



كەنترين كصیحتن
KEMENTERIAN KESIHATAN
MINISTRY OF HEALTH

PATIENTS AND VISITORS POLICY UPDATE

for government and private hospitals,
health centres and health facilities

commencing **15 FEB 2023**

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USE OF FACE MASK

The use of face mask is only **mandatory** in clinical areas when in the premises of a hospital, health centre or health facility.



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DEFINITION OF CLINICAL AREAS

Clinical areas are areas where encounters between healthcare workers and patients occur, and such encounters include medical procedures, treatments, consultations, and obtaining medication.

FOR EXAMPLE:

- » Emergency Department
- » registration counter
- » ward / clinic
- » pharmacy
- » operating theatre
- » radiology
- » adjacent waiting areas and corridors close to wards or where medical procedures, treatment, consultation are performed and others



NON CLINICAL AREAS

Areas such as:

- » meeting rooms
- » surau
- » office
- » lecture theatre
- » pantry or rest areas for healthcare workers
- » canteen or restaurants / cafe



ANTIGEN RAPID TEST (ART)

Visitors are **no longer required** to do an ART before visiting inpatients in the wards. However, ART is still encouraged.

ART will still be done for patients being admitted to the hospital for treatment.



ANTIGEN RAPID TEST (ART)

ART is required for outpatients receiving treatment or procedures, such as:

- » Emergency Department: patients with severe / serious pain and will likely require admission to the hospital, as well as patients with influenza like-illness (ILI) such as flu and cough.
- » Endoscopy
- » Dental procedures
- » Operating theatre
- » High risk areas such as Chemotherapy Unit and Hematology Unit
- » Flu Clinic



VISITORS TO THE WARD

- » Only **two (2) visitors** (not including carer) are allowed per patient **per visiting session during visiting hours.**
- » Children under the age of 12 years old **are not allowed** to enter the ward / unit.
- » Visitors are only allowed to visit patients in low risk zone wards (cold zone wards).
- » Visitors **are not allowed** to visit patients in holding wards, isolation wards or any wards with restricted access.
- » Visitors are allowed with patient's permission to do video calls with their family but are not allowed to take video recordings of staff, other patients or the wards.



VISITORS TO THE WARD

All visitors must ensure they:

- ✔ Wear face masks at all times.
- ✔ Keep their voices down and avoid making loud noises.
- ✔ Wash their hands with soap and water or use the hand sanitizer before and after visit.
- ✔ Keep their mobile phone switched off or on silent mode.
- ✔ Do not visit patients if they are unwell or sick.
- ✔ Respect the privacy of other patients.
- ✔ Refrain from eating and drinking in the ward.



CARER

Only **one carer (1)** per patient is allowed.

- » Change of carer for each patient is allowed on the condition that the replacement needs to do an ART.
- » The carer must **ensure** to:
 - ✔ Wear face mask at all times.
 - ✔ Keep their voices down and avoid making loud noises.
 - ✔ Wash hands with soap and water or use the hand sanitizer regularly.
 - ✔ Keep their mobile phone switched off or on silent mode.
 - ✔ Respect the privacy of other patients.



COVID-19 PATIENT

COVID-19 patients **are not allowed** to receive routine procedures such as dental procedures.

If they have an appointment, they can reschedule the appointment by contacting the relevant health centre/clinic.

However, COVID-19 patients who are experiencing worsening symptoms can seek treatment at the hospital or nearby health centres and should inform healthcare staff that they are positive for COVID-19.

