



5 October 2021

[REDACTED]
[REDACTED]

Dear [REDACTED]

Re: OIA request – COVID-19 Alert Level policies

Thank you for your Official Information Act request received 12 September seeking information from Waitematā District Health Board (DHB) about our Alert Level policies.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā is the largest and one of the most rapidly growing DHBs in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing around 8,600 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

In response to your request, we are able to provide the following information:

Can you please provide me your policy details on visitor access to the hospital under all COVID 19 alert levels. I have a particular interest in the policy pertaining to access to adult patients with cognitive impairments and grounds for compassionate exemptions. Also the policies relating to support persons as provided for in the code of rights

Please find attached a copy of our current visitor policies under all Alert Levels. These policies apply to all inpatients, including adult patients with cognitive impairments or those who have grounds for compassionate exemptions and support persons.

Regardless of which Alert Level we are at, we require our visitors to observe the following:

- do not visit patients, or attend appointments with patients, if unwell
- undertake front-of-house screening checks
- scan QR codes using the NZ COVID Tracer app or registering on arrival at the main entrances of our hospitals
- good hand hygiene and cough/sneeze etiquette at all times.

Our COVID-19 Alert Level visitor guidance policies are living documents subject to ongoing updates, as required. The following documents are attached for your reference:

Attachment 1 - COVID-19 - Visitor Guidance - Level 1 or Zero

Attachment 2 - COVID-19 - Visitor Guidance - Level 2

Attachment 3 - COVID-19 - Visitor Guidance - Level 3

Attachment 4 - COVID-19 - Visitor Guidance - Level 4

I trust that this information is helpful.

Waitematā DHB supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Yours sincerely



**COVID-19 Executive Lead
Waitematā District Health Board**

Visitor Guidance – (Level 1/Level 0)

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1. Purpose

Waitematā DHB recognises the importance of visitors in the care of patients, and therefore encourages visitors in Level 1 COVID-19 and Level 0. This policy provides direction on access by the public to our DHB hospital campuses during this response in order to:

- support patients to remain connected with their whānau and loved-ones; and
- facilitate whānau as partners in patient care

These measures, as with all current COVID-19-related measures, seek to ensure the safety of patients and staff by minimising avoidable contact and the potential for spread.

There are guidelines for appropriate management of visitors who wish to remain with their family member after hours at North Shore and Waitakere Hospital.

Note: All visitors to Waitematā DHB facilities **must scan** the area **QR Code**; there are visitor registers available at the main entrance of each hospital for those who do not have QR Scanning capability

2. Definitions

Visitor	A key support person over the age of 15
Carer	The person who will be most involved in supporting the patient at home and over the age of 15

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Visitor Guidance – (Level 1/Level 0)

3. General Principles

This policy outlines our visiting guidelines for inpatients who are not COVID-19 probable or confirmed. It ensures we stand by Waitematā DHB's core values. In particular, it:

- prioritises the safety of visitors, our patients and staff on site;
- recognises the importance of whānau as partners in patient care;
- seeks solutions that keep patients connected with whānau; and
- strives to provide staff and visitors with clear information and explanations that they can relate to their own circumstances.

There is the expectation that staff use clinical judgement including an assessment of patient status, situation, consistency, and clinical environment situation for all decisions regarding visiting.

All visiting must adhere to Fire Safety Compliance and Building Code standards and other legal requirements.

Note: Visitors for patients with a probable or confirmed COVID-19 diagnosis please see the below policy: [COVID -19 Compassionate Approach to Visitors of Probable or Confirmed COVID-19 Patient](#)

4. Safety

Visiting rights may be withdrawn if patient or staff safety is compromised. Safety is a high priority for patients, staff and visitors

In the event that a visitor is causing difficulty, or a staff member has concern about the safety of a patient, the staff member should take positive action to minimise adverse effects on the patient. If necessary this may require dialling 777 and activating a Code Orange Security call.

[Security Protocols](#)

5. Visiting Hours

5.1 General patient visiting hours

Usual visiting times of **8am - 8pm** are adhered to, with the exception of birthing or labour. Consideration should be given to the length of the visit and as a guide it should not exceed 2 hours to allow for patient rest.

At all times, visiting is at the discretion of the Charge Nurse / Charge Midwife or Duty Nurse Manager.

5.2 Specialist Area Visiting Hours

Unit specific patient visiting is decided by the specialist area as specific patient needs and security issues apply. This includes

Intensive Care Unit/High Dependency Unit (ICU/HDU)
Coronary Care Unit (CCU)
Special Care Baby Units (SCBU)*

Maternity Units
Mental Health Inpatient Units

Special or specific arrangements can be made with the charge nurse/midwife.

***SCBU:** in the case of neonates, a mother and her baby are considered to be "the patient".

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Visitor Guidance – (Level 1/Level 0)

6. Number of Visitors

The number of visitors at any one time will depend upon the needs of both the patient and other patients in the room/ward. In making these decisions, patient care and safety is paramount.

As a general rule, planning with the Charge Nurse /Midwife Manager or ward coordinator will be required to manage more than 2 visitors for any one patient.

- This is restricted to two per bed in SCBU at all times

If there are a large number of visitors for one patient who is very unwell, consideration should be given to a side room, use of seminar room; the Duty Nurse Manager should be consulted.

7. Business Visitors

All business visitors should report to main reception either to the facility or department and ask for the person they wish to see.

In specialised departments [e.g. Laboratory, Theatre] visitor/s should:

- Sign in and out using a Visitors register
- Be issued with a Visitors badge
- Be escorted to the area by the person they are visiting

It is the responsibility of the staff member they are visiting to ensure that they have been briefed about Health and Safety issues e.g. fire evacuation, security issues

No visitor may enter an unauthorised / restricted area without a DHB escort. Escorting visitors from the premises if/when required.

Approved visitors who may be in the setting for more than 24 hours should receive an approved ID from Security, signed by the manager of the area.

8. Whānau Accommodation Use during Level 1/Level 0

- All those who are staying in the whānau accommodation must have a visitors pass issued by Security
- They must also have signed an accommodation contract and be briefed on the conduct requirements in the hospital setting
- They must be made aware of the security issues of inpatient settings

9. Communicating with Groups

To make communication easier with groups of visitors, staff should:

- Request a visitors' spokesperson to make him or herself known or ask the patient to identify the spokesperson

The identified visitors' spokesperson may:

- Help manage the number of visitors
- Facilitator group/family meeting or hui
- Identify other key members of the group/family/whānau who can act in their role if they are unavailable
- Involve the Cultural Health staff if appropriate

10. Visitor Requirements

- Children must be supervised by an adult family member or visitor at all times
- Alcohol and illicit drugs are not permitted on any Waitematā DHB premises
- Waitematā DHB has a zero tolerance towards violent or aggressive behaviour

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Visitor Guidance – (Level 1/Level 0)

- Waitematā DHB has a No Smoking Policy within the grounds

Important: Visitors must always consult a staff member before giving food, drink, medication or alternative remedies as this may compromise treatment plans

11. Visitor Restrictions

Special rules are in place for people wishing to visit Waitematā DHB facilities during the COVID-19 pandemic. These rules are consistent with Government measures that are in place to restrict contact between people and reduce the risk of COVID-19 spreading. During National Alert Levels 2 to 4 access points to facilities will continue to be minimised to allow health screening and visitor register processes to remain robust.

The visiting rules will reflect the vulnerable nature of many of the individuals who access our services and are at high risk of the impacts of COVID-19. They consider the well-being of individual patients alongside the wellbeing and safety of the Waitematā DHB community and workforce as a whole.

We continue to monitor developments regarding COVID-19. Restrictions outlined in this policy will be regularly updated to reflect any changes in prevalence, risk and impact on hospital services.

Alternative means of keeping in touch via phone or zoom for virtual visiting are to still to be encouraged and enabled. Inpatient areas will continue best practice of keeping in contact with a key family member daily to update on a patient's care.

To protect patients and staff against infectious diseases (e.g. COVID-19) visitors displaying any of the following symptoms are requested not to visit the hospital:

- Fever
- Shortness of breath
- Cough
- Sore throat
- Nasal congestion, runny nose
- Loss of sense of smell

We would advise the visitor contact **Healthline 0800 358 5453**.

If a patient knows that their relative has symptoms they are asked to have them stay away.

Visitors are to be reminded of the importance of hand hygiene when entering and exiting patient care areas and making contact with the environment.

Note: Visitors for patients with a probable or confirmed COVID-19 diagnosis please see the below policy: [COVID -19 Compassionate Approach to Visitors of Probable or Confirmed COVID-19 Patient](#)

12. Visitor declares they have exited an MIQ Facility within the last 14 Days

If the visitor declares that they have exited an MIQ facility within the last 14 days please discuss following specific requirements related to them visiting:

- If they have any respiratory type illness they need to be sent home to isolate, get swabbed and advised to call **Healthline 0800 358 5453**
- If they have **no COVID Symptoms** they can visit as long as a face mask is worn, and they practice good hand hygiene

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Visitor Guidance – (Level 1/Level 0)

13. Visiting a Yellow Stream Patient

If the **yellow stream patient** has **exited an MIQ within the last 14 days AND has no COVID symptoms**; visiting can occur automatically as long as the visitors are wearing a face mask and practice good hand hygiene.

14. Precautions for visitors to observe

While on site, visitors will be required to:

- ensure that they carry out appropriate hand hygiene measures;
- maintain safe distancing from staff and other patients;
- only visit the patient they have come to see;
- only visit the ward/area where the patient is that they have come to see;
- be aware of the posters and signage throughout the campuses advising of above
- Scan the NZ COVID Tracer App for all areas of the hospital visited.

Face coverings are optional and we can offer a face mask to visitors if they would feel safer.

They may visit cafeteria facilities and registers will be required to be completed at all cafeteria facilities or scanning of QR codes for the NZ COVID Tracer App.

15. Visitors' Passes

At North Shore and Waitakere Hospitals, a visitor pass must be issued to all visitors between **8pm and 8am**.

- Visitors' passes will be issued on a daily basis only
- Passes will only be issued with the agreement of the person in charge of the ward concerned

Note Any person other than staff inside the hospital buildings after **8.30pm** must be authorised. Unless authorisation can be confirmed, they may be asked to leave.

Staff are reminded that they must wear ID at all times so that visiting staff can be identified.

16. After-hours: North Shore and Waitakere Hospitals

This section is to be used in conjunction with any specific unit/area visiting policies e.g. Maternity, ICU/HDU, CCU, SCBU or Mental Health Inpatient Units.

Visitors outside general visiting hours may be possible when the visitor is:

- Visiting a very sick, terminally ill (dying) person
- The carer of the patient and where attendance of the carer will improve the quality of care for the patient
- A parent or care giver of a child who is a patient
- Supporting a woman in labour
- Assisting when language comprehensions is of concern
- When for any reason it is particularly important to the patient that the support person be present

Permission outside the normal hours for any reason, and/or permission to stay overnight will be by agreement with the person in charge of the ward.

