

COVID-19 (Coronavirus Disease 2019)

ROUTINE INSTRUCTIONS

FOR: SGH & SGH Campus Institutions
FROM: SGH Campus Disease Outbreak Taskforce
ISSUE DATE: 23 August 2020
ISSUE NUMBER: RI-2020-212
EFFECTIVE DATE: 23 August 2020

Note: There are no new updates in this issue of Routine Instructions

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)
1	Suspect Case Definition (with effect from 01 July 2020)	<p>Person with clinical signs and symptoms suggestive of community-acquired pneumonia¹</p> <p>OR</p> <p>Person with an acute respiratory illness of any degree of severity (e.g. symptoms of cough, sore throat, runny nose, anosmia), with or without fever, who, within 14 days before onset of illness had:</p> <ol style="list-style-type: none">Travelled abroad (outside Singapore); ORClose contact² with a case of COVID-19 infection; ORStayed in a foreign worker dormitory³; ORWorked in occupations or environments with higher risk of exposure to COVID-19 cases⁴ <p>OR</p> <p>Person with prolonged febrile acute respiratory infection (PARI) symptoms of 4 days or more, and not recovering AND who had not undergone prior swabbing for ARI symptoms in the same episode of illness (under the enhanced SASH criteria).</p> <p>¹Excludes cases of nosocomial pneumonia and aspiration pneumonia with no links to confirmed cases</p> <p>²Close contact is defined as:</p> <ul style="list-style-type: none">Anyone who provided care for the patient, including a health care worker or family member, or who had other similarly close physical contact;Anyone who stayed (e.g. household members) at the same place as a case; orAnyone who had close (i.e. less than 2m) and prolonged contact (30min or more) with a case (e.g. shared a meal). <p>³Separate processes apply to foreign workers from a dormitory that has dedicated medical station / clinic or dedicated workflow for assessment and swabbing</p> <p>⁴These include but are not limited to any staff (healthcare worker and non-healthcare worker) working in:</p> <ul style="list-style-type: none">Public and private healthcare settings, spanning acute care, primary care, intermediate and long-term care, and community care settingsDormitories or involved in dormitory outbreak control operationsIsolation / quarantine facilitiesCommunity Care Facilities (CCF) / Community Recovery Facilities (CRF)Ambulance and dedicated patient transport (including private hire vehicles).

