



24 November 2022

Visiting Guidelines

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

From **24 November 2022**, 2 visitors are allowed at the patient's bedside at any one time during visiting hours. For critically ill patients, 2 visitors are allowed at the patient's bedside at any time.

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

Visitors and caregivers are encouraged to perform a self-administered Antigen Rapid Test (ART) before visiting.

Please observe the following measures:

- **Register at the registration counter for entry to wards.**
- **Patients are to remain in their wards.**
- **Wear a mask with good filtration capability at all times.**
- **Practise good hand hygiene prior to entry.**
- **Minimise 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.

** Changi General Hospital reserves the right, at its discretion, to change, modify, add or remove parts of these guidelines. Information is accurate as of 24 November 2022. 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.

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.