

# Factsheet – Patients from Inter-state

Information for people from Inter-state who require specialist health care within Metro North Hospital and Health Service, Queensland.

## Queensland Border Direction

The Queensland Border Direction No. 12, or its replacements sets out the requirements for persons that seek to enter Queensland from any Australian State or Territory for any purpose. This direction assists in containing the spread of COVID-19 within the community.

This direction applies to all persons that require specialist health care within Metro North and their necessary support person.

Checklist – what you need to cross the border.

- **General (G) Border Pass** – apply [here](#)
- **Letter of evidence** of the time and place in Queensland that the specialist health care is to be provided
- **Carer/Support Person** – you are allowed up to one support person (who also requires a General (G) Border Pass)
- **Travel Arrangements** – You can travel by road, air or sea. You must travel directly to and from the treating hospital.
- **Accommodation Plan** – If you are not being admitted to hospital you will be required to quarantine in government nominated accommodation at your own expense.

## What are the current requirements?

Every person proposing to enter Queensland must provide a valid Queensland Border Declaration Pass.

The Queensland border direction No 12 provides that a person can enter Queensland to obtain essential health care without an exemption when the health care cannot be provided in the hotspot. Essential health care is any:

- Queensland Children's Hospital appointment confirmed in writing by the hospital
- appointment at a Queensland Hospital and Health Service or associated outreach location, confirmed in writing by the service
- appointment at a licensed Queensland private health facility or ancillary clinic or service, confirmed in writing by the service or health practitioner
- appointment at an Aboriginal and Torres Strait Islander Community Controlled Health Service confirmed in writing by the service
- appointment with a prescribed health practitioner at another premises, confirmed in writing by the provider.

*Please note:* An appointment with a prescribed health practitioner may include services provided by a registered NDIS provider under an agreed NDIS Plan. An appointment at an ancillary clinic or service may include an appointment at a rehabilitation service.

You will be required to comply with quarantine requirements. If you are admitted to a hospital or other facility you will be able to quarantine at the facility. Otherwise, you will need to quarantine at a hotel at your own expense.

Evidence of the time and place in Queensland that the specialist health care is to be provided is required. This is normally your letter of the details of your hospital appointment or admission.

You will require a *General Declaration Pass* and can obtain one [here](#). You will need to select the situation “*Entering Queensland to obtain essential health care which cannot be reasonably be obtained at your place of residence, or as a support person to a person obtaining essential healthcare and can provide written evidence from the healthcare provider at the time and place of the health care appointment in Queensland.*”

All persons from Inter-state or New South Wales, regardless if they are a border zone resident of New South Wales, who need to obtain specialist health care within Metro North must either:

a. Travel directly to the Metro North facility and return to New South Wales directly following the appointment, so long as they have applied for and had approved an 'exemption from hotel quarantine'<sup>1</sup> Exemptions from hotel quarantine (Border restriction Direction) can be applied for [here](#) on the grounds of 'other exceptional circumstances'; or

b. Quarantine in a Government nominated accommodation for 14 days commencing on the date of their arrival to Queensland. Persons and their support person may leave the nominated accommodation only for the purpose of obtaining essential medical care<sup>2</sup>, which includes essential or time-critical appointments for specialist health care.

Persons may leave their government nominated accommodation (quarantine) earlier than 14 days and travel directly back to their home State/Territory if they have approval to leave quarantine for this purpose by an Emergency Officer (general) or they have an exemption from completing the full 14 days quarantine. Exemptions from hotel quarantine (border restriction Direction) can be applied for [here](#) on the grounds of 'other exceptional circumstances'.

### **I live in New South Wales and I have an upcoming outpatient appointment in Queensland, can I still attend?**

Metro North will continue to provide necessary specialist health care to our patients, including those from inter-State where that health care cannot be obtained within their home State/Territory.

Where possible, and when clinically safe to do so, we are working to offer appointments via phone or videoconference; or to reschedule non-urgent appointments.

Patients who have essential or time-critical appointments or care can enter Queensland with a Queensland Border Declaration Pass and their Metro North appointment letter as above. Please note, due to both the border direction and patient visitor restrictions in place within Metro North, only necessary support persons may accompany you for your appointment.

As detailed above, unless you can travel directly to your appointment and return home directly following the appointment, you will be required to quarantine in government nominated accommodation at your own expense for the duration of your stay in Queensland.

