



Managing visitors from overseas during quarantine/isolation period Information for Clinical Staff

Background

People entering New Zealand are required to quarantine or isolate at a managed facility (hotel) for 14 days (336 hours) from arrival. They may request exemption from managed quarantine for compassionate reasons. Exemptions are approved in very limited circumstances e.g. to visit people at end of their life.

The Ministry of Business, Innovation & Employment (MBIE) manage the exemptions.

If the exemption involves a visit to one of our facilities, support from us is usually required. Auckland DHB will not advocate on behalf of individuals but will provide factual information where required.

We recognise and support the importance of family and whānau seeing their loved ones and will enable visits, where possible. In facilitating a visit from a person in quarantine the safety of patients, employees and visitors is paramount.

Process to request exemption

The patients' whānau are expected to make their own requests to MBIE for an exemption. Access to forms and other information can be found on the [Unite against COVID website](#).

As the healthcare professional looking after the patient you may be asked to provide written confirmation that a patient is nearing the end of their life or a visit is recommended.

Please use the [Auckland DHB exemption form](#) for this purpose. The form can be completed by a senior medical officer (SMO) or charge nurse and provided to the patient's whānau or directly to MBIE with the patient's consent.

Criteria for visits

- There is a genuine reason for the visit to occur during the whānau's quarantine period and cannot reasonably be delayed, for example end of life.
- Visitors must not display any symptoms of COVID-19 for at least 48 hours before visiting.
- Visitors should have had a negative SARS-CoV-2 (COVID-19) test on day three, unless the visit needs to occur earlier.
- If the patient has or is suspected to have COVID-19 an exemption to visit is unlikely to be granted.

Process during visiting:

- Visitors must wear a face mask whilst in the building and grounds of our hospitals.
- The time of the visit is pre- arranged with the charge nurse or clinical nurse manager to ensure the ward is prepared.
- The visitors will be met at the hospital entrance by security and escorted to the ward. They will travel directly to and from the ward and will not use public or communal areas, for example the coffee shops, cafés, etc.
- At the end of the visit they will be escorted back to the hospital entrance.
- Transport and security to and from the quarantine facilities will be provided by MBIE.

- Where possible visits will take place in a single room.
- Advice will be provided in advance to visitors about hand hygiene and sneezing/cough etiquette. Please reiterate this at the time of the visit
- A maximum of three family members are allowed at the bedside at any one time.
- No mixing of 'bubbles' – other family members not in quarantine or isolation must not be present at the same time.
- Visitors will be expected to comply with instructions from Auckland DHB employees during their visit.