Note: All staff have a responsibility to convey and monitor the visiting after hour's policy

16.1 Approval of Visitors

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Visitor Guidance – (Level 1/Level 0)

Step	Action
1	<p>The Charge Nurse Manager (CNM)/Midwife Manager (MM)/Clinical Charge Nurse (CCN)/Midwife (CCM) or Shift Coordinator (SC) may approve after hours visitors for a patient if:</p> <ul style="list-style-type: none"> They have a deteriorating clinical condition that is causing concern There are cultural reasons for needing support where the patient is seriously unwell The patient is confused and family/Whānau may assist with reassurance The patient is unable to speak or understand English and reassurance is required in the patient's own language There is bereavement and emotional support is necessary The patient is 16 years or under There are exceptional circumstances
2	<p>The CNM/MM/CCN/CCM/Shift Coordinator must DNM and the Security Office by 7.30pm each day of visitors currently on the ward who have been authorised to stay after 8.00pm.</p> <p style="background-color: #e6f2e6; padding: 5px;">Visitors remaining on a ward after 8pm must be instructed to present to the Security Office to be registered and receive their visitors pass.</p> <p>After 8pm, if staff call in a visitor on behalf of a patient this information must be given to the Security Office and the DNM.</p>
3	<p>The CNM / CMM/CCN/ Shift Coordinator should advise the senior family / Whānau representative that the numbers of people remaining must be restricted</p> <p style="background-color: #e6f2e6; padding: 5px;"><i>Only one adult may remain with the patient if they are in a multi-bedded room and the visitor must be of the same gender as the other patients in the room.</i></p> <ul style="list-style-type: none"> If the patient is in a multi-bedded room ask the visitor to stay in the dayroom and call when support is necessary If the patient is in a side room, then the number of visitors <i>may</i> be increased to two with consideration for other patients comfort and security For palliative patients more than 2 visitors <i>may</i> be approved by the CNM or DNM <p style="background-color: #e6f2e6; padding: 5px;">Note: The 24 hour presence of family / whānau must be reviewed daily by the CNM/Acting CNM in conjunction with the family spokesperson</p>
4	<p>Visitors must be advised of the conditions for their remaining in the ward:</p> <ol style="list-style-type: none"> 1. They must remain in the patient's room or dayroom 2. They are not permitted to wander around the ward 3. They must respect the privacy of other patients 4. The dayroom/lounge must remain accessible to other patients and visitors 5. They may not use the patient showers or toilet facilities <p style="background-color: #e6f2e6; padding: 5px;">Note: Children are not permitted to stay after hours except in exceptional circumstances and with direct approval from the CNM or DNM. Those that do stay must be closely supervised at all times by family/Whanau</p>
5	Visitors must be advised what to do in an emergency, e.g. stay with the patient and follow instructions of ward staff
6	Where a large group of visitors have requested to remain with the patient in hospital, contact should be made with the DNM to organise the use of other accommodation within the hospital e.g. Whānau Room
7	<p>A public announcement will be made at approximately 7.45pm alerting all visitors and staff that visiting officially finishes at 8pm</p> <p>Staff are to contact the DNM and Security if there are any unauthorised visitors still on the ward after 8.15pm.</p>

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From 8.15pm all ward/unit entrances will require swipe card entry/exit

16.2 Managing Authorised Visitors

Follow the steps below to manage expected / authorised visitors who arrive after hours.

Step	Action
1	All visitors must report to the Security Office at ED Entrance (NSH/WTH) and sign the Security/Fire visitors register (see attached document) A visitor's pass will be issued which must be clearly displayed at all times as identification

16.3 Managing Unauthorised Visitors

Follow the steps below to manage unexpected / unauthorised visitors after hours.

Step	Action
1	Entry access is to be declined to unauthorised visitors after hours unless approved by the CCN / CCM/Shift Coordinator of the ward concerned or DNM Security staff will contact the appropriate clinical area to verify authorisation. Any concerns should be referred to the DNM Approval of visitors will be based on criteria in "Step 1" of "Approval of visitors" above
2	Upon receiving authorisation, the visitor is managed as per Authorised Visitors.
3	If ward staff / patients are disrupted or feel threatened at any time by a visitor's behaviour, call a Code Orange 777 Security Emergency immediately.
4	The DNM and Security have the right to refuse entry or to request that visitors leave the hospital if their visit is considered: <ul style="list-style-type: none"> • A safety or security risk/hazard • Likely to disrupt other patients or affect their privacy • Likely to disrupt the ward staff from carrying out their duties

17. Associated Documents

Type	Title/Description
Waitematā DHB Policies	HCIR, Healthcare Students, Observers & Visiting Professionals in the Perioperative Setting Service/Unit Visiting rules e.g. Mason Clinic Maori Values and Concepts (Tikānga) Whānau Accommodation Security Protocols Standards: Safe and Appropriate Environment Standards: Consumer Rights
Publications	The HDC Code of Health and Disability Services Consumers' Rights Regulation 1996 Health and Disability Service Standards 2008 Waitematā DHB Core Values
Legislation/Regulations	Privacy Act 2020 Health & Safety in Employment Act 2016 Fire Safety Compliance, Building Code standards and other legal requirements.

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COVID-19 – Visitors Guidance (Level 2)

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1. Purpose

These guidelines seek to prevent the transmission of COVID-19 whilst New Zealand or the Auckland Region is in Level-2 COVID-19 through limiting visitors to patients in our hospitals. This policy provides direction on access by the public to our DHB hospital campuses during this response in order to:

- support patients to remain connected with their whānau and loved-ones; and
- facilitate whānau as partners in patient care

These measures, as with all current COVID-19-related measures, seek to ensure the safety of patients and staff by minimising avoidable contact and the potential for spread.

2. Definitions

Visitor	A key support person over the age of 15
Carer	The person who will be most involved in supporting the patient at home and over the age of 15

3. General Principles

This policy outlines our visiting restrictions for inpatients who are **not** COVID-19 probable or confirmed. It ensures we stand by Waitematā DHB's core values. In particular, it:

- prioritises the safety of visitors, our patients and staff on site;
- recognises the importance of whānau as partners in patient care;
- seeks solutions that keep patients connected with whānau; and
- strives to provide staff and visitors with clear information and explanations that they can relate to their own circumstances.

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There is the expectation that staff use clinical judgement including an assessment of patient status, situation, consistency, and clinical environment situation for all decisions regarding visiting.

Note: Visitors for patients with a probable or confirmed COVID-19 diagnosis please see the below policy: [COVID -19 Compassionate Approach to Visitors of Probable or Confirmed COVID-19 Patient](#)

4. Visitor Restrictions

Special rules are in place for people wishing to visit Waitematā DHB facilities during the COVID-19 pandemic. These rules are consistent with Government measures that are in place to restrict contact between people and reduce the risk of COVID-19 spreading. Access points to facilities will continue to be minimised to allow health screening and visitor register processes to remain robust.

The rules also reflect the vulnerable nature of many of the individuals who access our services and are at high risk of the impacts of COVID-19. They consider the well-being of individual patients alongside the wellbeing and safety of the Waitematā DHB community and workforce as a whole.

We continue to monitor developments regarding COVID-19. Restrictions outlined in this policy will be regularly updated to reflect any changes in prevalence, risk and impact on hospital services.

When staff speak with patients and whānau we will inform them of the restricted visiting rules. Alternative means of keeping in touch via phone or zoom for virtual visiting are to still to be encouraged and enabled. Inpatient areas will continue best practice of keeping in contact with a key family member daily to update on a patient's care.

5. Visitors for inpatients who are not COVID-19 positive

When in Level 2 inpatients in Waitematā DHB facilities, who are not COVID-19 probable or confirmed, will be able to have one visit per day. Usual visiting times of **8am - 8pm** are adhered to, with the exception of birthing or labour.

Visitors to high risk areas ED & ADU/ICU/SCBU will be restricted to a maximum of one nominated visitor and one visit per day.

SCBU: in the case of neonates, a mother and her baby are considered to be “the patient”. The visiting policy of one nominated visitors applies, however, please note that there should be flexibility to allow mothers to visit their baby in SCBU at any time day or night with their nominated visitor (partner or support person).

For all other areas visits will be restricted to **two** nominated visitors, however, patients can have just one visitor at a time and only one visit per day will be permitted.

Maternity:

Birthing Suite: There are no time limits on visits for support person of a pregnant woman for labour and birth, including induction of birth.

Post-Natal Ward:

- 2 nominated people for labour and birth (including for induction of labour)
- 2 nominated people for the postnatal ward but cannot visit together, one visit each per day
- No overnight visitors – unless on compassionate grounds

Haematology Day Stay (NSH) and Medical Day Stay (WTH) will retain a **No visitor** policy – due to physical distancing requirements. The exception is when a patient is visiting for the first time and undergoing education they may bring a support person as this education session is completed in the sole single room on the unit.

Mental Health inpatient units: KMU (ward 12) will support 2 nominated visitors, one per day, as above.

He Puna Waiora, Waiatarau will monitor their visiting policy day to day during the first week of Level 2 and most up to date policy will be available within this policy and published via Controlled Documents.

Mason Clinic has their specific policy and procedure for visiting:

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[COVID-19 - Visitors and Leave for Adult Mental Health Inpatient Units](#)

[COVID-19 - Leave and Visiting Guide - CADS](#)

[COVID-19 - Visitors Policy for Mason Clinic](#)

The ward staff should use discretion in the management of visitor numbers and if they feel that safe physical distancing is at risk they should direct visitors to wait in an alternative area or visit at another time. For example, if the patient requires a procedure which increases the number of people around the bed space, or, if there are already other visitors in a four bed bay that could cause the area to become congested.

Compassionate Grounds

Exemptions may be made on compassionate grounds at the discretion of the nurse in charge or clinical nurse managers to enable:

- More than one visitor at a time
- More than two nominated visitors
- Visits outside standard visiting hours
- Visits for people under 15 years of age

Physical Distancing

There are no time limits for the nominated visitor during visiting hours. The ward staff should use discretion in the management of visitor numbers and if they feel that safe physical distancing is at risk they should direct visitors to wait in an alternative area or visit at another time. For example, if the patient requires a procedure which increases the number of people around the bed space, or, if there are already other visitors in a 4 or 6 bed bay that could cause the area to become congested.

Disagreement with decision

If there is a disagreement between staff members, the case will be referred, for an immediate, third party decision, to:

- Charge Nurse Manager, Clinical Charge Midwife or Clinical Nurse Director (during working hours)
- Waitematā Central Operations Manager or Executive Manager on call (after hours)

The decision regarding **additional visitors** on compassionate grounds will be communicated to both the patient and visitor by a senior staff member as soon as possible.

6. Nominated visitors

A nominated visitor is a person who has been identified by a patient/parent/caregiver or guardian as their visitor. Nominated visitors need to be aged 15 years or over. There can only be two nominated visitors assigned to any inpatient at a given time and they must be from the same extended 'bubble'. Only one of the nominated visitors can visit each day, unless approval has been granted under compassionate grounds.

On admission (or during their stay) ward patients will be informed that they can nominate visitors from their 'extended bubble'. If the patient is unable to nominate visitors, then appropriate parents, carers, or guardians will do so.

