



28 December 2020

## **Phase 3 Re-Opening Visiting Guidelines**

Following the Ministry of Health's advice on hospital visitors for Phase 3 of Re-opening, Changi General Hospital has revised its visiting guidelines to minimise the risk of infection.

Each patient may pre-register up to 8 visitors to visit them from 28 December 2020. **TWO\* visitors per patient will be allowed into the general wards at any one time during visiting hours.** Pregnant women and children under 12 years old are strongly discouraged from visiting.

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

All visitors must wear at least a reusable mask, practise good hand hygiene prior to entry, and practise safe distancing with other patients and visitors in the ward. Patients should also remain in their wards at all times.

We seek your understanding that this is necessary to safeguard our patients, staff and your health.

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 28 December 2020. 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?

**TWO\*** out of 8 pre-registered visitors will be allowed to visit your loved one at any one time.

*\*The limit can be reviewed for specific groups of patients, e.g. those who are critically ill, undergoing palliative care, lacking in mental capacity and special needs.*

### 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 at the visitor registration counter.

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

### 4. What do I need to do to protect myself and my loved one when visiting?

- All visitors are required to wear a mask.
- Practise good hand hygiene at all times. Wash your hands for at least 20 seconds with soap and water or apply hand sanitiser before entering the hospital premises and patient care areas.
- Maintain a safe distance of at least 1 metre and refrain from interaction with other patients and visitors.



**5. Will food delivery services (eg. 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 ones who cannot have visitors?**

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