

27 September, 2022

## Keeping you safe is our priority

In response to COVID-19, we have made some important changes – so everyone is safe when coming to 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 need to check in via a QR code. You will be greeted by a staff member at one of our entry points, who will ask you the following questions:

- Have you tested positive to COVID-19 within the last 10 days?
- Do you have any COVID-19 symptoms?
- Have you been identified as a high risk contact of a COVID-19 case or had a high-risk exposure to a COVID-19 case in the past 14 days?

Hospitals are high risk areas. Please help keep yourselves and others safe by:

- Not attending the Hospital if you have any COVID-19 symptoms, have tested positive to COVID-19 in the last 10 days or are a close contact
- Advising your child's treating team prior to your appointment if your child has any COVID-19 symptoms
- Practicing physical distancing (1.5m from others) where possible
- Washing your hands regularly using soap and water or antiseptic hand sanitiser.

### Masks

It is mandatory for people over 12 years of age to wear a face mask in all areas of our hospitals, except while eating, drinking or sleeping. Mask exemption letters will not be accepted and entry to our facilities will not be possible. This is to protect patients, families and staff.

If they are comfortable, we strongly recommend children over five years of age wear a child sized face mask. Child sized face masks are available at our concierge screening stations.

Parents/carers are asked to wear masks correctly, including covering your nose, before a staff member enters your child's room or bed space. If you refuse to wear a mask, you will be asked to leave the hospital.

We acknowledge that wearing a mask can be uncomfortable, if you need some tips, please don't hesitate to ask our staff or visit [our website](#).

### Temporary visitor guidelines

In most areas, including our Outpatient departments, **two people** over the age of 12 years can visit a patient at a time.

In some areas where space is limited, only **one parent/carer** can accompany a patient at a time. Posters are visible in affected areas.

Unfortunately, siblings under 12 years are unable to visit.

Siblings of **long stay patients** (more than nine days in hospital) are encouraged to visit, at a time pre-arranged with the ward's nurse leader.

Keeping families connected is important to us. We encourage virtual visits using platforms like Facetime or WhatsApp. If you need access to a tablet for video conferencing, please speak to a member of your child's health care team.



We do understand that limiting visitors and minimising staff contact is challenging. We understand there may be specific circumstances which need further consideration and we will work closely with you to determine the best and most compassionate outcome.

### **Outpatient/clinic appointments**

In some cases, we may need your child to have a rapid antigen test on the day of their appointment. Our staff will let you know if a test is needed.

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

### **Elective surgery**

Patients are asked to have a PCR test in the community, up to 2 days before surgery.

### **Surveillance testing: COVID-19 testing for parents and carers**

Staff will check in every day, to make sure you don't have any COVID-19-like symptoms. If you feel unwell at any time, please let your child's nurse or treating team know as soon as possible.

### **Supporting you in hospital**

Keeping families supported and connected is important to us.

- Social workers are available to support your family's physical, emotional and social wellbeing.
- Food and resources – on site cafés, vending machines and pharmacies are available. A fridge and microwave is also available in most wards for your convenience. If you need to order via a food delivery service, please speak to your child's nurse.
- Rest areas – our wards have areas to take a time out in, including parent/carer kitchens. Areas are also available around the Hospital where you can take a moment to yourself.
- Virtual connection – many patient bed spaces have an electronic tablet connected to the internet available for your use. If your bed space doesn't have a built-in device, please speak to a member of your child's health care team.

### **For up-to-date information on COVID-19**

Call the National Coronavirus Health Information line on 1800 020 080 or visit: [www.health.nsw.gov.au](http://www.health.nsw.gov.au) or [www.schn.health.nsw.gov.au](http://www.schn.health.nsw.gov.au).

If you speak another language and need assistance or access to a translator, please speak to a member of your child's health care team. Translated COVID-19 resources are available here: <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/resources.aspx>.

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

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