

COVID-19 visitor exemptions

Information for staff

Process for visitors in quarantine with Chief Health Officer (CHO) exemption and permission to visit patient in hospital.

This fact sheet outlines the requirements for a person who is in mandatory quarantine e.g. returned overseas traveller or from a declared hotspot and has requested that they be able to visit a patient in hospital or health facility.

The person must apply to the CHO for an exemption to visit. After an exemption is granted by the CHO, the person is to contact the relevant NUM and request permission to visit, providing a copy of the CHO exemption. This request is then forwarded by the NUM to the Infection Prevention and Control Team for approval. If approved this will be communicated to the Emergency Operations Centre (EOC) and the relevant ward / area with any conditions. Usual conditions include being limited to a single area for the visit, wearing a surgical mask for the visit, practicing social distancing where practicable & practicing hand hygiene. Additional restrictions may be applied in specific circumstances.

Visits of quarantined persons who have a CHO exemption are facilitated by the Queensland Police Service (QPS) and Public Health staff responsible for the quarantine hotel.

When a visit has been granted approval, the following risk mitigation strategies are to be followed:

- The visitor contacts the clinical area and organises times to visit with the Nurse Unit Manager (NUM), see next page for Metro North switchboard contact details.
- The visit is to be no longer than 2 hours once a day (from arrival to departure at the hospital or health facility).
- Visitors are to be met at the entrance of the hospital or health facility by ward staff at arranged time and escorted directly to clinical area.
- The visitor is to be screened by staff member by asking if they have any symptoms of COVID-19 or fever prior to entering hospital or health facility.
- If visitor develops symptoms during visit, they must be directed to the nearest Fever Clinic for testing and will not be able to visit again until they no longer have symptoms, even if the COVID-19 results are negative.
- The visitor is required to wear a surgical mask during the entire visit, including during transport to and from the quarantine hotel. They can briefly remove the mask to have a drink but will need to replace it immediately. The QPS / Public Health staff coordinating the visit will have issued the visitor with a mask. If the visitor does not have a surgical mask, staff are to issue the visitor with a surgical mask (Level 1) to wear at the entrance to the hospital.
- The visitor is to complete hand hygiene on entering and exiting both the hospital and clinical area.
- The patient is to be in a single room and the visitor is to remain in the room for the duration of the visit – they are not to visit any other areas within the hospital (e.g. food court, post office, clinical services).
- If the visitor needs to go to the toilet during the visit, staff are to escort them to a public bathroom. They are to return to the patient's room immediately and they are to perform hand hygiene before and after.
- Physical distancing of at least 1.5m should be maintained during visit this includes no physical contact with other family members e.g. hugging. They may be permitted to have brief physical contact with the patient (hand holding)
- Visitors should clean hands immediately before and after holding hands with the patient.
- The visitor should be escorted to the designated pick up point at the completion of the visit.

- During this unprecedented time, it is important to continue to show compassion to patients and visitors whilst still maintaining appropriate precautions.
- Any issues during the patient visit should be notified to the NUM of the ward who can liaise with IMPS or alternatively the EOC.

[Metro North switchboard contact details](#)

Royal Brisbane and Women's Hospital

- 07 3646 8111

The Prince Charles Hospital

- 07 3139 4000

Redcliffe Hospital

- 07 3883 7777

Caboolture Hospital

- 07 5433 8888

Kilcoy Hospital

- 07 5422 4411

Pine Rivers Community Centre

- 07 3817 6333

Brighton Health Campus

- 07 3631 7400