The name and contact details of nominated visitors will be recorded for individual inpatients in the - [Visitor Management App: Link](#) by the ward/unit clerk or other delegated person. This information will be accessible to all screeners at all entrances. They can look up by area, check they are nominated and thus allow visitors to be checked at the entrance they use and directed to the ward/service of the patient they are nominated to visit/support.

Please see [Appendix 1 \(Front of House\)](#) and [Appendix 2 \(Wards\)](#) for instructions for the Visitor Management App.

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COVID-19 – Visitors Guidance (Level 2)

7. Whānau Accommodation Use During Level 2

Whānau accommodation is to be for compassionate use/visiting **only** which will be **limited to one-two** people from same whānau bubble; and up to two whānau at a time if physical distancing can be achieved in communal areas.

8. Support People for Radiology and Outpatient Appointments

Patients coming to a Waitematā DHB facility for an outpatient appointment, or visiting Radiology, are able to bring a support person with them if required. Radiology and Outpatient teams should engage in a process to assist the patient to identify an appropriate support person if required.

9. Protocol for Screening and Tracking of Visitors

All nominated visitors to the hospital will undertake a health screening at point of entry, prior to being given access to the ward or service. A central register will be maintained at the entrance, documenting the visitor's name and phone number, the patient they are visiting, the ward visited and the health screening outcome. This screening will be repeated every time a visitor presents at a Waitematā DHB facility.

Security guards will greet visitors on arrival and communicate the visitor policy.

Health screening will be carried out by nursing or HCA staff located at entrances to facilities.

Screening will consist of the following questions:

Section 1- Personal Details.

Name: _____ Date: _____

Phone number: _____

Section 2- Reason for Visit.

- 1) Are you visiting a patient? Yes No
- 2) Are you a named visitor? (only named/nominated visitors allowed) Yes No
- 3) Name of the patient : _____
- 4) Are you attending an appointment today? Yes No
- 5) Please specify where/what:

Section 3- COVID-19 Screen

- 6) Have you had contact with a confirmed or probable case? Yes No
- 7) Have you had any international travel? (Excluding the Cook Islands) Yes No
- 8) Have you had direct contact with a person who has travelled overseas? (Excluding the Cook Islands) Yes No
- 9) Have you worked on an international aircraft or shipping vessel? Yes No
- 10) Have you exited an MIQ Facility within the last 14 days (excluding recovered cases)? *(Please see Section 9 in this document for further info)* Yes No
- 11) Have you cleaned at an international airport or maritime port in areas/conveniences visited by international arrivals? Yes No

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12) Do you have ANY (**new, less than one week**) of the following symptoms?

Fever	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Shortness of breath	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Cough	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Sore throat	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Nasal congestion, runny nose	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Loss of sense of smell	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you seen a doctor for these symptoms yet?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If a visitor passes the health screening they will be given access to the facility and provided guidance on visiting restrictions and protocol. They will be reminded of the importance of hand hygiene when entering and exiting patient care areas and making contact with the environment. If visitors do not have a face covering they will be provided with a level 2/surgical mask by screening staff.

Visitors will only be allowed to visit the patient in their immediate area and not permitted to visit in other areas around the hospital.

Outpatients will be issued with a dated white wrist band which identifies them as a having been screened before entering outpatient area.

Ward/unit visitors or support persons accompanying an Outpatients' appointment will be issued with a dated white visitor sticker.

If a visitor does not pass the health screening, the nurse/HCA will provide appropriate health advice and information and explain why they are not able to visit a patient.

We recognise that some patients who are in hospital for extended periods of time often require food and other amenities that are routinely provided by whānau and friends. We will allow this to continue, however the nominated visitors must be the persons bringing in the food and other amenities.

10. Visitor has exited an MIQ Facility within the last 14 Days

If the visitor has exited an MIQ facility within the last 14 days please discuss following specific requirements related to them visiting:

- If they have any respiratory type illness they need to be sent home to isolate, get swabbed and advised to call **Healthline 0800 358 5453**
- If they have **no COVID Symptoms** they can visit as long as a face mask worn, and they practice good hand hygiene

11. Visiting a Yellow Stream Patient

- If the **yellow stream patient** has **exited an MIQ within the last 14 days AND has no COVID symptoms**; visiting can occur automatically as long as the visitors are wearing a face mask and practice good hand hygiene.

12. Precautions for visitors to observe

While on site, visitors will be required to:

- ensure that they carry out appropriate hand hygiene measures;
- maintain safe distancing from staff and other patients;

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- only visit the patient they have been nominated for;
- only visit the ward/area they are nominated for (no other areas of facility)
- be aware of the posters and signage throughout the campuses advising of above
- Wear a face covering at all times
- Scan the NZ COVID Tracer App for all areas of the hospital visited.

They may visit cafeteria facilities if necessary where there will be limited beverage and food options, and registers will be required to be completed at all cafeteria facilities or scanning of QR codes for the NZ COVID Tracer App.

13. Associated Documents

[COVID -19 Compassionate Approach to Visitors of Probable or Confirmed COVID-19 Patient](#)

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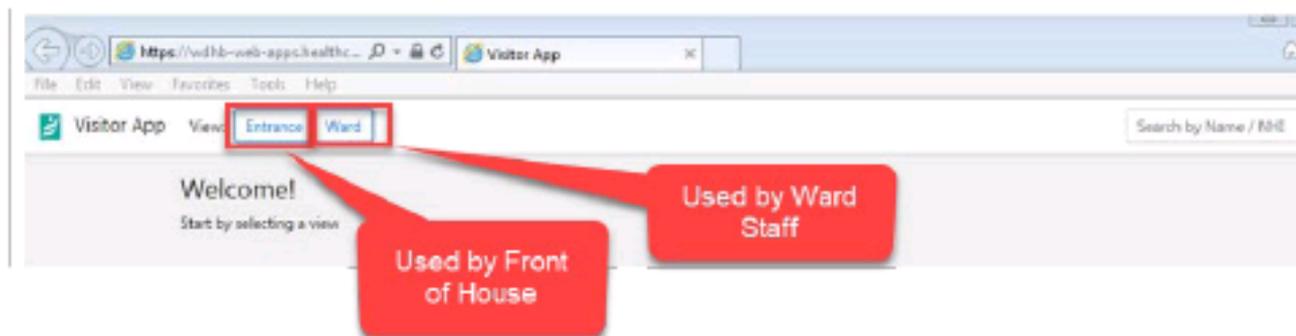
COVID-19 – Visitors Guidance (Level 2)

14. Appendix 1 - Visitor Management App Instructions (Front Entrance)

The visitor Management App is designed to maintain the nominated visitor information for patients. It helps the Front of house staff to follow the visitor policy under covid-19 alert levels. This app can be accessed via the below link:

<https://wdhb-web-apps.healthcare.huarahi.health.govt.nz/visitor/>

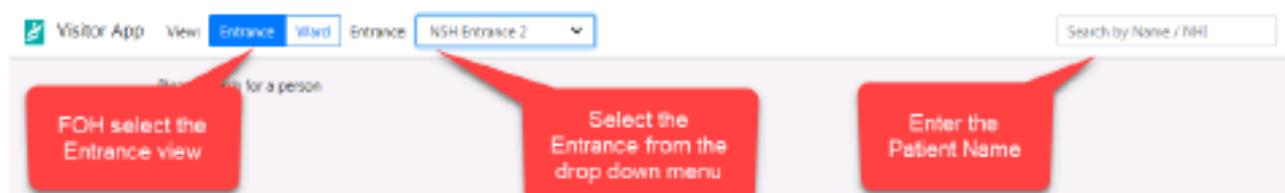
The visitor app has got 2 different views; Entrance view is to be used by Front of House staff to check for nominated visitor information. And Ward view is intended for ward staff to enter the nominated visitor information.



Entrance View: This view is to be used by Front of House

1: FOH need to select the Entrance view and then select their entrance from the drop down menu.

2: Enter the patient Name (it can be first name or last name) and select the patient from the list.



The Patient name with the nominated visitor will be displayed on the front page. If the Nominated visitor is not showing, it means the information has not been entered.

In such cases FOH can contact the Ward to check if the current visitor is the Nominated Visitor. And choose to update the nominated visitor themselves by clicking on the button Add Nominated Visitor.

If nominated visitor is already entered, jump to step 6 else go to step 3.

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3: Click on the button Add Nominated Visitor.

Visitor App View: Entrance Ward Entrance: NSH Entrance 2

John, Baggaley (18/1/2021)

tags close

Add the Nominated Visitor

Nominated Visitors

There are no nominated visitors for this person. Start by adding a nominated visitor with the button below.

Add Nominated Visitor

The maximum number of nominated visitor is 2

4: Enter the visitor Details and click OK to save. To log out of this screen click on close button.

Visitor App View: Entrance Ward Ward: NSH Ward 2

Search by Name / NHI

tags close

Click on Close to log out of screen

Nominated Visitors

There are no nominated visitors for this person. Start by adding a nominated visitor with the button below.

Add new person

Type of Visitor

First Name

Last Name

Mobile Number

Email Address

Enter the visitor information and click OK

OK Cancel

logged in as HEALTHCARE/Tiva

5: To flag a patient with Compassionate grounds, click on the **tags** button and choose one of the options. Please check with Ward staff for Compassionate visitors.

Visitor App View: Entrance Ward Ward: NSH Ward 2

Search by Name / NHI

tags close

Click on tags button to mark patients with compassionate visitors

Allow any visitor on compassionate grounds
Compassionate visiting allowed to named visitors
No visitors permitted at any time

Choose one of the above options

Nominated Visitors

There are no nominated visitors for this person. Start by adding a nominated visitor with the button below.

Add Nominated Visitor

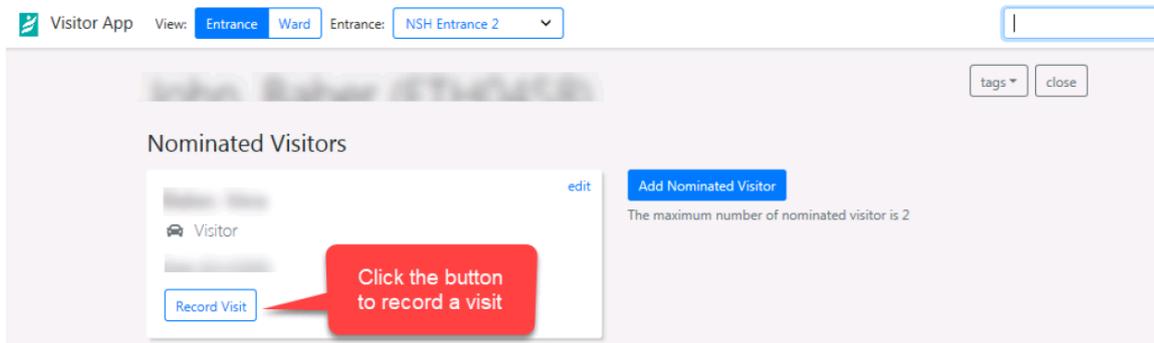
The maximum number of nominated visitor is 2

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6: To Record a visit, click on the button Record Visit.



