Coronavirus – Information for relatives and visitors

July 2nd 2020

To keep the risk of infection at UKBB as low as possible and allow the hospital to operate efficiently, please observe the following measures. Thank you in advance for your understanding and cooperation.

• **Reduce pressure on the Emergency department:** Are you worried your child may be infected? If you do not have an appointment for a coronavirus test, you are likely to experience long waiting times at UKBB. If you suspect an infection, you should therefore contact your paediatrician, who will arrange an appointment for a coronavirus test at UKBB if necessary. This means you avoid frustrating waiting times.

• **Limited visitor numbers:** In the Emergency department and the polyclinic, patients may only be accompanied by one parent or legal guardian. In all other departments and in day clinics, both parents may accompany or visit their child. Visitors and anyone accompanying patients must themselves be healthy. Unfortunately, siblings and any other relatives or friends are not allowed to visit patients at the moment. In urgent exceptional cases, please contact Reception (061 704 12 12) and ask to speak to the head of nursing for the ward or department. Please understand that exceptions really are one-offs and cannot be repeated. If too many visitors show up, they must leave the hospital area while waiting to visit.

• **Keep your distance:** Wherever possible, please always observe the recommended distance between another person.

• **Facemasks:** All staff coming into contact with patients are instructed to wear a surgical mask while working. Everyone over the age of 12 must wear a facemask in the outpatient area (Emergency department, therapies and polyclinic). Visitors should only wear facemasks in exceptional cases. Please ask hospital personnel if you are uncertain.

• **Sudden cancellations are possible:** Please be aware that planned operations and/or admissions to hospital may need to be postponed at short notice in some cases. Such decisions are never taken lightly, but may unfortunately be necessary at times in the current circumstances.