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2	Screening Measures	<p><u>Active Screening</u></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Personnel Category</th> <th style="text-align: center;">Form to be Used</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> DEM patients DEM accompanying persons Staff Clinic patients Inpatients </td> <td> SGH Symptoms and Travel History Screening Form (link) Date Revised: 07 August 2020 Version No. 26 </td> </tr> <tr> <td>All admitted patients (Areas performing admissions are to perform screening, including but not limited to Admissions Office, Same Day Admissions, Interventional Radiology, Specialist Outpatient Clinics)</td> <td> SGH Secondary Screening Form (link) Date Revised: 20 August 2020 Version No. 52 <i>(Refer to: Disease Outbreak Resources page, COVID-19 Screening Forms section)</i> </td> </tr> <tr> <td>Inpatients returning from Home Leave</td> <td>Inpatient Home Leave Form B</td> </tr> </tbody> </table> <p><u>Perimeter Screening</u></p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Personnel Category</th> <th style="text-align: center;">Form to be Used</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Patient Liaison Service (PLS) patients Outpatients Outpatients accompanying persons Inpatient visitors All other persons entering SGH's premises, including corporate visitors, vendors, contractors and volunteers (excluding staff) </td> <td> SGH Declaration Form English / Chinese (link) Effective Date: 15 August 2020 Version No. 15 </td> </tr> </tbody> </table> <p>(1) Screening counters have been set up at the main entrances of SGH Blocks to carry out temperature screening of all persons entering SGH, in addition to the completion of the declaration form.</p> <p>(2) Staff are required to walk through the thermal scanners if they enter SGH through entrances of the main blocks (Blk 2 to 7). Staff identified to have a fever will be directed to SGH Staff Clinic, or SGH Emergency Department (outside of Staff Clinic's operating hours).</p> <p>(3) With effect from 12 May 2020, it is mandatory for all persons to check in on SafeEntry when entering SGH Campus.</p>	Personnel Category	Form to be Used	<ul style="list-style-type: none"> DEM patients DEM accompanying persons Staff Clinic patients Inpatients 	SGH Symptoms and Travel History Screening Form (link) Date Revised: 07 August 2020 Version No. 26	All admitted patients (Areas performing admissions are to perform screening, including but not limited to Admissions Office, Same Day Admissions, Interventional Radiology, Specialist Outpatient Clinics)	SGH Secondary Screening Form (link) Date Revised: 20 August 2020 Version No. 52 <i>(Refer to: Disease Outbreak Resources page, COVID-19 Screening Forms section)</i>	Inpatients returning from Home Leave	Inpatient Home Leave Form B	Personnel Category	Form to be Used	<ul style="list-style-type: none"> Patient Liaison Service (PLS) patients Outpatients Outpatients accompanying persons Inpatient visitors All other persons entering SGH's premises, including corporate visitors, vendors, contractors and volunteers (excluding staff) 	SGH Declaration Form English / Chinese (link) Effective Date: 15 August 2020 Version No. 15
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3	Management of Suspect & Confirmed Cases	<p><u>Disposition Guide Summary for Potential Suspect Cases</u></p> <p>For Patients:</p> <p>(1) All Clinical Areas with doctors and isolation room</p> <ul style="list-style-type: none"> • Isolate patient, doctor to examine patient and contact COVID-19 ID physician on-call. Refer to Doctor-on-Call (link) or SingHealth mDirectory (mobile Staff Directory) for name and contact number. • Patient's primary doctor and COVID-19 ID physician on-call are to discuss on the disposition of the patient, with reference to "COVID-19 Risk Factors" on <i>Disease Outbreak Resources page, COVID-19 Risk Factors section</i> (link). Stable patients who require admission for isolation may be transferred to Isolation Ward directly. • Patients who require COVID-19 swabs will be determined by COVID-19 ID Physician on-call only (with the exception of DEM, Staff Clinic, Acute Respiratory Infection Wards and for patients to be discharged to long-term care residential facilities). Swabs for patients determined to be of low risk will be done in the general ward. • Refer to "SGH Case Notification and Management Protocol" for the notification process when a potential suspect case is identified. SGH Case Notification and Management Protocol (link) Date Revised: 04 February 2020 Version No. 02 • Refer to "Admission to Isolation Ward and Patient Movement" workflow for the transfer of suspect cases to Isolation Ward. The workflows for transfer of suspect cases from SGH services in SingHealth Tower, as well as to Ward @ Bowyer have been included. Admission to Isolation Ward and Patient Movement (link) Date Revised: 29 July 2020 Version No. 07 <p>(2) Patient-fronting areas without doctors or isolation room</p> <ul style="list-style-type: none"> • Escort patient to SGH DEM. Ensure details of patients are recorded. <p>For Accompanying Persons & Visitors:</p> <p>(1) All Areas</p> <ul style="list-style-type: none"> • Request for accompanying persons or visitors to visit PHPC or SGH DEM. • Request for visitor to postpone visit till they are well.

