COVID-19 executive memo
From Dr Richard Friedland - CEO

Suspension and restriction of visiting hours

Dear Netcare staff, patients and visitors

In light of the severity of the COVID-19 pandemic, we need to take extraordinary measures to protect all healthcare teams and our patients who cannot be discharged.

As a result, please take note of the following:

1. All visiting hours for general wards, ICU and the High Care Unit will be suspended with effect from Tuesday 24 March 2020, after visiting hours.

2. The only exceptions are as follows:
   a. Deliveries: where live-in facilities are available, (same room as mother and baby), the birthing partners will be allowed to stay for the delivery and thereafter on a continuous basis only. They will not be able to leave and return to visit as this increases the risk of infection. Should such accommodation facilities not be available, the birthing partner will be permitted to attend the delivery and stay until the mother is transferred to her ward.
   b. Nursery and NICU: only ONE parent at a time is allowed to visit new-borns in the nursery or NICU (i.e. either the mother visits for the duration of the nursery or NICU admission, or the partner visits for the duration of the nursery admission). This is on condition that the person(s) visiting has had no COVID-19 exposure and accepts that very strict infection prevention controls will be put in place to minimise the risks to their child or another patient. For long-stay neo-natal admissions, an exception can be granted by the hospital general manager, as authorised by the regional director. No grandparents and siblings will be allowed to visit.
   c. Paediatrics: Only ONE parent at a time is permitted to live in with an admitted child. This parent is required to have had no COVID-19 exposure and accepts that very strict infection prevention controls will be put in place to minimise the risks to their child or another patient. For long-stay neo-natal admissions, an exception can be granted by the hospital general manager, as authorised by the regional director. No grandparents and siblings will be allowed to visit.
   d. Gravely ill patients: an exception can be granted by the hospital general manager, as authorised by the regional director, in these instances. A minimal number of visitors will be granted this exception and they will be required to wear a mask.

We thank you for your co-operation in this unprecedented time and for your contribution to ensuring that we keep our most vulnerable loved ones safe.

Yours in health and please keep safe!

Richard
07.04.2020

Providing YOU with the best and safest care