Visitor App View: Entrance Ward Entrance: NSH Entrance 2

Nominated Visitors

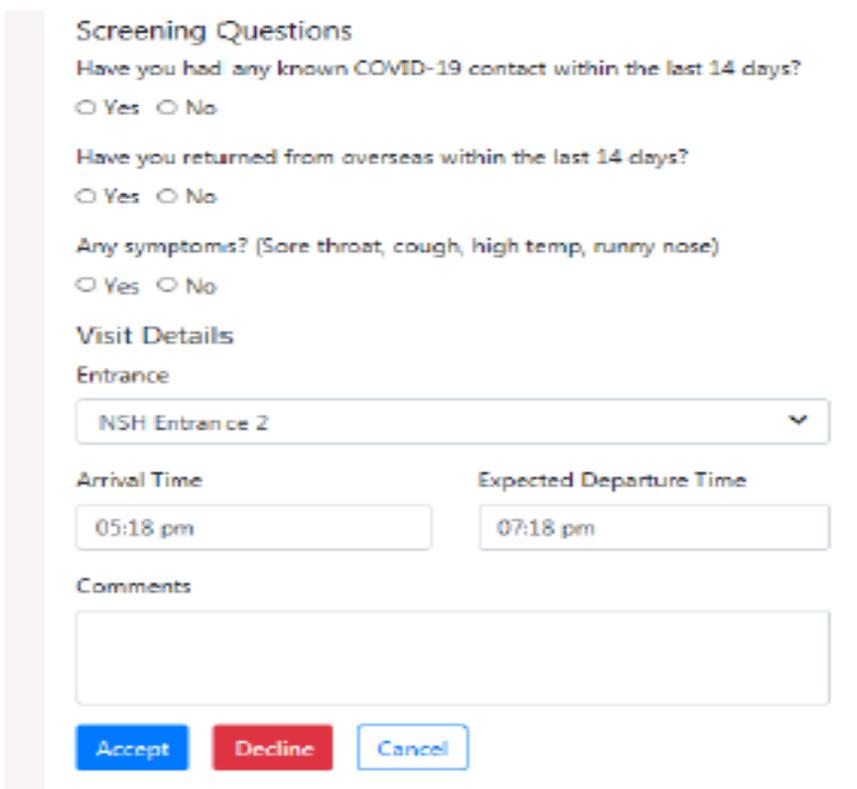
Record Visit

Click the button to record a visit

Add Nominated Visitor

The maximum number of nominated visitor is 2

7: Ask the screening questions, fill all the details and click on Accept.



Screening Questions

Have you had any known COVID-19 contact within the last 14 days?
 Yes No

Have you returned from overseas within the last 14 days?
 Yes No

Any symptoms? (Sore throat, cough, high temp, runny nose)
 Yes No

Visit Details

Entrance
 NSH Entrance 2

Arrival Time
 05:18 pm

Expected Departure Time
 07:18 pm

Comments

Accept Decline Cancel

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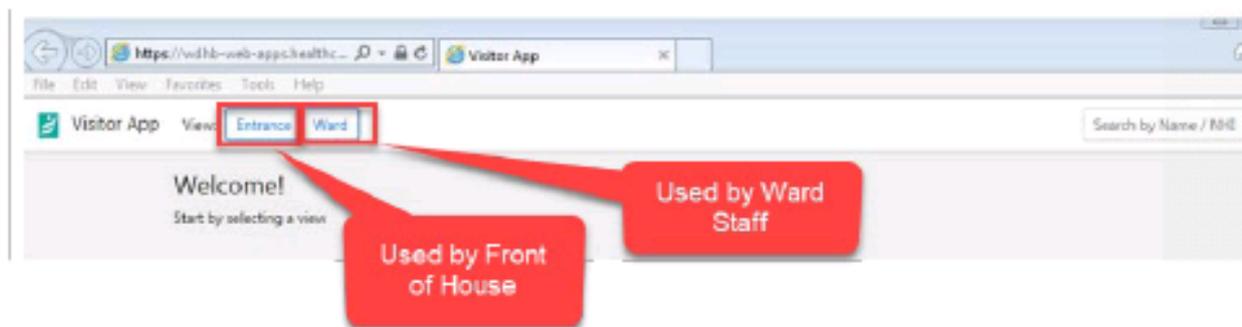
COVID-19 – Visitors Guidance (Level 2)

15.Appendix 2 - Visitor Management App Instructions (Wards)

The visitor Management App is designed to maintain the nominated visitor information for patients. It helps the Front of house staff to follow the visitor policy under covid-19 alert levels. This app can be accessed via the below link.

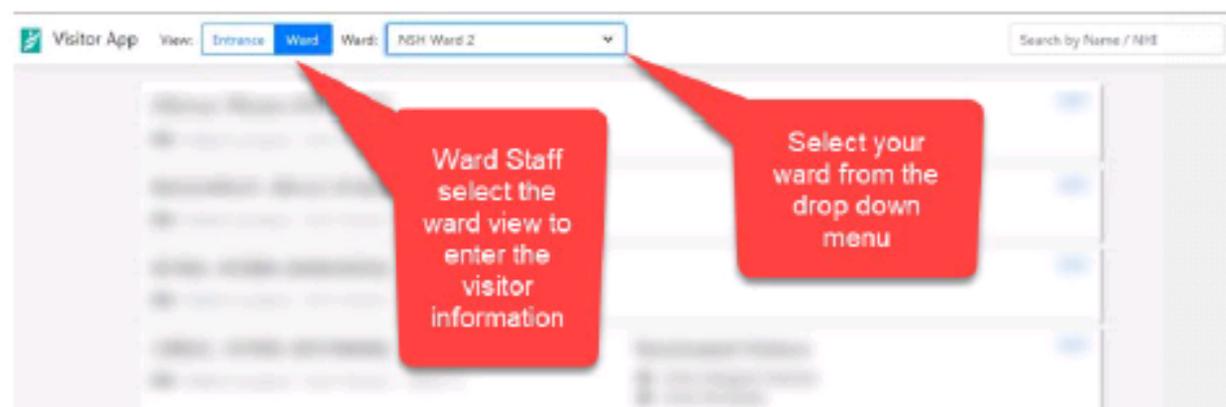
<https://wdhb-web-apps.healthcare.huarahi.health.govt.nz/visitor/>

The visitor app has got 2 different views; **Entrance view** is to be used by Front of House staff to check for nominated visitor information. And **Ward view** is intended for ward staff to enter the nominated visitor information.



Ward View: This view is for Ward Staff to enter Visitor Information in the system.

1: Click on the **Ward View Button** and Select your ward from the drop down Menu. You will see the list of Patients in your ward.

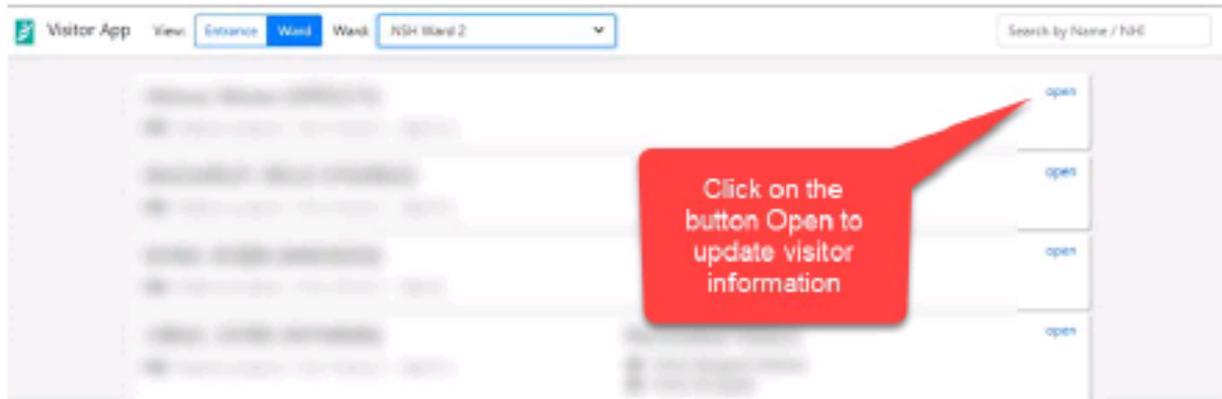


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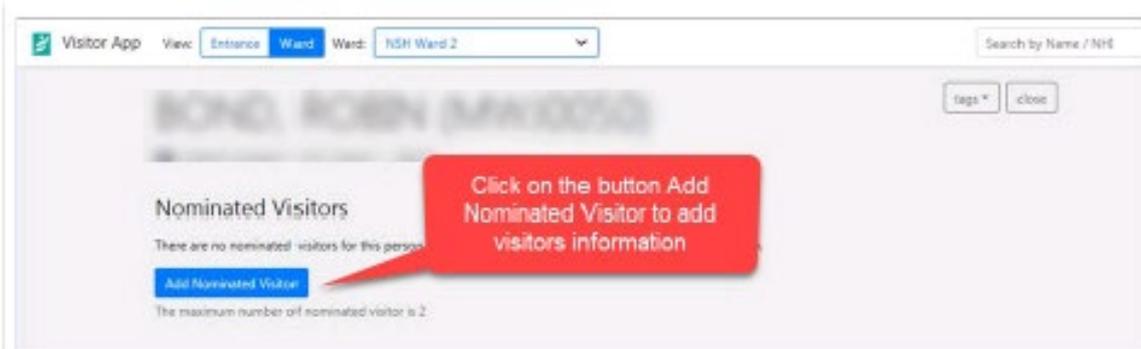
This information is correct at date of issue. Always check on Waitematā DHB Controlled Documents site that this is the most recent version.

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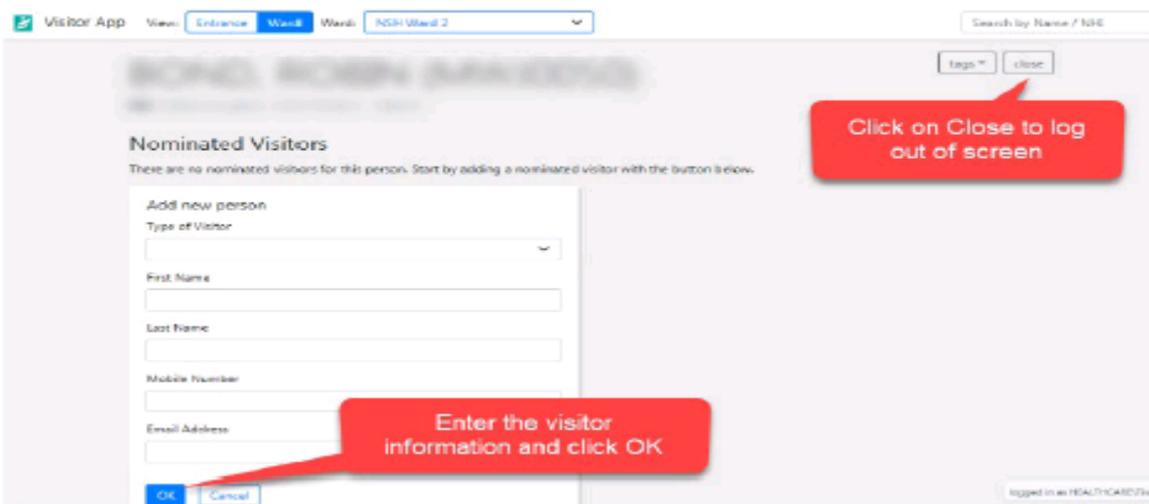
2: To update the Nominated visitor for a patient, click on the button open.