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3	Management of Suspect & Confirmed Cases	<p><u>Ward Lock Down & Positive Result Notification</u></p> <p>(1) Refer to “Ward Lock Down & Positive Result Notification” workflows in the event when a lock down is implemented for a ward or cubicle, and for notification of a positive result. The decision to lock down will be made by CMB. Ward Lock Down and Positive Result Notification (link) Date Revised: 28 May 2020 Version No. 05</p> <p>(2) Refer to “Communications to Patients who are exposed to COVID-19 confirmed or suspect case” for the pre-approved scripts from SGH Communications to be used by the primary team to inform patients who are exposed to a COVID-19 confirmed or suspect case in the ward. Communications to Patients Who Are Exposed to COVID-19 Confirmed or Suspect Case (link) Date Revised: 28 May 2020</p> <p><u>COVID-19 Swab Tests (i.e. SARS-CoV-2 PCR)</u></p> <p>(1) COVID-19 PCR test runs will be continuously performed by Molecular Laboratory throughout the day and overnight. Results will be released in SCM between 8am and 9pm on Mondays to Saturdays, and between 8am and 5pm on Sundays and public holidays. The rapid COVID-19 PCR test performed by the 24-hour laboratory in Department of Microbiology is available on a 24-hour basis and can be ordered via CPOE. Due to heavy workload, telephone calls for individual COVID-19 test results may not be entertained.</p> <table border="1"> <thead> <tr> <th></th> <th>Mondays to Saturdays (except public holidays)</th> <th>Sundays and Public Holidays</th> </tr> </thead> <tbody> <tr> <td>Molecular Laboratory Operating Hours</td> <td>8am to 9pm</td> <td>8am to 5pm</td> </tr> <tr> <td>Special SARS-CoV-2 (COVID-19) PCR runs from Inpatients and DEM patients</td> <td>10am and 4pm</td> <td>12 noon</td> </tr> <tr> <td>Cut-off time for same day result for SARS-CoV-2 (COVID-19) PCR</td> <td>4pm</td> <td>12 noon</td> </tr> </tbody> </table>		Mondays to Saturdays (except public holidays)	Sundays and Public Holidays	Molecular Laboratory Operating Hours	8am to 9pm	8am to 5pm	Special SARS-CoV-2 (COVID-19) PCR runs from Inpatients and DEM patients	10am and 4pm	12 noon	Cut-off time for same day result for SARS-CoV-2 (COVID-19) PCR	4pm	12 noon
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3	Management of Suspect & Confirmed Cases	<p><u>Use of Non-Invasive Ventilation (NIV) and High Flow Nasal Cannula (HFNC)</u></p> <p>(1) Guidelines for suspect or confirmed COVID-19 cases and patients admitted to ARI wards requiring NIV, HFNC and Continuous Positive Pressure (CPAP) are detailed in “Guidelines – Use of NIV and HFNC” (dated 23 June 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p> <p><u>Management of the Dead</u></p> <p>(1) Deceased patients confirmed or suspected to be infected with COVID-19 are to be managed in accordance with the guidelines detailed in “Management of Dead for COVID-19” (updated 30 June 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p>
4	Patient Management	<p><u>Patient Transfers from Other Hospitals</u></p> <p>(1) Patient transfers from acute hospitals into SGH are to be minimised and restricted to cases which are clinically indicated. Transfers which are not through DEM are to follow the workflows detailed in “Workflow & Screening Criteria - Patient Transfer Requests from Local Hospitals” (updated 10 March 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p> <p>(2) Appropriate transfers from Acute Hospitals to Community Hospitals will continue. There is no need to restrict transfers geographically.</p> <p><u>Overseas Medical Evacuation</u></p> <p>(1) All requests for overseas medical evacuation to SGH are to be assessed by the Division Chairs and subsequently approved by CMB. Further approval by MOH is required for patients who meet MOH case definition or cannot be accurately assessed. The workflow is detailed in “Workflow – Overseas Medical Evacuation to SGH” (updated 17 March 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p> <p><u>Patients on Stay-Home Notice (PSHN)</u></p> <p>(1) Patients on SHN are to be managed according to the workflow detailed in “SHN Patients Workflow” (updated 12 August 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p> <p>(2) PSHNs requiring admission are to be admitted to single rooms in Ward @ Bowyer or W68, with care provided by primary team. Visitors are not permitted for these patients.</p> <p>(3) Inpatients serving SHN are to be swabbed upon admission <u>AND</u> on Day 11 of their SHN. The swab is to be taken at patient’s bedside.</p>

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4	Patient Management	<p>(4) Prior to discharge of patients on SHN from the hospital (including DEM and outpatient services), the care team is to coordinate with the relevant party to arrange for patient's transport and appropriate SHN location.</p> <p><u>Discharging Foreign Workers</u></p> <p>(1) Clinical areas discharging foreign workers fulfilling the criteria below are to follow the workflow detailed in "SGH Workflow for Discharging Foreign Worker (Negative COVID-19 Swab Results or Recovered Positives)" (updated 11 August 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p> <ul style="list-style-type: none"> • Have negative COVID-19 swab results • Recovered COVID-19 Positives <p>(2) For inpatient discharges, patients' details should only be submitted to the Dorm Discharge Team (DDT) when confirmed for discharge.</p> <p><u>Patients to be Discharged to Long-Term Care Residential Facilities¹</u></p> <p>(1) Patient to be discharged to long-term care residential facilities¹ is required to have a negative COVID-19 swab test result prior to discharge, in addition to a doctor's memo stating that the discharging patient has been cleared of acute respiratory symptoms as well as any contact or travel history. Refer to workflow detailed in "Workflow – Pre-discharge Swab Test for Patient Discharge to Long Term Care Residential Facilities" (updated 06 May 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p> <p>(2) The care teams for this group of patients are to note the following for the COVID-19 swab test:</p> <ul style="list-style-type: none"> • Swab is to be ordered and done once transfer date is obtained, typically the day before. • Swab is to be done by a doctor trained in collecting COVID-19 swab, at patient's bedside. The prevailing infection prevention practices for swab collection and handling (e.g. PPE requirements and bagging of collected swab) will apply. • Under diagnosis in CPOE order, select "Other clinical conditions via professional judgement, such as extended fever/ARI or atypical symptoms (includes pre-discharge swabs and other MOH-approved indications)". <p>¹ Includes community hospitals, nursing homes, Institute of Mental Health, inpatient hospices, psychiatric homes, MSF residential homes and shelters (e.g. crisis shelters, adult disability homes, welfare homes, sheltered homes, voluntary children's homes and special care homes) etc.</p>

