

27 March 2020

Dear Private Patient,

## RE: Important COVID-19 (Coronavirus) Update for Patients

The COVID-19 (Coronavirus) situation in Australia is rapidly changing. In order to effectively manage the risk of infection and protect the health of patients, their friends and family members and staff, **Calvary will be stopping all general visitation in our private hospitals from 12.00 (midnight) 27 March 2020.**

Calvary does not take this decision lightly. With the Department of Health and state and territory authorities reporting growing instances of community transmission of COVID-19, we must introduce this measure to ensure the safest possible environment for the vulnerable people in our care.

### What does this mean for patients and their families?

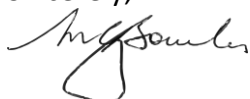
- **Calvary will be stopping all general visitation from 12.00 (midnight) 27 March 2020.** This means from midnight tonight no general visitation will be permitted in Calvary private hospitals.
- **Your single nominated person may still visit you until the above closure time.** Your one nominated person for visiting may visit for up to two hours and is encouraged to call the hospital before their arrival.
- **Calvary is developing ways to help patients to stay connected with family.** We are aware that this decision may be unsettling for patients, and are working to minimise social isolation.
- **For obstetrics patients, a single nominated support person will be permitted during labour, and will be permitted to visit for the remainder of your stay.** If you have not done so already, please nominate this person by contacting your hospital.
- **Paediatric patients may have one parent or carer present throughout their stay.** If you have not done so already, please nominate this person by contacting your hospital.
- **For patients who are at end of life, there may be exceptions to visitation restrictions.** If you or a loved one are receiving palliative care or are at end of life, please contact the hospital to discuss whether an exceptional visitation can be arranged.
- **Any person entering will be required to have their temperature checked by staff before entry.** Fever is one of the symptoms of COVID-19 and any person with a temperature (greater than 37.5 degrees celsius) presents a potential risk of transmitting the virus to others.

To protect patients and staff from COVID-19 infection, we have had to act quickly. The cooperation of patients and family members in helping our staff manage the risk of infection to the people in our care has been excellent. I will continue to keep you updated as the COVID-19 situation evolves.

For the latest Department of Health COVID-19 information, visit: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Please don't hesitate to contact the hospital should you have any questions or would like more information. Thank you for your continued cooperation and understanding in this difficult time.

Sincerely,



Martin Bowles  
National CEO

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