



Updated Visitor Advisory (29 April 2022)

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.

[NEW UPDATE]

2) When will visitations resume?

Visitations to nursing home has resumed on 04 April 2022. You may book your **60** mins visitation slot up to 72 hours before the desired day, including a 10 minutes for registration, disinfection and PPE gowning (if required).

[NEW UPDATE]

3) What are the new measures in place?

At ECON, the residents' safety is our top priority. As guided by MOH, we will be implementing the following measures for the wellbeing of the residents:

For visitation to take place

1. Visitors who are unvaccinated or partially vaccinated will be required to don the Personal Protective Equipment (PPE) for the visit.
2. All visitors, except the COVID-19 recovered, are to produce an Antigen Rapid Test (ART) result taken less than 24hrs before the booked visitation time slot. COVID-19 recovered will need to show documentary proof of the recovery.
3. Visitation booked online up to 72 hours prior You may book your **50** mins visitation up to 72 hours before the desired day.
4. Why must I make an appointment to visit?
Safe Distancing Measures are still in place in our nursing homes to protect the well-being of our residents. Strict safety and precautionary measures are in-place to support the visits. We are doing our best to minimise any potential risk, and to ensure that the quality of care to our seniors is not compromised. This precaution is set for the safety of our vulnerable seniors in the nursing homes.
5. Who is a sponsor-designated visitor?
Only sponsor-designated visitors can visit our residents during this period. They are visitors nominated by the sponsor to visit the resident, including him/herself i.e. If the sponsor is one of the designated visitors, he or she can only nominate three other persons as a designated visitor as per MOH advisory guidelines, effective from 22 November 2021.
6. How many designated visitors can a resident receive per visit?
With effect from 26 April 2022, a resident can receive 2 visitors per visit per day. Each visit is limited to a duration of **50** minutes per session.

7. Is the use of TraceTogether compulsory when visiting ECON Healthcare?

As announced by the Multi-Ministry Taskforce (MTF), 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.

8. 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.

9. How long in advance can I book the appointment?

You can only book an appointment up to 3 days in advance.

10. 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 day. You may also consider booking a WhatsApp video call appointment by reaching out to our nursing home.

11. 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.

12. During this period, can I bring food for my loved one?

Yes, outside food is allowed. Please ensure masks are worn at all times, when not eating/drinking.

13. 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.

14. 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.

15. 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 be denied entry into the nursing home. We are taking sufficient planned precautions to ensure the safety of our residents.

16. What happens if I am late for the appointment?

You will be allocated the remaining time up to the end of the booked 50 mins appointment or when the next visitor arrives, whichever is later.

17. What are your other precautionary measures to ensure that our loved ones are safe in your care? The following measures are in place:

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