

Updated on 30 December 2020

ECON Visitor Policy

Frequently Asked Questions (FAQ)

1) Are walk-in visitors allowed?

Visits are by appointments only. This is to allow adequate safety precautions and planning for the resident to be at the visitation area.

2) Why must I make an appointment to visit?

As there are ongoing COVID-19 community spread risks, we are limiting the number of visitors per day according to MOH guidelines. This precaution is set for the safety of our vulnerable seniors in the nursing homes.

Strict safety and precautionary measures are in-place to support the visits. We need to prepare the visitation area and the resident. We are doing our best to minimise any potential risk, and to ensure that the quality of care to our seniors is not compromised.

3) Who is a designated visitor?

During this period, each resident can only have four sponsor-designated visitors. These are four persons that the sponsor has nominated. During this period, only these four people can visit the resident. If the sponsor is one of the designated visitors, he or she can only nominate three other persons as designated visitors. This is to limit the number of different persons-in-community a resident is in contact with during this period. We seek your understanding that only designated visitors can visit our residents.

4) How many designated visitors can a resident receive a day?

In tandem with MOH Advisory guidelines, a resident can only receive two visitors a day. Each visit is limited to a duration of 20 minutes per session.

5) Is the use of TraceTogether compulsory when visiting ECON Healthcare?

As announced by the Multi-Ministry Taskforce (MTF) in October 2020, TraceTogether-only SafeEntry (ToS) will be mandatory for all healthcare institutions (HCIs) and community care facilities to further strengthen contact tracing abilities and enable Ministry of Health to swiftly ringfence any COVID-19 cases that emerge as a result of larger group sizes.

ECON Healthcare will implement ToS at all entry points across our facilities. Mandatory SafeEntry check-ins across ECON Healthcare facilities will only be conducted using TraceTogether Token or App thereafter.

6) What is TraceTogether, and how does it work?

TraceTogether is a programme aimed at enhancing Singapore's contact tracing efforts, in the fight against COVID-19. It comprises the TraceTogether App and TraceTogether Token. TraceTogether works by using Bluetooth signals to record other nearby TraceTogether devices.

7) Where can I obtain the TraceTogether app or token?

The TraceTogether app is available for download on the [App Store](#) and [Google Play Store](#) for iPhone and Android users respectively.

Alternatively, you may choose to use the TraceTogether token instead. The tokens can be collected at your constituency's Community Centres/Clubs. Please refer here for more details: <https://token.gowhere.gov.sg/>

8) How does TraceTogether and SafeEntry work?

TraceTogether helps identify individuals who were in close proximity with COVID-19 cases during their infectious period whereas SafeEntry helps COVID-19 cases recall the places that they've visited, so that MOH Contact Tracing Team can spot potential clusters.

These two systems work seamlessly to increase the speed and accuracy of MOH's contact tracing efforts.

9) Why can't I secure a desired booking?

As there are a limited number of appointments available each day, we seek your patience and understanding to consider other available days and timings to visit. We continue to place the health and safety of our residents as top priority and are ensuring that each visit is carried out safely. We seek your kind understanding during this period.

10) Why is visitation restricted to only 20 mins and once a week?

Many families are looking forward to reuniting physically with their loved ones in our nursing homes. As such, to cater to more families, we are limiting visits to 20 mins weekly.

11) Why is visitation restricted to only 20 mins?

We have arranged for two visits per hour, with about 10 mins of changeover and cleaning time to ensure that the visitation area is sanitised between visits. This allows us to have four visits (20 mins + 10 min cleaning and changeover) across two hours (120 mins) safely. Thus, we have kept visiting time to 20 mins in order to allow more families time with their loved ones.

In addition, MOH defines close contact as spending more than 20 minutes together. This is due to many findings revealing how extended physical dwelling time together increases the risk of catching an infection from another person. Thus, for the safety of our residents, we are restricting the visitation duration.

We seek your patience and understanding as we gradually increase visitation hours.

12) How long in advance can I book the appointment?

You can only book an appointment up to 7 days in advance. This allows more families an opportunity to secure a visit with their loved ones.

13) How many appointments can I book in a week?

To ensure more families get to visit their loved ones, each resident is allocated one physical visit per week. You may also consider booking a WhatsApp video call appointment by reaching out to our nursing home.

14) In the event that we can't reach the centre, is there a specific number for us to call?

We apologise for any inconvenience as we are currently facing a high volume of calls. You may reach us at services@econhealthcare.com, and we will get back to you as soon as possible.

15) During this period, can I bring food for my loved one?

During visitation, both the visitor and resident are required to have their surgical masks-on and maintain safe distancing. As such, no food is to be consumed during visitation.

However, you may bring food for the resident. Our staff will ensure that the resident consumes the food safely at an appropriate time.

16) During this period, can I bring personal belongings for my loved one?

Yes, you may bring personal belongings for your loved one. Please arrange an appropriate time with the centre.

17) Can I accompany my loved one for his/her medical appointment?

Yes, our nursing home staff will assist to facilitate time with you and your loved one on days where external medical appointments are scheduled.

18) After accompanying the resident to a medical appointment, can I enter the nursing home with the resident?

Unless you have a visitation appointment booked at the same time, you will not be allowed entry into the nursing home. We are taking sufficient planned precautions to ensure the safety of our residents.

19) What happens if I am late for the appointment?

You will be allocated the remaining time up to the end of the booked 20 mins appointment or when the next visitor arrives, whichever is later.

20) What are your other precautionary measures to ensure that our loved ones are safe in your care?

The following measures are in place:

- In between visits, visitation areas are thoroughly disinfected.
- Visitors are restricted to designated visitation areas.
- If either visitor or resident is unwell, the planned visit will be rescheduled.
- High frequency of environmental cleaning for high-touch areas including toilets and common areas such as dining area, lifts, handrails, doorknobs.
- Close monitoring of residents' temperature twice daily. Medical attention is sought immediately for residents with flu-like symptoms or fever.
- All staff are required to record their temperature twice daily. If found unwell, medical attention is sought immediately.
- All residents and resident-facing staff have been swabbed recently for COVID-19. Our staff will continue to undergo strict movement control and regular testing.