3: Click on the button Add Nominated Visitor to add visitor information.



Enter the visitor Details and click OK to save. To log out of this screen click on close button.

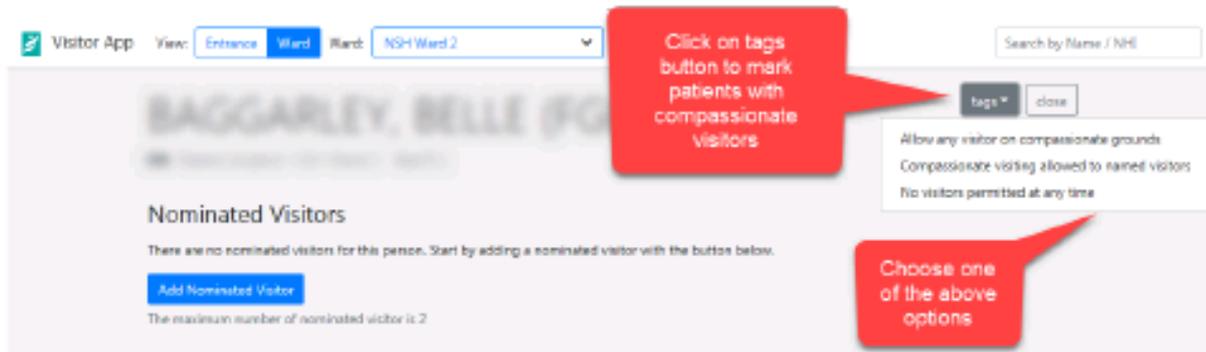


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4: To flag a patient with Compassionate grounds click on the tags button and choose one of the options.



16. Appendix 3 - Patient/Visitor Screening Forms - Multi-lingual

[Patient-Visitor Screen \(Chinese-Simplified\)](#)

[Patient-Visitor Screen Chinese-Traditional\)](#)

[Patient-Visitor Screen \(English\)](#)

[Patient-Visitor Screen \(Hindi\)](#)

[Patient-Visitor Screen \(Japanese\)](#)

[Patient-Visitor Screen \(Korean\)](#)

[Patient-Visitor Screen \(Samoan\)](#)

[Patient-Visitor Screen \(Tongan\)](#)

[Patient-Visitor Screen \(Urdu\)](#)

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COVID-19 – Visitors Guidance (Level 3)

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1. Purpose

These guidelines seek to prevent the transmission of COVID-19 whilst New Zealand or the Auckland Region is in **Level-3 COVID-19** response where only essential work and travel is permitted and physical distancing is required. This policy provides direction on access by the public to our DHB hospital campuses through limiting visitors. At a time when we have a restricted visitors policy, inpatients are able to have **one** nominated visitor (that is not interchangeable with another person) throughout their stay. This policy also explains the circumstances of when a 2nd nominated visitor is able to visit only **on compassionate grounds** to:

- support patients to remain connected with their whānau and loved-ones; and
- facilitate whānau as partners in patient care

These measures, as with all current COVID-19-related measures, seek to ensure the safety of patients and staff by minimising avoidable contact and the potential for spread.

2. Definitions

Visitors	A key support person who must be from the same 'bubble' as the patient and not a child under 15
Carer	The person who will be most involved in supporting the patient at home. They must be from the same 'bubble' as the inpatient and not a child under 15

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3. General Principles

This policy adopts a compassionate approach during a time when there are stringent visiting restrictions and ensures we stand by Waitematā DHB’s core values. In particular, it:

- prioritises the safety of visitors, our patients and staff on site;
- recognises the importance of whānau as partners in patient care;
- protects the privacy and autonomy of patients and visitors;
- seeks solutions that keep patients connected with whānau; and
- strives to provide visitors with clear information and explanations that they can relate to their own circumstances

There is the expectation that staff use clinical judgement including an assessment of patient status, situation, consistency, and clinical environment situation for all decisions regarding additional compassionate visiting.

4. Visitor Restrictions

Special rules are in place for people wishing to visit Waitematā DHB facilities during the COVID-19 pandemic. These rules are consistent with Government measures and Ministry of Health guidelines that are in place to restrict contact between people and reduce the risk of COVID-19 spreading.

The rules also reflect the vulnerable nature of many of the individuals who access our services and are at high risk of the impacts of COVID-19. They consider the well-being of individual patients alongside the wellbeing and safety of the Waitematā DHB community and workforce as a whole.

We continue to monitor developments regarding COVID-19. Restrictions outlined in this policy will be regularly updated to reflect any changes in prevalence, risk and impact on hospital services. Speak to your patients; inform them of the overall **limited visiting rule** and help them find alternative means of keeping in touch via phone or zoom etc. We should endeavour to support other ways of visiting such as virtual visiting through personal devices or supplied tablets. In addition, wards will keep in contact with a key family member daily to update on a patient’s care.

5. Visitors for inpatients who are not COVID-19 positive

Strict visiting guidance will be reinstated during a National or Auckland Region Alert Level 3 duration.

1. Visiting of **one person from the same bubble or a person most involved with patient care for the duration of their stay or Level 3** being in place for all inpatient wards.
2. This visitor is not interchangeable throughout the patient stay.
3. Unless otherwise stated for the specific clinical areas outlined below, the patient’s nominated visitor can only visit **once a day** for a **maximum of two hours**.
4. Any more than one visitor per patient is on compassionate grounds only and requires permission prior to visit.

PLEASE NOTE: During **Level 3** for **Mason Clinic**, mental health inpatient units (**He Puna Waiora and Waitarau**) and **Ward 12 (KMU)** will have **no visiting**. This is to ensure that physical distancing can be managed in areas where clients are moving around their “bubble”. The units will consider on a case by case basis visiting on compassionate grounds.

Dialysis Units on all sites will retain a **No visitor** policy – due to physical distancing requirements.

Emergency Departments and **Medical Assessment and Diagnostic Units** (NSH and WTH) will retain a **No visitor** policy due to the Delta variant being highly infectious and both areas unable to manage physical distancing requirements,

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particularly in their waiting areas. Both areas have streamed patients who can change status i.e. white to blue stream. Consideration will be given in making exemptions on compassionate grounds.

Maternity/Hine Ora

In the case of neonates, a mother and her baby are considered to be ‘the patient’.

- One partner or support person of a pregnant woman for labour and birth, including for induction of labour
- One partner or support person during the postnatal stay
- One partner or support person for a woman experiencing perinatal loss and extreme distress.

Rangitira Ward (Paediatrics) for most paediatric patients the parent(s)/caregiver remains for the duration of their stay. Some interchange is allowed on compassionate grounds.

Special Care Baby Unit (SCBU)

- Mothers and babies are considered the “patient” as the mother is required for care and feeding
- Mothers can nominate one support person. This person cannot be interchanged
- Due to space limitations in SCBU, social distancing is difficult. Therefore there will be times that the number of support people present in SCBU may be limited.

Haematology Day Stay (NSH) and **Medical Day Stay (WTH)** will retain a **No visitor** policy – due to physical distancing requirements. The exception is when a patient is visiting for the first time and undergoing education they may bring a support person as this education session is completed in the sole single room on the unit.

Surgical Unit NSH will retain a **No visitor** policy – due to physical distancing requirements.

Compassionate Grounds

In making exemptions **for an additional visitor** on compassionate grounds, consideration will be given to factors including (but not limited to):

- Whānau member of patients whose condition has worsened and/or are about to receive a diagnosis that will be distressing
- Whānau member of patient at end of life
- Additional whānau members or carers involved in carer education for discharge.
- Visits for people under 15 years of age

Further exemptions may be made on compassionate grounds at the discretion of the nurse in charge or clinical nurse managers to enable visits outside standard visiting hours.

Physical Distancing

There are no time limits for the nominated visitor during visiting hours. The ward staff should use discretion in the management of visitor numbers and if they feel that safe physical distancing is at risk they should direct visitors to wait in an alternative area or visit at another time. For example, if the patient requires a procedure which increases the number of people around the bed space, or, if there are already other visitors in a 4 or 6 bed bay that could cause the area to become congested.

Disagreement with decision

If there is a disagreement between staff members, the case will be referred, for an immediate, third party decision, to:

- Charge Nurse Manager, Clinical Charge Midwife or Clinical Nurse Director (during working hours)
- Duty Nurse Manager or Executive Manager on call (after hours)

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The decision regarding an **additional visitor** on compassionate grounds will be communicated to both the patient and visitor by a senior staff member as soon as possible.

6. Nominated visitors

A nominated visitor is a person who has been identified by a patient/parent/caregiver or guardian as their visitor. Nominated visitors **need to be aged 15 years or over** and from the same bubble as the inpatient **or a person most involved with patient care for the duration of their stay or Level 3**. There can only be one nominated visitor assigned to any inpatient or outpatient at a given time, the one nominated visitor cannot be changed during the admission.

Ward patients will nominate a visitor on admission or during their stay. If the patient is unable to nominate a visitor, appropriate parents, carers, or guardians will do so. Outpatient teams should follow a similar process to assist the patient to identify an appropriate support person in accordance with compassionate guidelines.

The name and contact details of nominated visitors will be recorded for individual inpatients in the - [Visitor Management App: Link](#) by the ward/unit clerk or other delegated person. This information will be accessible to all screeners at all entrances. They can look up by area, check they are nominated and thus allow visitors to be checked at the entrance they use and directed to the ward/service of the patient they are nominated to visit/support.

Please see [Appendix 1 \(Front of House\)](#) and [Appendix 2 \(Wards\)](#) for instructions for the Visitor Management App.

For each shift the nominated visitor app should be updated by each ward: <https://wdhb-web-apps.healthcare.huarahi.health.govt.nz/visitor/>.

If any further information is required for front of house staff please email the relevant area below:

NORTH SHORE HOSPITAL - NSHFOH@waitematadhb.govt.nz

WAITAKERE HOSPITAL - #AHSFOHAdminStaff@waitematadhb.govt.nz

7. Support People for Radiology and Outpatient Appointments

Patients coming to a Waitematā DHB facility for an outpatient appointment, or visiting Radiology, are able to bring a support person with them if required. Radiology and Outpatient teams should engage in a process to assist the patient to identify an appropriate support person if required.

8. Visiting protocol

All nominated visitors to the hospital will undertake a health screening at point of entry, prior to being given access to the ward or service. Visits to the hospital will be recorded in the visitors APP at main entrances.

A support person register will be maintained within each service, documenting the support person's name, phone number, date, the patient they are supporting and the clinic visited. This screening will be repeated every time a visitor presents at a Waitematā DHB facility. [Protocol for Screening and Tracking of Visitors](#)

If a visitor does not pass the health screening, the nurse will provide appropriate health advice and information and explain why they are not able to visit a patient.

