

## Coronavirus – Information for relatives and visitors

24 August 2020

Please help to keep the risk of infection at UKBB as low as possible and allow the hospital to operate efficiently by observing 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:** As long as the situation allows, both parents should be able to visit or accompany their child at UKBB. At present, however, this is only possible in the day clinic, intensive care unit and wards A, B and C. In all other departments (Emergency, polyclinic, treatment units, radiology), patients may only be accompanied by one parent or legal guardian. 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 (+41 61 704 1212) 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.
- **Facemasks:** All visitors and patients over the age of 12 must wear a facemask whenever they venture outside the patient's room in UKBB or if the minimum distance of 1.5 metres cannot be maintained. In exceptional cases where there are valid reasons for not wearing a facemask, please check with the nursing staff. Facemasks are available at the entrance to the hospital.
- **Keep your distance:** Wherever possible, please always observe the recommended minimum distance between yourself and others.
- **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.