

**PARLIAMENT OF VICTORIA**

Pandemic Declaration Accountability  
and Oversight Committee



# Restrictions on hospital visitation under Pandemic Orders

## Questionnaire

## **Purpose of questionnaire**

The Pandemic Declaration Accountability and Oversight Committee, as part of its functions issued under the *Public Health and Wellbeing Act 2008*, is conducting a review of the Pandemic (Visitors to Hospitals and Care Facilities) Orders (Nos. 1 to 5) and the Pandemic (Public Safety) Order.

The Committee has issued this questionnaire to all Victorian hospitals to understand how the Orders has been implemented and to identify any issues hospitals have experienced related to the Orders.

The Committee notes that as of 11.59 pm 22 April 2022, restrictions on hospital visitation (except for the requirement to wear masks) were revoked. However, the Committee still wishes to understand the experience your organisation has had with the Orders, including the implementation of previous orders. In particular, challenges faced in enforcing the Orders and managing exemption requests.

Please note, this information may be used and published by the Committee as part its reporting.

## **Response**

Please provide a response to the questionnaire by **9 May 2022**.

The completed questionnaire should be sent to: [pdaoc@parliament.vic.gov.au](mailto:pdaoc@parliament.vic.gov.au).

## Questions

1. Has your organisation implemented visitor restrictions that are in excess of the restrictions detailed in the orders? If so, when did this occur and in what circumstances?

At Malvern Private Hospital we are a closed group admission program and would outside of COVID have one visitor per patient for a two-hour session each Wednesday7 morning. This was put on hold back in the commencement of the pandemic and we have not altered this

At Essendon Private Clinic we outside of times where we have managed a positive case have allowed one visitor in the facility for each person throughout their stay.

For both facilities our intake team discuss this with the client prior to admission so that they are fully informed of the restriction in place to ensure the safety of the staff and the community of patients.

2. Has your organisation received any complaints about visitor restrictions? If so, what were the outcomes of these?

No. Patients have been offered extra opportunities such as zoom or skype meetings with families and friends. On the whole people are really understanding of ensuring minimal visitors within the facility, ensures a safer environment for all

3. Have there been instances where your organisation has misinterpreted the restrictions under the orders (e.g., when orders have changed or through confusing language in the content of the orders)?

At anytime that we have queried a restriction we have gone to the website to ensure full understanding.

4. How many applications for visiting exemptions has your organisation received and how many been approved?

As per informed consent regard visitors at assessment prior to admission, we outline our COVID safe plan around visitors and so it does not become an issue later.

5. What staff member of your organisation has assessed applications for exemptions?

In the case of adverse events etc the clients individual therapist would determine this based on safety and need.

6. What steps were taken to inform all visitors and their relatives of visiting rules and capacity to apply for an exemption?

Each client has an individual 1:1 therapist they discuss their needs with and this is then escalated to the MDT who determine an action and feedback.

7. What steps were taken to advise staff of the availability of the exemption process when dealing with the public and visitors to patients?

In both sites we have a group email for all disciplines including our medical team and this is used to communicate any special variations, top ensure all departments are aware.

8. What was your overall impression of the system, and could it have been improved?

We have utilised the restrictions set out by the government and then ensured we meet our COVID safe plan in line with ensuring safe treatment and management of clients