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Security guards will greet visitors on arrival and communicate the visitor policy. Visitors who have permission to visit patients on compassionate grounds should be recorded in the visitor’s application; all other visitors are not allowed.



*for those visitors who have exited MIQ within the last 14 days **and** have **no COVID** Symptoms they may visit on compassionate grounds as long as a face mask is worn, they adhere to strict hand hygiene practices and follow the [precautions for visitors to observe](#)

9. Visiting Hours

To enable the safe management of visitors onto Waitematā DHB Inpatient facilities, visiting hours will be limited to 8.00 am to 8.00 pm, with the exception of the maternity stay.

10. Protocol for Screening and Tracking of Visitors

All nominated visitors to the hospital will undertake a health screening at point of entry, prior to being given access to the ward or service.

The online visitor APP will be maintained at main entrances, recording each visit, including visitor contact details, the patient they are visiting, the ward visited and the health screening outcome. This screening will be repeated every time a visitor presents at a Waitematā DHB facility.

Security guards will greet visitors on arrival and communicate the visitor policy.

Health screening will be carried out by nursing or HCA staff located at entrances to facilities.

Screening will consist of the following questions:

Section 1- Personal Details.

Name: _____ Date: _____

Phone number: _____

Section 2- Reason for Visit.

1. Are you visiting a patient? Yes No
2. Are you a named visitor? (only named/nominated visitors allowed) Yes No
- 2a. Are you part of the patient’s “bubble” or their principal caregiver? Yes No
3. Name of the patient : _____
4. Are you attending an appointment today? Yes No
5. Please specify where/what:

Section 3- COVID-19 Screen

6. Have you been in self-isolation due to a recent exposure? Yes No
7. Have you had contact with a case or close contact of COVID-19 or been contacted by public health? Yes No
8. Have you had potential contact at a location of interest? Yes No
9. Are you part of a surveillance swabbing programme? Yes No
10. Have you had any international travel? (*Excluding quarantine free travel areas*) Yes No

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- | | | | |
|-----|--|------------------------------|-----------------------------|
| 11. | Have you had direct contact with a person who has travelled overseas in the last 14 days? (<i>Excluding quarantine free travel areas, and also excluding air crew</i>) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 12. | Have you cleaned in an international airport or marine port in areas/conveniences visited by international arrivals? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 13. | Have you worked on an international aircraft or shipping vessel? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 14. | Have you exited an MIQ Facility within the last 14 days (<i>excluding recovered cases</i>)? (<i>Please see Section 11 in this document for further info</i>) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 15. | Do you work in a cold storage facilities that receive imported chilled or frozen goods directly from an international airport or maritime port? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Section 4- Wellness Screen

- | | | | |
|-----|---|------------------------------|-----------------------------|
| 16. | Do you have ANY (less than 14 days) of the following symptoms? | | |
| | Fever | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | Shortness of breath | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | Cough | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | Sore throat | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | Nasal congestion, runny nose | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | Coryza (head cold) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | Loss of sense of smell | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | Have you seen a doctor for these symptoms yet? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

If a visitor passes the health screening they will be given access to the facility and provided guidance on visiting restrictions and protocol. They will be reminded of the importance of hand hygiene when entering and exiting patient care areas and making contact with the environment. If visitors do not have a face covering they will be provided with a level 2/surgical mask by screening staff.

Visitors will only be allowed to visit the patient in their immediate area and not permitted to visit in other areas around the hospital.

Outpatients will be issued with a dated white wrist band which identifies them as a having been screened before entering outpatient area.

Ward/unit visitors or support persons accompanying an Outpatients' appointment will be issued with a dated white visitor sticker.

If a visitor does not pass the health screening, the nurse/HCA will provide appropriate health advice and information and explain why they are not able to visit a patient.

We recognise that some patients who are in hospital for extended periods of time often require food and other amenities that are routinely provided by whānau and friends. We will allow this to continue, however the nominated visitors must be the persons bringing in the food and other amenities.

11. Visitor has exited an MIQ Facility within the last 14 Days

If the visitor has exited an MIQ facility within the last 14 days please discuss following specific requirements related to them visiting:

- If they have any respiratory type illness they need to be sent home to isolate, get swabbed and advised to call **Healthline 0800 358 5453**
- If they are well they can visit **BUT** they need to wear a face mask, and practice good hand hygiene

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COVID-19 – Visitors Guidance (Level 3)

12. Visiting a Yellow Stream Patient

If the **yellow stream patient** has **exited an MIQ within the last 14 days AND has no COVID symptoms**; visiting needs to be discussed on a case by case basis through the IMT/COVID-19 Clinical Lead.

13. Whānau Accommodation Use during Level 3

Whānau accommodation will be for compassionate use/visiting **only** which is limited to **one or two** people from the same whānau bubble; and only **one** whānau at a time.

14. Precautions for visitors to observe

While on site, visitors will be required to:

- Wear a face mask/covering at all times;
- ensure that they carry out appropriate hand hygiene measures;
- maintain physical distancing of two (2) metres from staff and other patients;
- only visit the patient they have been nominated for;
- only visit the ward/area they are nominated for (no other areas of facility).

15. Picking up patients on discharge

All patients requiring pick up will be picked up outside of the hospital. Ward staff need to support patients to the front door and wait with patient until their transport arrives.

16. Key stakeholders and sign off

Operational plan development and sign off	Katrina Holland	CND Patient Care and Access
	Gina Watkinson	CND SMHOPS
	Alison Bowden	Elective and Outpatient Services Manager
	Te Aniwa Tutara	Project Manager, He Kamaka Waiora
	Stephanie Doe	GM, SMH & AS
	Sue Larsen	ADON Acute & Emergency Medicine and SMHOPS
	Sarah Timmis	CND Acute & Emergency Medicine and SMHOPS
	Emma Farmer	Director of Midwifery
	Melissa Lee	CNM Waitematā Central Staffing Team
	Kate Gilmour	ADON Surgical & Ambulatory
	Robyn Steinbeck	ED Operations Manager (NSH)
	Lee Wharerau	ED Operations Manager (WTH)
	Megan Jones	MH Adult Operations Manager
	Paula Seymour	GM CWF and WTH Site Manager
	Johanne Egan / Naomi Heap	COVID-19 IMT Welfare Lead
Chris Webb	Operations Manager (Security)	
Senior Manager sign off	Ravina Patel Willem Landman	Patient Experience Manager Clinical Lead COVID-19 IMT
Final sign off	Tamzin Brott /Jacky Bush	COVID-19 IMT ELT

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17. Distribution

In addition to personnel involved in the development and sign-off of this plan, the document is to be distributed by email to:

Recipient	Role	Email
NSH Duty nurse managers		# Duty Managers NSH (Waitematā DHB)
Waitematā central team		# Waitematā central (Waitematā DHB)
Waitematā DHB security team		# Security (WDHB)
Waitematā DHB traffic team		# Traffic (WDHB)
Charge Nurse Managers NSH and WTH		# Charge Nurse Managers Med & Surg (Waitematā DHB)
Acute and Emergency OM's NSH and WTH	Operations Managers	# Acute & Emergency Operations Managers(WDHB)
Surgical OM's	Operations Managers	# Surg Operations Managers (WDHB)
Specialist Medicine and Health of Older People Operations Managers		# Specialist Med Operations Managers(WDHB)
Clinical Directors		# Clinical Directors (WDHB)

18. Associated Documents

[COVID -19 Compassionate Approach to Visitors of COVID-19 Positive Patient](#)

[Delivery and Collection of \(Non-COVID\) Patient Essential Packages](#)

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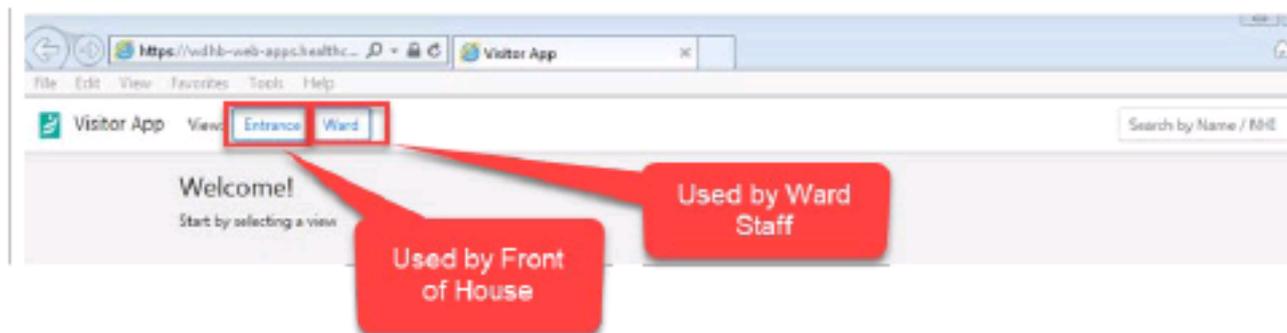
COVID-19 – Visitors Guidance (Level 3)

19. Appendix 1 - Visitor Management App. - Front of House

The visitor Management App is designed to maintain the nominated visitor information for patients. It helps the Front of house staff to follow the visitor policy under covid-19 alert levels. This app can be accessed via the below link:

<https://wdhb-web-apps.healthcare.huarahi.health.govt.nz/visitor/>

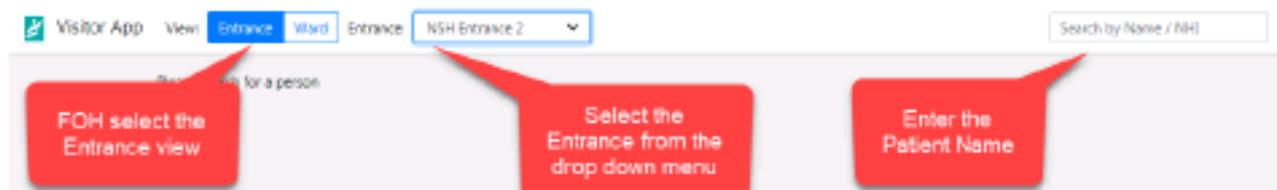
The visitor app has got 2 different views; Entrance view is to be used by Front of House staff to check for nominated visitor information. And Ward view is intended for ward staff to enter the nominated visitor information.



Entrance View: This view is to be used by Front of House

1: FOH need to select the Entrance view and then select their entrance from the drop down menu.

2: Enter the patient Name (it can be first name or last name) and select the patient from the list.



The Patient name with the nominated visitor will be displayed on the front page. If the Nominated visitor is not showing, it means the information has not been entered.

In such cases FOH can contact the Ward to check if the current visitor is the Nominated Visitor. And choose to update the nominated visitor themselves by clicking on the button Add Nominated Visitor.

If nominated visitor is already entered, jump to step 6 else go to step 3.

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3: Click on the button Add Nominated Visitor.

