Ensuring the safety of our patients, staff and visitors is a key priority, particularly during the current COVID-19 pandemic.

**Prioritising essential visits**

Being in hospital can be challenging, and visits from someone close is important to support recovery.

Currently you can only visit patients in an Alfred Health hospital if the visit is **essential**.

**What is an essential visit?**

An essential visit is one made by a close family member or a significant other who may be the primary contact person for the patient’s care updates.

An essential visit allows the visitor to support their loved one’s health care needs, including physical and mental wellbeing. Social visits are not essential visits.

**When can I visit?**

The following visitor arrangements are currently in place:

For our general wards:
- One visitor
- One hour
- Once a day between 10am – 1pm and 3pm – 7pm

For our ICU:
- One visitor
- One hour
- Once a day between 11am – 1pm and 3pm – 7pm
- Visitors must pre book their visit through ICU.

For our Emergency Departments:
- Visitors are permitted in the Emergency Department or Emergency Short Stay Unit under special circumstances only.
- Visitation will be determined by the Nurse and Doctor in-charge.
What guidelines do I need to follow when I visit?

Visitors must:
- Be screened before entry
- Wear a provided mask
- Sign the register at the relevant ward reception
- Maintain 1.5 metres physical distance
- Follow staff instructions at all times

By following these simple steps, you’ll be doing your part to ensure a safer hospital.

Keeping in touch

Alfred Health have introduced free Wi-Fi to help patients stay in touch with family and friends. You are welcome to use online video services to contact those close to you.

If you don’t have your own device, we can set up a virtual visit so you can make a video call from hospital. Talk to staff on the relevant ward to arrange a virtual visit and organise access to a device if relevant.

When will restrictions on visiting be eased?

Any easing of visiting restrictions will depend on the guidelines issued by the Chief Health Officer and the state of emergency directions.

We thank all patients and visitors for their understanding and support.

For the latest visiting guidelines, visit www.alfredhealth.org.au/visitors, talk to your healthcare team or call the hospital.