

COVID-19 visitor exemptions

Information for visitors

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

- **Apply for CHO exemption:** You are required to have a Chief Health Officer (CHO) exemption before you can visit the hospital.
- **Obtain hospital approval:** You are also required to have permission from the hospital to facilitate the visit as a condition to the CHO exemption. This can be organised through the Nurse Unit Manager of the patient's ward. Hospital approval will be accommodated where possible – please note, you will be required, at all times to comply with hospital conditions for the duration of the visit.
- **Contact the ward Nurse Unit Manager through hospital switch (see next page):** Arrange an appropriate time for the visit. The visit should be 2 hours maximum once a day.
- **Coordinate with hotel quarantine:** Communicate with the coordinators at the hotel where you are currently quarantined to arrange transport. A surgical mask should be supplied for your transport to and from the hotel.
- **Arrival and departure from hospital:** A hospital staff member will meet you at the hospital entrance and escort you to and from the ward. Perform hand hygiene on entering and leaving both the hospital and the ward.
- **Hand hygiene:** To be performed on arrival and departure to both the hospital and ward, before and after touching face mask, and before drinking or eating and going to the bathroom.
- **Surgical mask:** Please always keep your surgical mask on whilst in the hospital. If your mask becomes wet or soiled, you may request another mask from hospital staff. If you need to eat or drink whilst visiting, please only remove surgical mask briefly and then reapply.
- **Cough etiquette:** Your surgical mask will prevent you spreading anything from your cough. If you need to blow your nose please briefly remove mask, dispose of tissues in waste and perform hand hygiene.
- **Stay in patient room during visit:** You are required to remain in the patient room for the entirety of the visit. Do not visit other areas of the hospital including clinical areas or food and retail.
- **Bathroom:** If you need to go to the bathroom during your visit please notify staff. You will be escorted to the bathroom by staff and required to perform hand hygiene before and after.
- **If you become unwell:** If you develop any respiratory symptoms or fever during your visit, or in-between visits, it is important that you notify staff and undergo testing.
- **Physical distancing and contact during visit:** We understand that you may like to have contact with your loved one however we ask that this is restricted to hand holding with the patient. Please clean your hands during your visit. If other visitors and staff are present in the room, it is important that 1.5 m physical distance is maintained.
- **Following staff instructions:** The hospital staff are there to facilitate your visit in the safest way for all involved. Please follow and be respectful of staff instructions.
- **Compassion/concerns:** We understand that this is a challenging time for you and your loved one and we hope to make this process as easy as possible. Please let the Nurse Unit Manager know if you have any concerns.

[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