The screenshot shows the 'Visitor App' interface. At the top, there are tabs for 'Entrance' and 'Ward', and a dropdown menu for 'Entrance' set to 'NSH Entrance 2'. Below this, there is a search bar and 'tags' and 'close' buttons. The main section is titled 'Nominated Visitors' and contains the text: 'There are no nominated visitors for this person. Start by adding a nominated visitor with the button below.' A blue button labeled 'Add Nominated Visitor' is highlighted with a red callout that says 'Add the Nominated Visitor'. Below the button, it says 'The maximum number of nominated visitor is 2'.

4: Enter the visitor Details and click OK to save. To log out of this screen click on close button.

The screenshot shows the 'Add new person' form in the 'Visitor App'. The form has fields for 'Type of Visitor', 'First Name', 'Last Name', 'Mobile Number', and 'Email Address'. At the bottom of the form are 'OK' and 'Cancel' buttons. A red callout points to the 'OK' button with the text 'Enter the visitor information and click OK'. In the top right corner, there are 'tags' and 'close' buttons. A red callout points to the 'close' button with the text 'Click on Close to log out of screen'. The page also shows 'logged in as HEALTHCARE, Tiva' in the bottom right corner.

5: To flag a patient with Compassionate grounds, click on the **tags** button and choose one of the options. Please check with Ward staff for Compassionate visitors.

The screenshot shows the 'Visitor App' interface with the 'tags' dropdown menu open. The dropdown menu has three options: 'Allow any visitor on compassionate grounds', 'Compassionate visiting allowed to named visitors', and 'No visitors permitted at any time'. A red callout points to the 'tags' button with the text 'Click on tags button to mark patients with compassionate visitors'. Another red callout points to the dropdown menu with the text 'Choose one of the above options'. The background shows the 'Nominated Visitors' section with the 'Add Nominated Visitor' button.

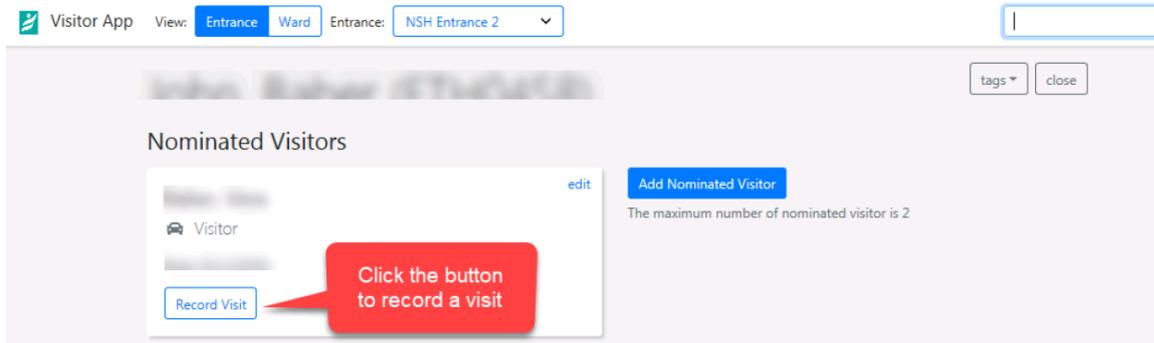
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6: To Record a visit, click on the button Record Visit.



Screening Questions

Have you had contact with a case or close contact of COVID-19 or been contacted by public health?

Yes No

Have you had potential contact at a location of interest?

Yes No

Are you part of a surveillance swabbing programme?

Yes No

Have you had any international travel?

Yes No

Have you had direct contact with a person who has travelled overseas in the last 14 days? (excluding quarantine free travel areas, and also excluding air crew)

Yes No

Have you cleaned at an international airport or maritime port in areas/conveniences visited by international arrivals?

Yes No

Exited an MIQ facility within the last 14 days (excluding recovered cases)

Yes No

Worked on an international aircraft or shipping vessel

Yes No

Do you work in a cold storage facilities that receive imported chilled and frozen goods directly from an international airport or maritime port?

Yes No

Do you have ANY (less than 14 days) of the following symptoms? Fever, Shortness of breath, cough, sore throat, nasal congestion/runny nose, Coryza (Head Cold), less of sense of smell.

Yes No

Have you seen a doctor for these symptoms yet?

Yes No

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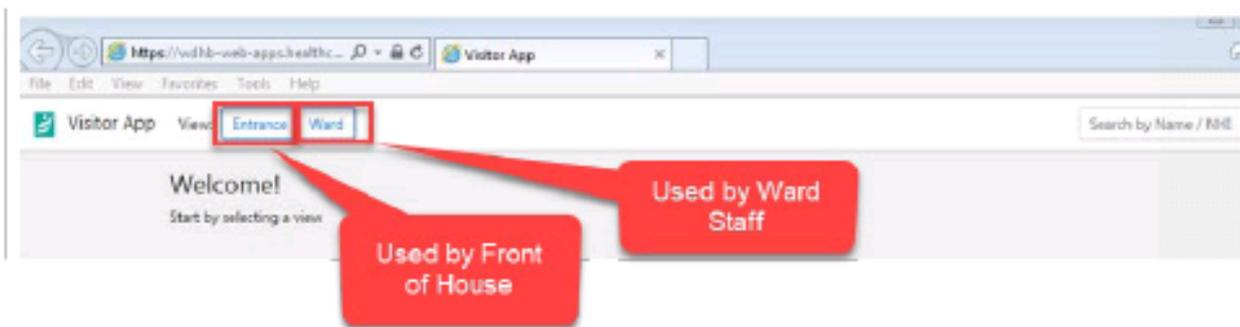
COVID-19 – Visitors Guidance (Level 3)

20. Appendix 2 - Visitor Management App Instructions (Wards)

The visitor Management App is designed to maintain the nominated visitor information for patients. It helps the Front of house staff to follow the visitor policy under covid-19 alert levels. This app can be accessed via the below link.

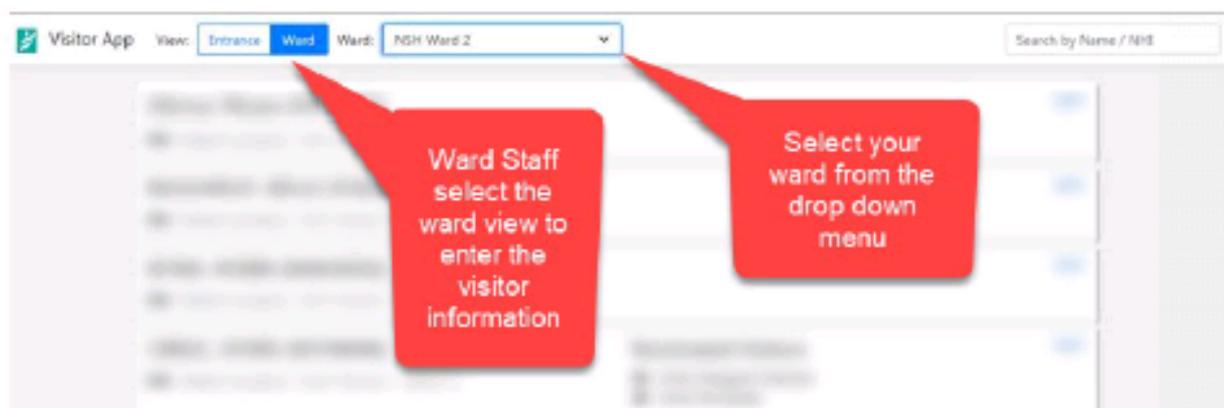
<https://wdhb-web-apps.healthcare.huarahi.health.govt.nz/visitor/>

The visitor app has got 2 different views; Entrance view is to be used by Front of House staff to check for nominated visitor information. And Ward view is intended for ward staff to enter the nominated visitor information.



Ward View: This view is for Ward Staff to enter Visitor Information in the system.

1: Click on the **Ward View Button** and Select your ward from the drop down Menu. You will see the list of Patients in your ward.

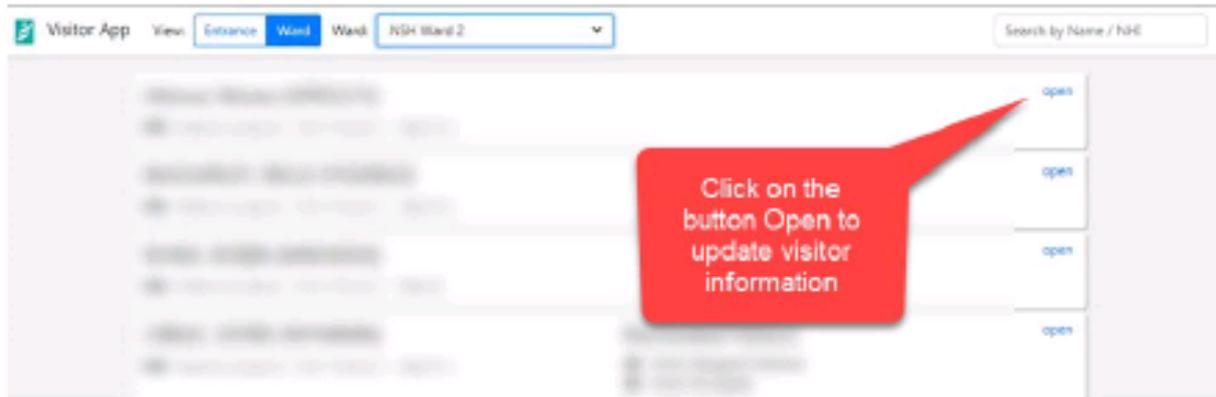


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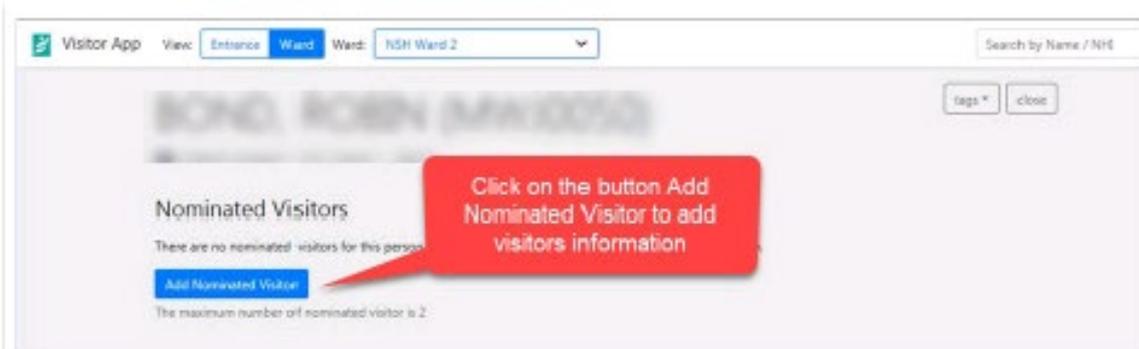
This information is correct at date of issue. Always check on Waitematā DHB Controlled Documents site that this is the most recent version.

