



1 March 2024

Visiting Guidelines

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

From **1 March 2024**, 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. This includes visitors for COVID-19 patients.

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 in the inpatient wards and the Emergency Department. Mask wearing is also strongly encouraged in outpatient settings for medically vulnerable persons, seniors and persons with acute respiratory infection.**
- **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.



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: 12.00pm – 2.00pm and 5.00pm – 8.30pm.

3. 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.

4. 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.

5. 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.