### **I live inter-state and need to be admitted to a Metro North facility, how does this work?**

Metro North will continue to provide necessary specialist health care to our patients, including those from inter-State where that health care cannot be obtained within their home State/Territory.

Where possible, and when clinically safe to do so, we are working to offer appointments via phone or videoconference; or to reschedule non-urgent care such as elective surgery or tests.

Patients who have essential or time-critical procedures or inpatient care can enter Queensland with a Queensland Border Declaration Pass and a Metro North letter detailing their care requirements. We will provide your care in hospital under 'isolation' conditions which means that you may be required to wear a mask at times, and your care will be provided by staff observing transmission based precautions (including mask, gown, gloves and/or face-shield/goggles as required). You may also be required to undertake a COVID-19 test.

Please note, due to both the border direction and patient visitor restrictions in place within Metro North, a support person will require a General (G) Border Pass to enter Queensland for the purpose of providing care and support to you whilst you are in hospital and will require written proof from a treating doctor. Such support person will be required to quarantine in government nominated accommodation at their own expense but will not require an exception to leave quarantine hotels to attend hospital appointments with you. Support person will require evidence in the form of a letter from a Metro North specialist to visit a Metro North facility as a support person.

When attending or visiting a Metro North facility, you should practice physical distancing and risk measures such as remaining 1.5 metres away from other persons and regular washing of hands. We also ask that you wear a mask – preferably a clean, disposable surgical mask. Alternatively, you may wear a clean cloth mask that is in good repair. If you do not have a mask, we will arrange for you to be given one either before you leave your quarantine accommodation or on arrival at our facility. There may be additional requirements for Personal Protective Equipment depending on the circumstance (e.g. wearing of gown, gloves or face shield/goggles).

## What are the requirements of Metro North whilst I attend for inpatient or outpatient care or care and support visits?

All people attending Metro North facilities should practise physical distancing and risk mitigation measures including remaining 1.5 metres away from other persons and regular washing of hands.

In addition, all people who have been in a hotspot and have not fully completed global quarantine requirements will be asked to wear a mask - preferably a clean, disposable surgical mask. Alternatively, you may wear a clean cloth mask that is in good repair. If you do not have a mask, we will arrange for you to be given one either before you leave your quarantine accommodation or on arrival at our facility. There may be additional requirements for Personal Protective Equipment depending on the circumstance (e.g. wearing of gown, gloves or face shield/goggles). You may also be required to undertake a test for COVID-19.

## Is there any circumstance where, as a support person, I can quarantine in hospital with my baby who is an inpatient?

In order to gain access to Queensland, parents or a carer of a baby will require a *General Declaration Pass* and can obtain one [here](#). You will need to select the situation “*Entering Queensland to obtain essential health care which cannot be reasonably be obtained at your place of residence, or as a support person to a person obtaining essential healthcare and can provide written evidence from the healthcare provider at the time and place of the health care appointment in Queensland.*”

Metro North does not have facilities to accommodate parents/carers with a neonate in hospital. Parents or a carer will be required to stay in government nominated accommodation at their own expense and will be able to travel in between the hospital and their accommodation without an exemption. Precaution will be taken in hospital to prevent cross contamination.

Parents or a carer may choose to apply for an exemption to travel daily from the New South Wales border for the care and support visit. Any travel within Queensland must be by private vehicle, or by taxi with a protective shield between driver and passenger or a taxi van that allows for physical distancing between the driver and passenger. Travel must be by the most direct route and must not include any stops, other than emergency stops.

When attending or visiting a Metro North facility, you should practice physical distancing and risk measures such as remaining 1.5 metres away from other persons and regular washing of hands. We also ask that you wear a mask – preferably a clean, disposable surgical mask. Alternatively, you may wear a clean cloth mask that is in good repair. If you do not have a mask, we will arrange for you to be given one either before you leave your quarantine accommodation or on arrival at our facility. There may be additional requirements for Personal Protective Equipment depending on the circumstance (e.g. wearing of gown, gloves or face shield/goggles).

## I live in a community within the New South Wales border zone. Do the quarantine requirements still apply to me when travelling to Metro North facilities?

Yes. Metro North is located **outside** the Queensland border zone, therefore the same quarantine requirements apply to NSW border communities, as residents in the rest of NSW.

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<sup>i</sup> Please note in this circumstance, your exemption from hotel quarantine will be subject to the conditions of travel directly to and from the hospital, and agreement to follow the infection control requirements of the Metro North hospital.