COVID-19 executive memo
From Jacques du Plessis -
Managing Director - Hospitals

Netcare Hospital Revised Visitation Policy

Limited visiting will be facilitated between 11:00 – 19:00 daily, as per specific unit guidelines.

1 September 2020

The health and safety of our patients, visitors, employees, and our communities remain a top priority at Netcare hospitals. Therefore, in line with the latest COVID situation in South Africa, we have revised our visiting policy.

We would like to thank you for your support, understanding and cooperation with regard to adhering to the guidelines outlined below.

Please be advised there will unfortunately not be any visiting permitted to areas where persons who are suspected of having COVID or who are COVID positive are being treated, except for end of life arrangements under the direct supervision of hospital management.

GENERAL GUIDELINES

By adhering to the guidelines below during your visit, you will be doing your best to keep your family member and other patients and staff safe.

• Visitors must undergo symptom and temperature screening upon arrival, perform hand hygiene and wear appropriate personal protective equipment at all times. (Masks are required to be worn in such a way that they cover the visitor’s nose and mouth).
• If a visitor does not pass the screening process or does not follow hospital protocols which include practising hand hygiene, wearing of masks and adhering to social or physical distancing, they will not be allowed to visit.
• Visitors must be 18 years old or older, except in special circumstances.
• Patients will be allowed to have one visitor per day for 30 minutes.
• Visitors are allowed to visit only one patient and will not be permitted to walk around the hospital or to visit other patients.
• Visitors may visit patients in the coffee shop as long as all of the required protocols are fully observed.

EMERGENCY DEPARTMENT

Once the patient has been seen in the emergency department, the staff will facilitate a visit for all patients who have been admitted.

Visitation may be limited if patient numbers in the unit are high and physical distancing is not feasible.
• One parent will be accommodated for all children seen in the emergency department.
• For critical and end of life patients, family visitation will be facilitated.
MATERNITY

- A birthing partner will be allowed to accompany the person in labour, and should remain with their partner and not move around the hospital.
- New-born babies rooming in with their mother can only be visited by the birth partner as per the hospital guidelines for these units.

NEONATAL INTENSIVE CARE / PAEDIATRIC INTENSIVE CARE

- The parents of a neonate /baby admitted to Intensive Care will be allowed to visit at the discretion of the unit manager. One visit per day will be permitted.
- These visitors can only be parents and legal guardians.
- If possible, the designated visitors should remain the same for the duration of admission.

ADULT INTENSIVE CARE UNITS

- For critical and end of life patients, family visitation will be facilitated.

WARDS

- For critical and end of life patients, family visitation will be facilitated.

IMPORTANT INFORMATION FOR ALL VISITORS

- Any visitor who is coughing or shows other signs of illness will be asked to leave.
- Any visitor who fails to adhere to the guidelines or who is aggressive or abusive towards staff will be asked to leave and will not be allowed to visit again.
- A visitor register will be maintained for every patient.
- Netcare reserves the right to change the visiting policy at any time.
- Unfortunately no visitors will be allowed in unknown and COVID positive areas.

Please Note:

Any visitor who becomes symptomatic and or tests positive within 3 days of visiting a patient, will be required to declare this to hospital management so that the necessary precautions can be put in place to safeguard the patient visited and staff in the unit.

Stay safe!

01.09.2020

Providing YOU with the best and safest care