



24 September 2021

Visiting Guidelines

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

From **24 September 2021 to 23 October 2021**, **no visitors*** will be allowed in the inpatient wards. This can be reviewed for specific groups of patients. Patients who require additional care support from caregivers may be allowed 1 pre-registered visitor and 1 visit per day. For critically ill patients, up to 5 pre-registered visitors are allowed, with 2 visitors at the patient's bedside at any one time.

Please keep your visit duration to 30 minutes. **All eligible visitors and caregivers must produce a valid negative COVID-19 test result obtained within the last 24 hours** before visiting.

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 24 September 2021. 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. Can I visit my loved one if he or she is critically ill or on palliative care?

No visitors will be allowed in the inpatient wards from 24 September 2021 to 23 October 2021.

Patients who require additional care support from caregivers may be allowed 1 pre-registered visitor and 1 visit per day. For critically ill patients, up to 5 pre-registered visitors are allowed, with 2 visitors at the patient's bedside at any one time. Please keep your visit to 30 minutes.

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

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 and are undergoing caregiver training

3. What are the visiting hours?

From **24 September 2021 to 23 October 2021**, no visitors will be allowed in the inpatient wards. This can be reviewed for specific groups of patients e.g. patients who require additional care support from caregivers may be allowed 1 visitor and 1 visit per day. For critically ill patients, up to 5 pre-registered visitors are allowed, with 2 visitors at the patient's bedside at any one time. Please keep your visit to 30 minutes.

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 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). Visitors who are not able to obtain a negative pre-visit test result due to exceptional situations (e.g. sudden critically ill conditions) may undergo an on-site Antigen Rapid Test (ART) at the hospital.*



4. 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.

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

Please refer to 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 are not able to obtain a negative pre-visit test result due to exceptional situations (e.g. sudden critically ill conditions), may undergo an on-site Antigen Rapid Test (ART) at the hospital.

CGH Antigen Rapid Test (A.R.T.) Unit (Main Building Level 2 near Lift Lobby A)

- 10.00am to 7.00pm daily (last registration at 6.30pm)
- Vaccinated visitors: Free (cost subsidised by MOH)
- Unvaccinated visitors: \$20 - \$22 per test

Please inform our registration counter staff and produce documentation of the following if you 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 valid negative COVID-19 test 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.