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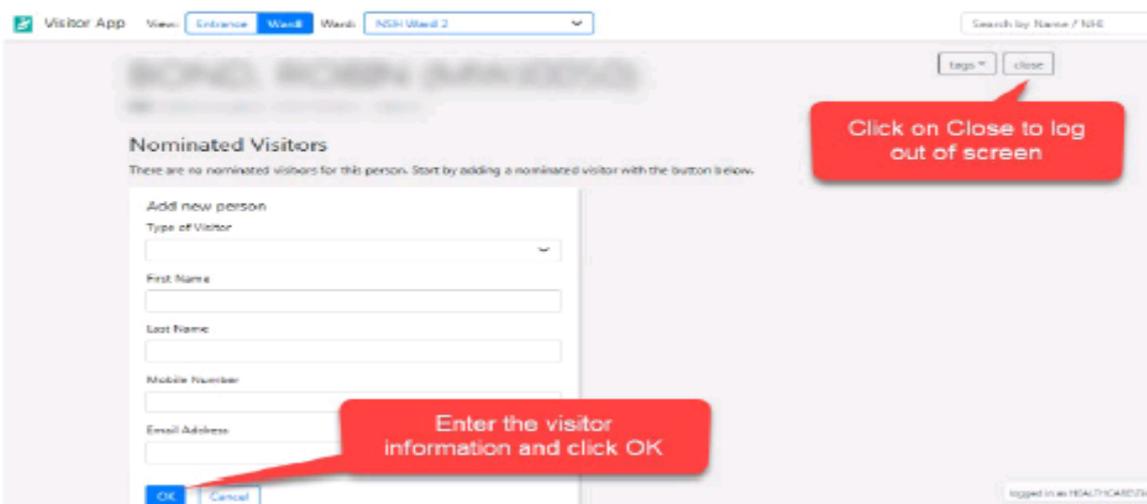
2: To update the Nominated visitor for a patient, click on the button open.



3: Click on the button Add Nominated Visitor to add visitor information.



Enter the visitor Details and click OK to save. To log out of this screen click on close button.

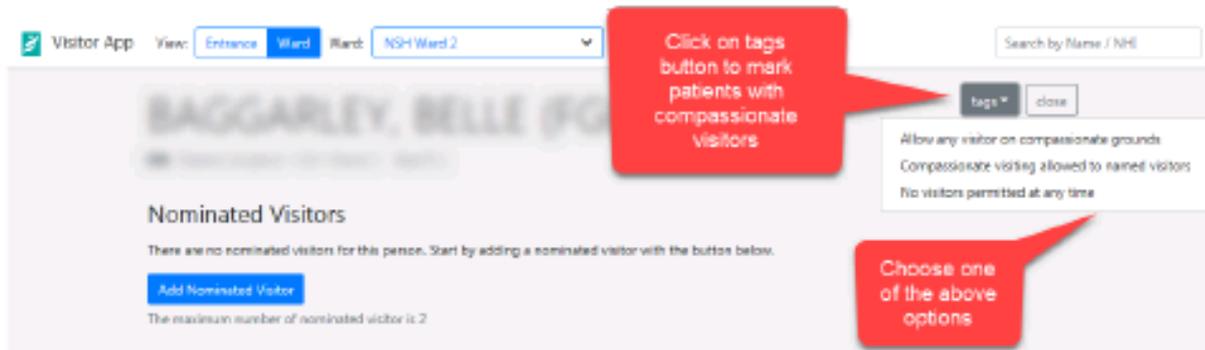


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4: To flag a patient with Compassionate grounds click on the tags button and choose one of the options.



21. Appendix 3 - Patient/Visitor Screening Forms - Multi-lingual

[Patient-Visitor Screen \(Chinese-Simplified\)](#)

[Patient-Visitor Screen \(Chinese-Traditional\)](#)

[Patient-Visitor Screen \(Cook Island Māori\)](#)

[Patient-Visitor Screen \(English\)](#)

[Patient-Visitor Screen \(Hindi\)](#)

[Patient-Visitor Screen \(Japanese\)](#)

[Patient-Visitor Screen \(Korean\)](#)

[Patient-Visitor Screen \(Samoan\)](#)

[Patient-Visitor Screen \(Tongan\)](#)

[Patient-Visitor Screen \(Tuvaluan\)](#)

[Patient-Visitor Screen \(Urdu\)](#)

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COVID-19 – Visitors Guidance (Level 4)

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1. Purpose

These guidelines seek to prevent the transmission of COVID-19 whilst New Zealand or the Auckland Region is in **Level-4 COVID-19** response where only essential work and travel is permitted. At a time when we have a **no** visitors’ policy, it explains the exceptional circumstances and compassionate grounds under which current inpatients can receive visitors in order to:

- support patients to remain connected with their whānau and loved-ones; and
- facilitate whānau as partners in patient care

These measures, as with all current COVID-19-related measures, seek to ensure the safety of patients and staff by minimising avoidable contact and the potential for spread.

2. Definitions

Visitors	A key support person who must be from the same ‘bubble’ as the patient and not a child under 15
-----------------	---

3. General Principles

This policy adopts a compassionate approach during a time when there are stringent visiting restrictions and ensures we stand by Waitematā DHB’s core values. In particular, it:

- prioritises the safety of visitors, our patients and staff on site;
- recognises the importance of whānau as partners in patient care;
- protects the privacy and autonomy of patients and visitors;
- seeks solutions that keep patients connected with whānau; and
- strives to provide visitors with clear information and explanations that they can relate to their own circumstances

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- There is the expectation that staff use clinical judgement including an assessment of patient status, situation, consistency, and clinical environment situation for all decisions regarding compassionate visiting.

4. Visitor Restrictions

During a **COVID-19 pandemic Level 4 response** patient visitors will **not** be permitted into Waitematā DHB facilities. These rules are consistent with Government measures that are in place to restrict contact between people and reduce the risk of COVID-19 spreading.

The rules also reflect the vulnerable nature of many of the individuals who access our services and are at high risk of the impacts of COVID-19. They consider the well-being of individual patients alongside the wellbeing and safety of the Waitematā DHB community and workforce as a whole.

We continue to monitor developments regarding COVID-19. Restrictions outlined in this policy will be regularly updated to reflect any changes in prevalence, risk and impact on hospital services.

Staff should speak to their patients; inform them of the overall **no visiting** rule and help them find alternative means of keeping in touch via phone or zoom etc. We should endeavour to support other ways of visiting such as virtual visiting through personal devices or supplied tablets. In addition, wards will keep in contact with a key family member daily to update on a patient’s care if the patient is unable to do this themselves.

5. Visiting COVID-19 Positive Patients

There is a strict **no visiting** policy for patients who are COVID-19 positive.

6. Visitors for inpatients who are not COVID-19 positive

Waitematā DHB has strict visiting guidance during a National or Auckland Region Alert **COVID-19 pandemic Level 4 response**. Visiting options **on compassionate grounds only** are available to support inpatients.

PLEASE NOTE: During **Level 4** for **Mason Clinic**, mental health inpatient units (**He Puna Waiora and Waiatarau**) and **Ward 12 (KMU)** will have **no visiting**. This is to ensure that physical distancing can be managed in areas where clients are moving around their “bubble”. The units will consider on a case by case basis visiting on compassionate grounds.

In making exemptions (**to the no visitors rule**) on compassionate grounds, consideration will be given to factors including (but not limited to):

- Parent or guardian of a patient who is under 18 years of age
- Carer of a patient with a disability
- Whānau member of patients whose condition has worsened and/or are about to receive a diagnosis that will be distressing
- Whānau member of patient at end of life
- Whānau member or carer involved in carer education for discharge

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6.1 Compassionate Grounds Exemptions

Maternity

- Support person is able to stay with mother during birth and the same support person is able to stay with the mother during their postnatal stay. This support person is not interchangeable.
- The support person must not be in self-isolation due to recent overseas travel or have known COVID-19 contact or symptoms

Special Care Baby Unit (SCBU)

- Mothers and babies are considered the “patient” as the mother is required for care and feeding

Rangatira (Paediatric Ward)

- One parent/guardian only
- This person cannot be interchanged therefore same parent/guardian for all visits

End of Life

- A compassionate response is required and at the discretion of the Charge Nurse/Midwife Manager
- Visitors (up to two) for end of life/terminal patients
- These visitors cannot be interchanged
- These visitors must not be in self-isolation due to recent overseas travel or have any known COVID-19 contact or symptoms

If there is a disagreement between staff members, the case will be referred, for an immediate, third party decision, to:

- Charge Nurse Manager, Clinical Charge Midwife or Clinical Nurse Director (during working hours)
- Waitematā Central Operations Manager or Executive Manager on call (after hours)

The decision regarding visitation on compassionate grounds will be communicated to both the patient and visitor by a senior staff member as soon as possible. Process for granting exemption can be found in the [COVID -19 Compassionate Approach to Visitors of COVID-19 Positive Patient](#)

7. Visiting protocol

Security guards will greet visitors on arrival and communicate the visitor policy. Visitors who have permission to visit patients on compassionate grounds should be recorded in the visitor’s application; all other visitors are not allowed. The visitor will be asked to scan the DHB QR Code upon entering.

The visitor with the permission to visit on compassionate grounds will be directed to the Health screening nursing staff (located at the main designated entrance to each hospital facility) to have their health screen completed.

Screening will consist of the following questions:

- Contact with a confirmed or probable COVID-19 case?
- International travel history (excluding Cook Islands)?
- Direct contact with a person who has travelled overseas (excluding Cook Islands)?
- Exited an MIQ facility within the past 14 days? *

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- Cleaned at an international airport / maritime port in areas / conveniences visited by international arrivals?
- Have you had any of the following symptoms in the past seven (7) days:
 - cough
 - fever/raised temperature
 - sneezing and runny nose
 - loss of sense of smell
 - new shortness of breath?

The visitor's name and phone number, the patient and ward they are visiting and the health screening outcome will be recorded on the visitor register. This screening will be repeated every time the visitor presents at a Waitematā DHB facility.

If a visitor does not pass the health screening, the nurse will provide appropriate health advice and information and explain why they are not able to visit a patient.



*for those visitors who have exited MIQ within the last 14 days **and** have **no COVID** Symptoms they may visit on compassionate grounds as long as a face mask is worn, they adhere to strict hand hygiene practices and follow the [precautions for visitors to observe](#)

8. Visiting a Yellow Stream Patient

If the **yellow stream patient** has **exited an MIQ within the last 14 days AND has no COVID symptoms**; visiting needs to be discussed on a case by case basis through the IMT/COVID-19 Clinical Lead.

9. Whānau Accommodation Use during Level 4

There is strictly **no use of/visiting in** the whānau accommodation during Level 4.

10. Precautions for Visitors to Observe

While on site, visitors will be required to:

- ensure that they carry out appropriate hand hygiene measures;
- maintain physical distancing of two (2) metres from staff and other patients;
- only visit the patient they been granted access to see; and
- only visit the ward/area where that patient is admitted.

11. Picking up Patients on Discharge

All patients requiring pick up will be picked up outside of the hospital. Ward staff need to support patients to the front door and wait with patient until their transport arrives.

12. Associated Documents

[COVID -19 Compassionate Approach to Visitors of COVID-19 Positive Patient](#)

[Delivery and Collection of \(Non-COVID\) Patient Essential Packages](#)

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