

MANAGING PATIENT AND HEALTHCARE WORKER SAFETY DURING THE COVID-19 OUTBREAK



Due to the risks associated with this virus and to limit the spread of infection, extreme caution will be exercised during:

- consultations with your doctor
- the admission process
- the two-week period after your discharge

Please familiarise yourself with this content prior to your admission



KEY SAFETY AND INFECTION PREVENTION MEASURES, [CLICK HERE](#)



BEFORE YOUR ADMISSION, [CLICK HERE](#) FOR IMPORTANT INFORMATION



[CLICK HERE](#) FOR MORE INFORMATION ABOUT YOUR HOSPITAL ADMISSION



[CLICK HERE](#) FOR MORE INFORMATION ABOUT GOING HOME (POST-DISCHARGE)

THE SAFETY AND HEALTH OF OUR PATIENTS, PERSONNEL AND DOCTORS IS A TOP PRIORITY.

The following key measures have been put in place for your safety and to limit the spread of infection, in accordance with best practice infection prevention standards:



Infection prevention measures at doctors' consultation rooms may include:

- Spacing between waiting room chairs
- Frequent hand sanitising
- Healthcare workers' use of face masks and shields, gowns and gloves
- Restrictions on accompaniment to consultation rooms
- Special consent form regarding the unusual circumstances and increased overall risk linked to the COVID-19 outbreak
- More frequent telephonic rather than in-person consultations



Routine **screening** of all persons entering our facilities to identify present signs and symptoms of COVID-19 infection to establish the risk of exposure



Restricted visiting hours and access to all Life Healthcare facilities



Universal masking: all healthcare workers, employees, outsourced services and persons entering / admitted to the facility – are required to wear a mask at all times



Personal protective equipment (PPE) provided to all employees and doctors in line with clinical standards. Employees trained on the appropriate use of PPE



Social distancing enforced throughout all areas of Life Healthcare facilities



Environmental cleaning according to **infection prevention standards**; surfaces regularly disinfected



Only **essential access** is granted to third-party service providers and supplier representatives



Individual risk assessments are conducted on any exposed personnel to guide the prevention of transmission



Continuous education: provided to community members regarding the importance of hand hygiene, cough etiquette and maintaining social distancing as effective measures to limit the spread of infection

COVID-19 doctor and management task teams and committees are in place to continually review and monitor the COVID-19 situation

BEFORE YOUR ADMISSION

It is both your and our responsibility to limit the spread of infection

Your doctor will advise you on the following preventative/safety measures before your admission:



limit your interaction with people leading up to your admission



sanitise your hands frequently



report any of the following signs to your doctor before your arrival to the consulting rooms or hospital: fever, cough, sore throat, loss of smell or taste, shortness of breath, body aches, chills, nausea, vomiting, diarrhea, fatigue or weakness

In the majority of cases your doctor will request you to be tested for COVID-19 prior to your admission – even if you are not displaying any symptoms

When you visit the doctors' consultation rooms, the following measures may apply:



spacing between waiting room chairs



Restrictions on accompaniment to consultation rooms



frequent hand sanitising



Special consent form regarding the unusual circumstances and increased overall risk linked to the COVID-19 outbreak



healthcare workers' use of face masks and shields, gowns and gloves



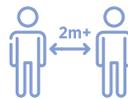
more frequent telephonic rather than in-person consultations

YOUR HOSPITAL ADMISSION

You are subject to a routine screening process before entering the hospital



Your admission time will be staggered according to the scheduled time of your surgery (if applicable)



Social distancing will be maintained throughout the hospital



During your admission process, you will probably be required to submit*:

- ✓ a negative result of the SARS-CoV-2
- ✓ a signed copy of the special consent form as requested by your admitting doctor

These measures are in place to improve the overall safety levels of your admission

*There may be circumstances where this is not required – please discuss with your doctor

GOING HOME (POST-DISCHARGE)

The discharge process has changed and more detailed information will be provided to both you and / or your caregiver on how to prepare before you go home

We encourage you to use your mobile phone to connect your caregiver / family member whilst receiving the discharge instructions. In-person discharge instructions will be arranged when needed

On arrival home



You could be required to self-isolate for up to 14 days as your risk of contracting the COVID-19 virus might have changed, especially after surgery or general anaesthetic. Your risk of recovery may also be compromised during the post-operative period. Please discuss with your doctor



Do regular self-screening for at least 14 days post-operatively and notify your doctor immediately should you develop any symptoms which may result in further clinical assessment

SPEAK TO YOUR TREATING DOCTOR SHOULD YOU HAVE ANY FURTHER QUERIES OR CONCERNS