



19 August 2021

## **Visiting Guidelines**

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

From **19 August 2021**, each patient in the general ward may pre-register **2** visitors\* to visit them for the duration of their admission. Patients can receive **2 visits each day** during visiting hours, with **1 visitor in the ward at any one time**. A **valid negative pre-visit COVID-19 test result** within the last 24 hours is **required for unvaccinated visitors**.

Please keep your visit duration to 30 minutes. **Eligible visitors for critically ill patients, and caregivers who need to extend this duration must undergo an Antigen Rapid Test (ART)**, which will remain valid for 24 hours. Please inform our ward staff if you need to do so.

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

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.

*\* The limit can be reviewed for specific groups of patients, e.g. critically ill patients. Changi General Hospital reserves the right, at its discretion, to change, modify, add or remove parts of these guidelines. Information is accurate as of 19 August 2021. Please check with our staff, or visit the Changi General Hospital website ([www.cgh.com.sg](http://www.cgh.com.sg)) or Facebook page for updates.*



## Frequently Asked Questions

### 1. Can I visit my loved one if he or she is critically ill or on palliative care?

For specific groups of patients, e.g. critically ill, up to 5 pre-registered visitors are allowed, with 2 visitors at the patient's bedside at any one time.

Other patients in the general ward can receive 2 visits each day during visiting hours, with 1 visitor in the ward at any one time.

### 2. 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

### 3. What are the visiting hours?

The visiting hours for our general wards are: 12pm – 2pm and 6pm - 8pm. Visitors will need to pre-register daily at the visitor registration counter. Please keep your visit to 30 minutes.

While this duration can be extended for specific groups of patients, eligible visitors for critically ill patients and caregivers must undergo an Antigen Rapid Test (ART), which will remain valid for 24 hours, to extend this duration. This is regardless of the visitor's vaccination status. Please inform our ward staff if you need to extend your visit duration.

Visitors must also produce a valid\* negative COVID-19 test result prior to visiting, unless you:

- are vaccinated
- have a valid Pre-Event Test (PET) exemption memo
- are a COVID-19 patient who recovered within the last 270 days with a valid PET exemption memo

*\*Self-paid Antigen Rapid Test (ART) or Polymerase Chain Reaction (PCR) test administered or supervised by MOH-approved providers (including Quick Test Centres). Unvaccinated visitors who are not able to obtain a negative pre-visit test result due to exceptional situations (e.g. unexpected DIL) may undergo an on-site Antigen Rapid Test (ART) at the hospital.*

*\*\*CGH will bear the cost of the ART test done at CGH from 19 to 29 August 2021. This grace period is to help our hospital visitors adjust to the new guidelines.*



#### **4. Why do I need to do the Antigen Rapid Test (ART) or PCR test?**

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.

#### **5. Where do I take a pre-visit COVID-19 test? Can I be exempted from the test?**

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

Eligible caregivers and visitors who need to extend their visit duration, as well as unvaccinated visitors who are not able to obtain a negative pre-visit test result due to exceptional situations (e.g. unexpected DIL), may undergo an on-site Antigen Rapid Test (ART) at the hospital. They can proceed to PLS (Main Building Atrium near Umi Sushi) to take the Antigen Rapid Test (ART) at CGH. The office operates daily from 10.00am to 7.00pm.

Please inform our registration counter staff or ward staff, and produce documentation of the following if you need to extend your visit, and would like to be exempted from the ART:

- a) A COVID-19-positive Polymerase Chain Reaction (PCR) test result in the past 270 days
- b) A negative PCR test result in the last 72 hours
- c) A negative ART result in the last 24 hours

#### **6. 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.

#### **7. 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.

#### **8. 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.