



Coronavirus
COVID-19

Visitor Information During COVID-19



**A Guide for Patients and Visitors
to help you protect yourself and others**

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Restricted Visiting during COVID-19

We are very aware that an admission to hospital following an injury or illness is a difficult time for you and your loved ones.

The National Rehabilitation Hospital (NRH) welcomes and values contact from family and friends, as having this support helps to make the patients' stay here more comfortable and manageable. In the current COVID-19 pandemic, it has been necessary for the hospital to introduce robust infection prevention and control procedures to help keep patients, family members and staff as safe as possible and to prevent the spread of the corona virus.

Therefore, in the interests of the health and safety of our patients and staff, there are restricted visiting arrangements in place for a family member or support person of patients (see details on page 4)

Please note that the guidelines in this booklet may change depending on national guidelines and medical advice. We will keep patients and families informed as changes occur.

Help Protect Yourself and Others from COVID-19 and other infections



Visiting Arrangements in Place During COVID-19

In the interests of the health and safety of our patients and staff, there are restricted visiting arrangements in place in the following three groupings:

- **General Visits:** Patients can have **two visits** per week with a maximum of **two people**. Visits last for one hour. Different people can attend for each visit.
 - * These visits must be booked **seven days in advance**.
- **Exceptional Visits:** Where there is a clinical reason for more than one person in attendance and, or where the visit needs to be longer than one hour, for example, if a patient is critically ill.
- **Carer Training Sessions:** Where carer training is required to manage a patient's discharge planning and the presence of a family member or support person is seen as essential to attend for training to facilitate the patient's discharge.

These exceptional visits must be approved by the Patient's **Consultant** and **Unit Team**. All visits must be pre-booked:

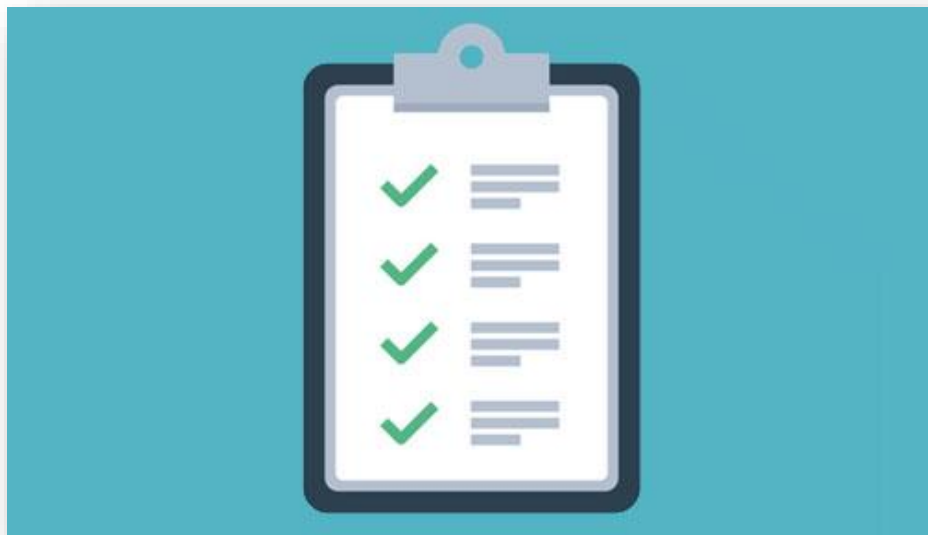
- Visits must be booked **seven days in advance**.
- Generally, no children under 16 years are permitted to visit, however in exceptional circumstances as agreed with the treating team, a visit by a child may be facilitated, as long as there is adequate adult supervision and adherence to precautions by both adult and child.

How to Book a Visiting Slot

All visits must be booked through the Unit that the patient is admitted to - please ask a member of the Rehabilitation Team if you need information about the booking process.

Bookings can also be made by emailing visiting@nrh.ie

- The hospital will try to facilitate preferred days, but this cannot always be guaranteed due to the limited number of visits we can allow at one time. This is to minimise the potential risk of infection and to ensure the health and safety of our patients, their families, and our staff.
- **Only** visitors named on the visiting schedule will be permitted to enter the hospital.



Please do not attend the Hospital unannounced as we are unable to facilitate visits that are not booked in advance; visitors without a booking cannot be permitted to enter the building. 'Window Visits' cannot be facilitated.

Visitor Check-In Process

Visitors will be asked to complete a pre-attendance COVID-19 risk assessment questionnaire in advance. The questionnaire will be checked when the visitor arrives to reception. If any COVID-associated risk is identified, the visit will be postponed.

On arrival at reception, visitors must:-

- Use the hand sanitiser provided
- Use the automatic temperature check
- Use a surgical face mask for the duration of the visit; if you don't have a surgical mask, one can be provided if needed. Both visitors and patients must wear these masks – unless medically indicated.
- maintain social distancing (2 metres) during the visit
- We ask that everyone follows advice regarding cough-sneeze etiquette, and any instructions from hospital staff.

On arrival, if visitors display any symptoms of COVID-19, or if they attend in breach of any of these guidelines set out for patient and staff safety, they will be asked to leave.

A member of our security team will assist with the checking-in process at reception. Each visitor will be given a badge with the time of arrival clearly marked and will then be directed to the relevant Unit.

When the visiting time is up, Unit staff will remind visitors that it is time for the visit to finish. Visitors are asked to leave the hospital directly after the visit so that we can protect the health and safety of patients and their visitors in so far as possible.

Patient and Visitor Safety Precautions

Patient's rooms will be cleaned after visitors leave.

We ask that visitors do not use the patient's bathroom - please use the public toilets on each Unit.

Bringing in or consuming food during the visit cannot be permitted at this time.

Unfortunately, visiting the Coffee Shop is not permitted at this time but take-away tea and coffee may be purchased if the visit is in an outdoor area.

Visitors are asked to leave the hospital directly after the visit.

Hand hygiene should be performed at the beginning, throughout, and at the end of the visit.

Further Important Information

A record of visitors' details (name and contact number) will be kept in case there is a requirement for contact tracing.

If a visitor is confirmed as COVID-19 after they have visited a patient at the NRH, **it is extremely important to contact the hospital**, to allow for contact tracing to take place.

Please be aware that if there is breach of visiting procedures, the patient may be required to quarantine for a period as per hospital guidelines

We ask that this information is shared with family and visitors in advance of any visit, and that the guidance is followed so that we can protect patients and their visitors in so far as possible.

| Rehabilitation Unit | Phone Numbers | Floor |
|---------------------|---------------|-------|
| Daisy Unit | (01) 235 5763 | -1 |
| Pine Unit | (01) 235 5700 | -1 |
| Willow Unit | (01) 235 5800 | G |
| Poppy Unit | (01) 235 5820 | G |
| Ash Unit | (01) 235 5841 | 1 |
| Rose Unit | (01) 235 5870 | 1 |
| Holly Unit | (01) 235 5890 | 1 |
| Oak Unit | (01) 235 5900 | 2 |
| Lily Unit | (01) 235 5940 | 2 |
| Fern Unit | (01) 235 5990 | 2 |



National Rehabilitation Hospital
 Rochestown Avenue, Dún Laoghaire, Co. Dublin
Telephone (01 235 5000)
www.nrh.ie



The [National Rehabilitation Hospital](http://www.nrh.ie) is accredited by CARF (Commission for accreditation of Rehabilitation Facilities) for a range of services, confirming they meet recognised international standards.