



## Patient visiting during COVID-19

**i** Important information  
regarding patient visiting  
during COVID-19.

## About this booklet

This booklet tells you about changes to visiting during COVID-19 in line with the Scottish Government route map out of lockdown.

## Rules for visiting during COVID-19

Each patient is required to identify a chosen visitor: this can be anyone of their choosing, however it is recommended that this person is also the main link for communication. The chosen visitor can be changed if circumstances require it. Part of the process of being a chosen visitor for someone in hospital includes providing your contact details. This is normal in the current circumstances and is to assist Public Health Trace and Protect colleagues should there be a need to contact you.

Visits must be made by pre-arranged appointments to ensure the number of people in the clinical area at any one time is limited to maintain a safe physical distance.

To provide equal access to visiting, only one appointment can be booked at a time, and staff will not be able to book blocks of visits. We apologise for any distress these restrictions may cause and thank you for your understanding.

### Telephone Numbers

Chosen Visitors can now book a visit by calling most wards directly between 9am and 4pm. If you don't get through straight away, please leave a message with your name and contact number so that we can call you back. The following wards can be contacted directly:

- 2C – 0141 951 5203
- 2D – 0141 951 5204
- 3C – 0141 951 5302
- 2 East – 0141 951 5289
- 2 East Cardiology – 0141 951 5250
- 2 West – 0141 951 5200
- 3 East – 0141 951 5350
- 3 West – 0141 951 5300
- 4 East – 0141 951 5450
- Coronary Care Unit (CCU) – 0141 951 5202
- National Services Division (NSD) – 0141 951 5340

For visits to Intensive Care and High Dependency (ICU and HDU) please call 0141 951 5303/5305. Family support visiting arrangements can be made through the nurse in charge of the ward for family support visits.

**Do not visit if you:**

- Are you feeling unwell.
- Have a new/continuous cough.
- Have you had any sickness or diarrhoea within the last 48 hours.
- Have noticed a change in your temperature.
- Have noticed a change to your normal sense of taste or smell.
- Are self-isolating because you have been in contact with anyone suspected as having, or have tested positive for coronavirus, in the past 14 days or are awaiting COVID test results.

**Visitors must:**

- Enter through the main Hospital entrance.
- Wear a face covering whilst inside the hospital.
- Wash your hands on arrival at the hospital, on arrival at the ward department and frequently during the visit, especially if you touch anything or anyone.
- Maintain the recommended physical distance wherever possible.

- Adhere to recommended physical distancing in communal areas.
- Stay at the bedside of the person they are visiting.
- Follow good hygiene practice if you cough or sneeze: cough or sneeze into the crook of your elbow or a disposable tissue, dispose of the tissue, wash your hands.
- Wash your hands as you leave the ward/department, as you leave the hospital and when you arrive home.

### **Visitors must not:**

- Move around different areas of the hospital or try to visit other people in the hospital.
- Bring food parcels, flowers, helium balloons or similar items.
- Eat whilst visiting.
- Avoid sharing mobile devices with the patient unnecessarily.

### **Virtual visits**

Those who cannot visit can keep in touch with loved ones using video calling, social media or mobile phone calls. Our WIFI is free to connect to and we do not have set times when you can contact someone here. The wards have iPads to help with a virtual visit, and there are staff who will be able to assist with this if needed.

Lateral Flow test are available to all those who would like them. To order your test please visit: <https://test-for-coronavirus.service.gov.uk/order-lateral-flow-kits/condition>

# How to wear a face covering/ medical mask safely

## Do's →



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Place the metal piece or stiff edge over your nose



Cover your mouth, nose and chin. Don't let it dangle around your neck



Don't touch the mask once on



Remove the mask from behind the ears or head



Change mask if moist or damaged



Discard the mask immediately after use



Perform hand hygiene with soap and water or alcohol gel after discarding the mask

## Don'ts →



Don't use a ripped, damp or contaminated mask



Do not wear the mask only over mouth or nose



Do not touch the front of the mask



Do not re-use the mask

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: 0141 951 5513

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