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5	Designated Wards for COVID-19 Management	<p>The designated wards for COVID-19 Management are summarised below. Refer to RI-Annex A (updated 20 August 2020) for details and designated rooms within each ward.</p> <table border="1"> <thead> <tr> <th>Category</th> <th colspan="2">Wards</th> </tr> </thead> <tbody> <tr> <td>Isolation</td> <td colspan="2">W68 (All Rooms except Rm 12 and 14), Ward @ Bowyer</td> </tr> <tr> <td rowspan="9">Acute Respiratory Infection (ARI)</td> <td>W65B</td> <td>DIM</td> </tr> <tr> <td>W66B</td> <td>DIM</td> </tr> <tr> <td>W67A (Rooms 1 to 12, 14 to 21)</td> <td>DIM</td> </tr> <tr> <td>W67B</td> <td>DIM</td> </tr> <tr> <td>Ward @ Bowyer</td> <td>DIM</td> </tr> <tr> <td>W42</td> <td>Renal</td> </tr> <tr> <td>W48</td> <td>Oncology</td> </tr> <tr> <td>W72</td> <td>Haematology</td> </tr> <tr> <td>W74</td> <td>Neurology</td> </tr> <tr> <td>W56 (Rooms 1 to 8)</td> <td>CTS / CVM</td> </tr> </tbody> </table>	Category	Wards		Isolation	W68 (All Rooms except Rm 12 and 14), Ward @ Bowyer		Acute Respiratory Infection (ARI)	W65B	DIM	W66B	DIM	W67A (Rooms 1 to 12, 14 to 21)	DIM	W67B	DIM	Ward @ Bowyer	DIM	W42	Renal	W48	Oncology	W72	Haematology	W74	Neurology	W56 (Rooms 1 to 8)	CTS / CVM
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6	Infection Prevention & Control Practices	<p><u>Infection Prevention & PPE Requirements for Staff</u></p> <ol style="list-style-type: none"> Practise good hand hygiene at all times. Staff must wear surgical masks at all times when in clinical and public-facing areas. The PPE Guidelines for COVID-2019 have been updated. Refer to it for the PPE requirements for staff. Download the updated guidelines: PPE Guidelines for COVID-2019 (link) Date Revised: 19 April 2020 Version No. 30 SingHealth scrubs are not to be worn outside of SGH Campus premises. <p><u>PPE Requirements for Patients and Visitors</u></p> <ol style="list-style-type: none"> All outpatients and visitors are required to put on a mask at all times. Outpatients and visitors who have health conditions that may result in breathing or other medical difficulties when wearing a mask for a prolonged period of time may be allowed to wear a face shield instead. <p><u>Reference Materials</u></p> <ol style="list-style-type: none"> A video on PPE donning and doffing is available on <i>Infection Prevention & Epidemiology's page</i> (link). Refer to "Airborne and Contact Precautions" video. 																											

