



The Royal Children's  
Hospital Melbourne

# RCH Visitor Restrictions

**As part of The Royal Children's Hospital's (RCH) response to COVID-19, visitors are not permitted. These restrictions include siblings, extended family and grandparents even if attending an outpatient appointment.**

Two parents/carers can attend the hospital to visit their child or attend outpatient appointments during hospital visiting hours (8am - 7pm in Butterfly, and 8am - 8pm in all other clinical areas). Two parents can accompany their child to outpatient appointments but due to restricted room size, only one parent may be with their child during the consultation (the other parent having to remain in the waiting area). In general ward areas, one parent may stay with their child overnight in line with our existing guidelines. Two parents/carers can present to the Emergency Department with their child regardless of the time.

Maintaining the safety of everyone who attends the RCH is our priority. Where there is any risk to patients, staff or visitors, or physical distancing cannot be maintained, a parent/carer may be asked to leave a patient room or clinical area. We will try to minimise this as much as possible however we need to adhere to occupancy limits to ensure a continued COVID-safe environment.

**Please do not bring other family members with you. They will not be allowed to remain within the hospital and will be asked to leave the site.**

We know these restrictions may be challenging and we understand each family's situation is different. We encourage you to speak to your child's treating team and/or Nurse Unit Manager if you have any concerns. Alternatives to visiting such as telehealth or phone consultations are available where appropriate.

## Main Street Reception (ground floor) screening

**Parents/carers are required to undertake daily screening at Main Street Reception, regardless if they have stayed overnight. On arrival at Main Street Reception, the following process will need to be followed:**

- You will be asked to confirm your name and reason for attending.
- You will undergo health screening questions and a temperature check.
- If approved for access, you will be provided with a visitor sticker and face mask; the approved visitor sticker must remain visible at all times.
- All approved visitors must wear an RCH-provided mask at all times while onsite. You will be required to swap your own face mask with an RCH-provided surgical mask once you pass screening.
- Masks may only be removed while in a single patient room. You cannot remove your mask when you are in a shared or double room, or in our Emergency Department, Rosella or Butterfly wards.
- If a clinician or any other RCH staff member enters your child's room, you are required to use a new mask for the duration of the consultation (our staff members will also be wearing a mask).
- We will work with visitors who believe they have an exemption from mask wearing in public places. How we can best accommodate this with you will be discussed with your child's treating team.
- If you are swapping with another parent or guardian, this must occur at Main Street Reception where the other parent or guardian will need to be screened.

**Exemptions to these visitor guidelines can only be authorised in extreme circumstances with prior RCH approval.**

All those who have an exemption agreement will be provided with a letter and this must be carried at all times.

## RCH requirements for staying safe:

- Do not attend if you are unwell
- Wash your hands on entering and leaving your child's room and use hand gel around public areas
- Wear your mask over your mouth and nose
- Cover your cough or sneeze and then undertake hand hygiene
- Practice physical distancing of at least 1.5 metres at all times
- Always follow the requests of RCH staff members if you are asked to leave a clinical area or room due to occupancy limits. The safety of your child and all who attend the RCH is our priority