



Coronavirus
COVID-19

Visitor Information During COVID-19



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

Contents

	Pages
Restricted Visiting during Covid-19	3
Visiting Arrangements in Place	4
Visitor check-in process	6
Patient and Visitor Safety Precautions	7
Further Important Information	8

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, restricted visiting arrangements are currently in place. These arrangements may change depending on national guidelines. We will keep patients and families informed of changes as they occur. Current visiting arrangements are in the three groupings listed below:

1. **General Visits:** Visiting slots are available as follows:

Monday – Friday:	5.45pm – 7.45pm
Saturday and Sunday:	2.00pm – 4.00pm and 5.45pm – 7.45pm

During the above times, it is not necessary for visitors to pre-book the slot.

Important information: Please note that one visit per slot is allotted per patient. If a patient already has a visitor (or visitors, in the case of family or close relatives), our policy states that it will not be possible to permit other visitors during the same time slot if they arrive at the hospital.

We ask that patients and families coordinate their visits as much as possible to avoid disappointment if access to see a patient cannot be permitted due to a visit already taking place.

2. **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.

3. 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.

* Exceptional visits and carer training sessions will be approved by the Patient's Consultant and Unit Team. All visits must be pre-booked on the hospital booking system by Unit staff.

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.

Ways to Stay Healthy



Visitor Check-In Process

Visitors will be asked to complete a COVID-19 risk assessment questionnaire. A member of our security team will assist with the checking-in process at reception and will manage this to ensure social distancing is maintained in the reception area.

If visitors display any symptoms of COVID-19, or if they are in breach of any of the guidelines set out for patient and staff safety, 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. Both visitors and patients must wear these masks – unless medically indicated.
- maintain social distancing during the visit
- We ask that everyone follows advice regarding cough-sneeze etiquette, and any instructions from hospital staff.

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

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

Visits should preferably take place in the patient's own room, balcony or in our outdoor spaces and courtyards (weather permitting). Masks can be removed by visitors and patients, as long as the patient and visitors are both agreeable and both understand the potential risks of acquiring COVID-19.

We ask that visitors do not use the patient's bathroom - please use the public toilets on each Unit. Patients and visitors are also asked to be aware that no liquid, for example left-over tea or coffee, should be disposed of down the sink in the patients rooms. These sinks are for hand hygiene purposes only.

If a visit is taking place in the recreation-dining room or coffee shop, please ensure that the 2m distancing between groups is maintained. Masks should be worn for the duration of the visit, however they could be removed for drinking tea or coffee if there is a 2m distance from any other groups and again, if the visitor and patient are comfortable to remove their mask.

Patients and their visitors should not mingle or congregate with other patient and visitor groups to reduce the risk to all of acquiring COVID-19 or other flu viruses.

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

Visitors are asked to leave the hospital directly after the visit. Unit staff will remind visitors that visiting time is over – it is important to leave by 7.45pm to allow Nursing Staff to complete their clinical handover to the Night Nursing Staff.

Patient's rooms will be cleaned after visitors leave.

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.

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.