



Updated Visitor Advisory (24 Nov 2022)

ECON Visitor Policy Frequently Asked Questions (FAQ)

1. Are walk-in visitors allowed?

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

2. What are the new measures in place?

We place the safety of our residents at utmost priority. As guided by MOH, we will be implementing the following measures for the well-being of the residents:

For visitation to take place

- Visitors, who are unvaccinated, partially vaccinated or had close contact with a COVIDpositive individual will not be permitted.
- 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.
- Please log on to our [visitation booking system](#) to book an available slot. You may book your **30** mins visitation 72 hours before the desired day.

3. 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 nursing homes.

4. 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 designated visitors.

5. How many designated visitors can a resident receive per visit?

With effect from 14 Oct 2022, a resident can receive 1 visitor per visit per day. Each visit is limited to a duration of **30** minutes per session.

6. I am unvaccinated / partially vaccinated. Am I allowed to visit ECON Healthcare centres?

We place the safety of our residents at utmost priority. With the increased COVID-19 cases in recent weeks, we are taking a stricter measure and approach. If you wish to connect to your loved one, you may call our [respective centre contact numbers](#) to arrange a video call at an available time slot. Thank you for your understanding.

- 7. Is the use of TraceTogether compulsory when visiting ECON Healthcare centres?** ECON Healthcare staff will perform a check of the TraceTogether App to verify the vaccination status of our visitors. Before entering our premises, it is also compulsory for all visitors to complete the Health Declaration via QR Code across all ECON Healthcare centres. This is to ensure the safety of our residents.
- 8. Why can't I secure the 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 times 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?**
Visitation booking slots will only open via the booking system a week before (e.g appointments on 21 October, can only be booked on 14 October)
- 10. How many appointments can I book in a week?**
To ensure more families get to visit their loved ones, each resident is allowed one physical visit per day. You may also consider booking a phone or 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 our main hotline, 6226 1188 or email 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?**
For the duration of the heightened restrictions, consumption of food and drink is strictly not allowed during the visit.
- 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 before making your way to 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 when 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 **30** 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 areas, lifts, handrails, doorknobs.
- e. Close monitoring of residents' temperature twice daily. Medical attention is sought immediately for residents with flu-like symptoms or fever.