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6	Infection Prevention & Control Practices	<p>(2) Slides on Infection Prevention Practices for COVID-19 swab specimen collection is available on <i>Infection Prevention & Epidemiology's page</i> (link). Refer to "Specimen Collection for COVID-19 for Adults".</p> <p>(3) Frequently Asked Questions (FAQs) on Infection Prevention is available on the <i>Disease Outbreak Resources page, Communications (Staff) section</i> (link). For queries on Infection Prevention matters, you may contact the Infection Prevention nurse on-call (link).</p> <p>(4) Staff are to stop the practice of using nebulizers and convert to MDI + spacer instead. Refer to guidelines (updated 30 January 2020) on <i>Disease Outbreak Resources page, COVID-19-Specific Workflows and Guidelines section</i> (link).</p> <p><u>Infection Prevention & Control Refresher Training</u></p> <p>(1) Infection Prevention and Control refresher online training course is available on the SingHealth eLearning Portal (https://elearning.singhealthacademy.edu.sg/sh/login.aspx).</p> <p>(2) Staff are encouraged to complete the refresher training.</p>
7	PAPR Training Materials	<p>PAPR training videos for 3M Jupiter and 3M Scott Proflow can be downloaded from <i>Infopedia</i> (link). The training slides and posters for donning & doffing the PAPR can be downloaded from <i>Infopedia</i> (link).</p>
8	N95 Mask Fitting	<p>(1) All patient-facing staff are to be aware of their mask sizes. Staff can check their fitted mask sizes using the Staff Health Surveillance System (S3). Refer to user guide on <i>Disease Outbreak Resources page, S3 section</i> (link).</p> <p>(2) Staff are only required to be fitted with any one of the mask (3M 1860 Small, 1860 Regular or 1870+ Aura). Only staff who have yet to be fitted with any mask need to proceed for mask fitting. Staff are to approach trained mask fitters (link) at their areas or attend session conducted by Infection Prevention & Epidemiology (link). Staff are to attend mask fitting session with surgical mask.</p> <p>(3) The N95 mask is not suitable for staff with the following health considerations:</p> <ul style="list-style-type: none"> • Staff who are pregnant; • Staff with asthma or COPD and confirmed unfit to wear N95 mask by an Occupational Medicine Physician <p>They should be re-assigned to areas where staff only need to wear surgical mask, or avoid participating in aerosol-generating procedures.</p>

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8	N95 Mask Fitting	(4) Staff who failed mask fitting are to proceed for PAPR testing as scheduled by Occupational & Environmental Medicine.						
9	Swab Collection Training Materials	Videos and training slides on swab collection are available on the <i>Disease Outbreak Resources page, Training (Swab-Taking) section</i> (link).						
10	Visitor Policy	<p>(1) Accompanying persons and visitors who meet the following criteria are not allowed to enter the hospital's premises:</p> <ul style="list-style-type: none"> Returned from overseas in the past 14 days (Except for work-related travel by cabin crew from Singapore-based carriers i.e. SIA, SilkAir, Scoot-Tiger, Jet Star) Flu-like symptoms (e.g. fever, cough, runny nose, sore throat, loss of taste / smell, etc. <p>(2) Visitors are not allowed to visit suspect and confirmed cases, patients who are under quarantine or Stay-Home Notice in any ward, and wards designated for COVID-19 management. Exception may be given to visitors of deceased patients (refer to point (4) below).</p> <p>(3) The number of accompanying persons or visitors allowed per patient at any one time at the respective areas are:</p> <table border="1"> <tbody> <tr> <td>ED:</td> <td>1 accompanying person</td> </tr> <tr> <td>Outpatient Clinics & Service Centres:</td> <td>1 accompanying person</td> </tr> <tr> <td>Inpatient: Refer to "Visitor Policy" (updated 18 June 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</td> <td> With effect from 19 June 2020: <ul style="list-style-type: none"> 2 visitors at a time during the ward visiting hours: <ul style="list-style-type: none"> 12pm to 2pm 5pm to 8.30pm Maximum of 5 different visitors (including caregivers) per day. Children below 12 years old are not encouraged to visit unless special arrangements / endorsements are obtained from the ward. </td> </tr> </tbody> </table> <p>(4) Visitors may be allowed to visit deceased patients in all inpatient areas; up to two visitors are allowed per entry.</p> <p>(5) Visitors placed under quarantine or Stay-Home-Notice may seek approval from relevant authorities to visit inpatients. Refer to workflow in "Management of Visitors under Quarantine or Stay-Home-Notice" (updated 24 July 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</p>	ED:	1 accompanying person	Outpatient Clinics & Service Centres:	1 accompanying person	Inpatient: Refer to "Visitor Policy" (updated 18 June 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).	With effect from 19 June 2020: <ul style="list-style-type: none"> 2 visitors at a time during the ward visiting hours: <ul style="list-style-type: none"> 12pm to 2pm 5pm to 8.30pm Maximum of 5 different visitors (including caregivers) per day. Children below 12 years old are not encouraged to visit unless special arrangements / endorsements are obtained from the ward.
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COVID-19 (Coronavirus Disease 2019)

