

## Current information for visiting our sites

COVID-19 is in the community, but we're taking every precaution to keep our staff and patients safe.

We're reducing the amount of visitors to our sites, we're keeping our physical distance, and everyone is sanitising and wearing a face mask. **All patients and visitors will be screened on arrival to our sites. Nominated visitors will not be able to enter our sites if they have any of the following:**

- Fever, diarrhoea and abdominal pain
- Cough
- Runny nose
- Loss of smell or taste
- Sore throat
- Shortness of breath

Please note that if a visitor appears unwell, i.e. presenting with flu-like symptoms, staff will ask them to leave the hospital grounds and advise them to ring Healthline or a general practitioner (GP) for advice.

### Visiting our sites

- ✓ Patients can nominate two visitors
- ✓ Only **one of the nominated visitors is allowed** on any one day.
- ✓ The nominated visitor can visit for a **maximum of two hours** between 7am and 8pm
- ✓ **Heading to the emergency department?** You can have one support person
- ✓ **During labour and the birth** you can have up to two support people.
- ✓ **Once your baby is born**, you can have two nominated visitors – but just one at time
- ✓ Visiting your tamariki in **Starship Hospital?** Visit the Starship website ([www.starship.org.nz/information-for-visitors](http://www.starship.org.nz/information-for-visitors)) for more information.
- ✓ **Have an outpatient or clinic appointment?** You can bring one support person with you.

### Exemptions:

Some exemptions to the visitor policy may be made on compassionate grounds. Only the Charge Nurse, Charge Midwife or Senior Doctor can approve these exemptions. Please check before you have permission before you visit.

## How do I nominate a visitor?

**Patients will need to tell the ward clerk** or one of the nursing team who their two nominated visitors are.

## What can I expect when I visit?

### Visiting someone in hospital

If you are a nominated visitor you will receive a text with information to tell you what you need to do.

**Please don't visit if you have any COVID-19 symptoms or have been asked to isolate because you are a contact or have been in a location of interest.**

### Outpatients (coming to our hospitals or clinics for an appointment)

Outpatients may receive a text message asking you to register online before their appointment.

You and your support person will be asked some screening questions on arrival to make sure you are well. Please leave time for this before your appointment.

If you have any symptoms of COVID-19 or have been identified as a close contact, please phone 09 367 0000 for advice before you arrive.

### Going to our emergency department

You'll be asked some screening questions when you arrive to help keep you and our staff safe.

**Please let staff know immediately if you have any cold or flu symptoms.**

### Labour and birthing

While we want to do our best to have your support person stay with you overnight, this will be arranged on a case-by-case basis. Talk to your midwife or lead maternity carer, or visit National Women's Health website ([www.nationalwomenshealth.adhb.govt.nz](http://www.nationalwomenshealth.adhb.govt.nz)) for more information.

## What you need to do when visiting our hospitals

To keep our workers, our patients and you safe, visitors need to accept the responsibility to follow our visiting rules

Make sure you **scan in using the COVID tracer app or sign in.**

- ✓ **Wear a face covering at all times** in our hospitals.
- ✓ Once you have been screened, please head straight to the ward or clinic – **do not visit other areas of the hospital.**
- ✓ **Minimise contact with others** – stay in your bubble.
- ✓ **Keep a safe distance** – 2 metres where you can.
- ✓ **Use hand sanitiser or wash your hands** on entry to the hospital and after you touch any surfaces.

## After visiting our sites

- ✓ At the end of your visit, **wash your hands with soap and water** before leaving the ward/department.
- ✓ Head straight to the exit – **do not visit other areas.**
- ✓ Continue to **wear your face covering** until you leave the buildings.
- ✓ **Clean your hands** with hand sanitiser as you leave through the main exits.

## Your feedback is important to us

### Comments, concerns, compliments, and complaints

If you have any comments, concerns, compliments, or complaints about your loved one's care, please let us know as soon as possible. Please speak to the nurse in charge so that we can help to resolve your concerns quickly.

### Consumer Liaison Team

If you would like to contact the Consumer Liaison Team, contact them via telephone on 09 375 7048 or via email at [feedback@adhb.govt.nz](mailto:feedback@adhb.govt.nz).

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Document owner: Deputy Chief Nursing Officer  
Document approved by: Alex Pimm, Incident Controller, COVID-19 Response