



Thursday 21 January, 2021

Keeping you safe is our priority

In response to COVID-19, we have made some important changes - so that no one is placed at risk when coming to our hospitals, both Sydney Children's Hospital, Randwick or The Children's Hospital at Westmead.

Safety screening points

When you come to one of our hospitals you will be asked to check in. You will be greeted by a staff member at one of our many entry points. They will take your temperature and ask you the following questions:

- Are you a staff member, patient, family member or visitor?
- Are you experiencing any cold-like symptoms?
- Have you visited a COVID-19 case location *
- Have you been in contact with someone with COVID-19?

This screening system is in place to make sure no one enters our hospitals who may have an illness that could be passed on to our patients, families or staff.

* Visit <https://www.nsw.gov.au/covid-19/latest-news-and-updates> for COVID-19 case locations

Masks

In line with guidelines from NSW Health, all staff and visitors (over the age of 12) need to wear a mask in all areas of our hospitals. If you do not have a mask, one will be provided to you upon entry.

Visitor restrictions

While challenging for some families, for the time being, only one parent/carer can visit a patient at a time. Siblings or other children cannot visit - exceptions will be considered on a case by case basis for long stay and frequently attending patients.

We have also asked our staff to limit the number of team members entering our wards and clinical areas to the minimum required.

Limiting visitors and minimising staff contact is one way we are reducing the risk of COVID-19, and other illnesses, being brought in to our hospitals.

Changes to clinic appointments

To further reduce the number of people entering our hospitals, we are delivering some clinic appointments via virtual options like telehealth.

Staff, patient and family health checks

Every family with a booked appointment or procedure is being contacted in advance, to make sure they are not sick with cold-like symptoms. Anyone with symptoms is asked not to come to our hospitals. In addition, any staff member with cold-like symptoms, no matter how mild, will be tested for COVID-19. They will not return to work until their test comes back negative.

Anyone who has visited a COVID-19 case location is asked not to come to our facilities until 14 days after they last visited that location.

Physical distancing

General physical distancing signs are located throughout our hospitals, to remind everyone to keep a distance of at least 1.5m from each other, where possible.

Signs are also on our lifts, asking for only two or three people or one family to travel in the lift at a time.

Our staff have also made changes to stay safe and practice physical distancing. Examples include staggering breaks, holding meetings via teleconference or Skype and self-isolating as much as possible outside of work.

Cleaning, hand hygiene and infection control

We have employed more cleaners, and follow strict cleaning and infection control guidelines.

Antiseptic hand rub is available throughout our hospitals, to make sure everyone is able to wash their hands as much as possible.

When they need to, our staff will wear protective personal equipment (like masks and gowns).

How you can stay safe

The best way to stay safe during this time is to:

- Wash your hands regularly, for at least 20 seconds
- Cough into your elbow or a tissue
- Practice physical distancing – at least 1.5m from others
- Self-isolate as much as possible and stay home from work or school when sick
- Talk to your health care team about your child's specific needs.

For up to date information on COVID-19

Call the National Coronavirus Health Information line on 1 800 020 080 or visit the following websites:

- NSW Health: www.health.nsw.gov.au
- Australian Government Department of Health: www.health.gov.au
- Sydney Children's Hospitals Network: www.schn.health.nsw.gov.au

We know this is a challenging, unprecedented time. Rest assured, we are working hard to do everything we can to protect you.

If you need any support or for further information, please do not hesitate to speak to a member of your health care team.



Cathryn Cox PSM
Chief Executive
Sydney Children's Hospitals Network