



# ST LUKE'S CARE

11 February 2021

Dear Patients and Visitors

## RE: VISITOR RESTRICTIONS AND MASK REQUIREMENTS

To help us protect patients, staff and the community against the spread of COVID-19, we have taken steps to restrict visitor numbers in the Hospital and Clinic.

### **Hospital**

Overnight surgical and rehabilitation patients are permitted **TWO nominated visitors to Level 2 or Level 4 for TWO hours per day between 10.00am and 12.00pm or between 5.00pm and 7.00pm.** Patients will be asked to nominate two visitors per day and inform their family and friends. Please avoid having visitors under the age of 16 years old where possible.

Special exemptions can be granted by the Director, Hospital and Clinic or Ward Nurse Unit Manager. WiFi is available throughout the Hospital with Skype, FaceTime and instant messaging some of the ways families and friends can stay in touch using technology.

### **Clinic**

Patients attending the outpatients Clinic are discouraged from bringing a family member or friend to their appointment unless approved by the Medical Specialist / Treating Practitioner. This must be arranged the day before your appointment.

### **Screening**

All patients and visitors will be subject to screening on arrival. If visitors reside or have been in a COVID-19 hot spot case location found by visiting <https://www.nsw.gov.au/covid-19/latest-news-and-updates> then entry to the Hospital and Clinic will not be permitted.

### **Mask Requirements**

- Health workers are required to wear a mask if caring /working within 1.5m of any patient.
- Patients presenting for surgery and to the Clinic will be requested to wear a mask on arrival where possible and appropriate.
- Patients already in hospital are required to wear a mask when outside their room where physical distancing of 1.5m cannot be maintained, eg rehabilitation gym.
- Clinical staff will advise patients about when they may need to wear a mask in hospital.
- Parents of paediatric patients will be required to wear a mask on arrival to the facility and until they reach the patient room post-operatively (where possible).
- Children 12 years and under are not required to wear a mask.
- The attached information sheet should be read as it outlines important tips on how to safely put on and take off a mask.

### **When visiting, please ensure that you:**

- Practice hand hygiene on arrival and as you leave the Hospital or Clinic.
- Remember physical distancing rules apply at all times. Stay 1.5 metres apart from anyone you encounter in the hospital.
- Keep noise to a minimum so as not to disturb the wellbeing and recovery of other patients.



**Visitors MUST NOT VISIT if:**

- You are unwell, have come into contact with someone that has been confirmed with COVID-19, returned from overseas or have been to one of the hot spot locations in the last 14 days.
- If you have been tested for COVID-19 and are awaiting results.

We thank you for your support and patience as we do our very best to ensure the safest environment for our patients and staff.

For more information and to keep up to date please visit the Department of Health website at [www.health.gov.au](http://www.health.gov.au) or NSW Health website at [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

If you have any questions at all about this, please speak to the RN in Charge of the Hospital.

Yours sincerely

**Emma Hayward**  
Director, Hospital and Clinic