self-paid Antigen Rapid Test (ART) self-administered or supervised by MOH-approved providers (including Quick Test Centres) is acceptable.*

For visitors who are unvaccinated or partially vaccinated, only self-paid Antigen Rapid Tests (ART) administered or supervised by MOH-approved providers (including Quick Test Centres) are acceptable.

Please refer to [go.gov.sg/swabproviders](https://www.go.gov.sg/swabproviders) for the list of MOH-approved providers. Visitors should contact the clinic to confirm that they provide self-paid ART tests before visiting the clinic.

3. Why do I need to do the Antigen Rapid Test (ART)?

Testing is a critical part of Singapore's proactive and preventive surveillance programme, as it will enable quicker detection of any cases, and increase the protection of people and places. This will help to keep everyone including our patients, visitors, staff and loved ones safe.



4. Can I eat or drink with my loved one in the ward?

Visitors are not allowed to consume any food or drinks within the ward.

5. Will food delivery services (e.g. Grab, Foodpanda, Deliveroo) be allowed to deliver food to the wards?

We will not be allowing food and drinks sent by delivery services (e.g. Grabfood / Foodpanda / Deliveroo) during this period. This is to prevent or reduce the risk of contamination and food-related illnesses, to ensure our patients' safety. It is also to minimise any potential unwanted interaction with prescribed medication. We would like to assure you that patients' meals are carefully prepared to offer our patients a healthy balanced diet.

6. Can I send any items or gifts to my loved one who cannot have visitors?

You can only bring essential items for the patient. Cooked food and contraband items (e.g. cigarettes) are not allowed.