



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.**

Only one parent, legal guardian or caregiver may attend at any time, regardless of whether your child is an inpatient, attending a clinic appointment or presents to the Emergency Department. If your child is an inpatient one other parent, legal guardian or caregiver can be nominated as an alternate support person for the duration of your child's admission.

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

### ONLY ONE PARENT/GUARDIAN WILL BE ALLOWED ACCESS

**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 wristband or sticker and face mask; the face mask must be worn at all times outside of patient rooms.
- A face mask may be required to be put on in a patient room if any staff member requests it, for example if they are not able to maintain physical distancing or may be in the room for some time.
- The removal of masks in patient rooms does not apply when you are in a shared or double room, or in a room on our Rosella or Butterfly wards.
- If a clinician or any other RCH staff member enters your child's room, you may be required to use a new mask for the duration of the consultation.
- 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. You will then need to leave the site.

**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
- Cover your cough and sneeze and then undertake hand hygiene
- Practice physical distancing of at least 1.5 metres at all times
- Dispose of your face masks in one of the designated clinical waste bins or take it with you when you leave and dispose of it at home