ROUTINE INSTRUCTIONS

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)
11	Movement of Staff between Healthcare Institutions	<p>(1) Cross-institutional staff movement is permitted, with the exception of Long-Term Care (LTC)¹ setting. The movement must be on a need basis and reviewed based on the principles of patient safety and zero harm to patients.</p> <p>(2) Requests for Visiting Consultants or Locums to practise in the Institution, and for any other cross-campus staff movement other than for the purpose of clinical, training, research or audit activities must be approved by HOD and Division Chairman / Director, followed by CMB. Staff are permitted to seek medical treatment at other healthcare institutions as a patient.</p> <p>(3) SGH Campus includes all institutions on SGH Campus, Connection One and Bright Vision Hospital.</p> <p>(4) Staff who wish to practise in LTC institutions are required to obtain approval from his / her primary institution (HOD and Division Chairman / Director, followed by CMB), and subsequently from MOH. Volunteering in LTC setting is prohibited.</p> <p>¹Healthcare institutions in the long-term care setting include renal dialysis centres, inpatient hospices, nursing homes, and centre based care organisations.</p>
12	Staff Travel Advisory	<p>The Staff Travel Advisory applies to all staff, including non-SingHealth employed staff.</p> <p>(1) Staff Returning from Overseas</p> <ul style="list-style-type: none"> • With effect from 20 March 2020, 11.59pm: <ol style="list-style-type: none"> (i) Returned from all countries: Stay-Home Notice <p>(2) Staff on Work Pass Returning from Overseas to Singapore</p> <ul style="list-style-type: none"> • All staff on Work Pass who are returning from overseas (including Malaysia) to Singapore need to obtain MOM's approval prior to departure from the overseas country. Staff on Work Pass who arrive in Singapore without MOM's approval may have their Work Pass revoked, and actions will be taken against the employer. This applies to staff with Dependent Pass holders returning from overseas. <p>(3) Travel Restriction</p> <ul style="list-style-type: none"> • Staff are PROHIBITED from travelling to all countries till further notice. All pre-approved overseas leave applications will be cancelled and supervisors are NOT to approve any staff leave for overseas travel, with immediate effect.

COVID-19 (Coronavirus Disease 2019)

ROUTINE INSTRUCTIONS

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)									
12	Staff Travel Advisory	<p>(4) Staff may contact their respective institutions' HR personnel for queries on Staff Leave and Travel matters. SGH staff may contact SGH HR at 6326-5822 / 6326-5821 / 6326-5817. Frequently Asked Questions (FAQs) relating to Staff Travel and Leave during DORSCON Orange are available on the SingHealth COVID-19 Resource page (link).</p> <p>Refer to SingHealth Staff Memos:</p> <ul style="list-style-type: none"> • Circular 18/2020: "COVID-19 – Additional Precautionary Measures for Staff who Returned from Overseas Travel between 14 March and 20 March 2020" 									
13	<p>Staff who are Unwell</p> <p>SGH Staff Clinic Operating Hours:</p> <ul style="list-style-type: none"> • 8am to 5pm (Monday to Friday) • 8am to 12noon (Saturday) 	<p>(1) With effect from 28 January 2020 (Tuesday), SGH Staff Clinic will operate out of 2 locations:</p> <ul style="list-style-type: none"> • Staff Clinic at Bowyer Block and • Staff Clinic at former LIFE Centre (Bowyer Block A Level 1) <p>(2) With effect from 23 March 2020 (Monday), all staff seeking medical consultation at the SGH Staff Clinic should proceed to the area in front of the former SGH Staff Gym@Bowyer Block entrance for triage. They will be directed accordingly to either Staff Clinic@Bowyer Block or Staff Clinic@former LIFE Centre.</p> <p><u>Guidelines for Staff who are Unwell</u> Staff with acute respiratory symptoms (e.g. fever, cough, sore throat, runny nose) are to seek treatment from medical facilities detailed in the table. This is to allow for detailed history taking and facilitation of contact tracing, should the need arises.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Category</th> <th style="text-align: center;">During Staff Clinic's Opening Hours</th> <th style="text-align: center;">Outside Staff Clinic's Opening Hours</th> </tr> </thead> <tbody> <tr> <td>(A) Staff working in the locations below: <ul style="list-style-type: none"> • DEM • Designated COVID-19 Wards (refer to S/N 5) • Staff Clinic • Molecular Laboratory </td> <td> <ul style="list-style-type: none"> • SGH Staff Clinic </td> <td> <ul style="list-style-type: none"> • SGH Emergency Department • Call 995 for emergencies </td> </tr> <tr> <td>(B) Staff who had contact with suspect / confirmed cases of COVID-19 infection</td> <td> <ul style="list-style-type: none"> • SGH Staff Clinic </td> <td> <ul style="list-style-type: none"> • SGH Emergency Department • Call 995 for emergencies </td> </tr> </tbody> </table>	Category	During Staff Clinic's Opening Hours	Outside Staff Clinic's Opening Hours	(A) Staff working in the locations below: <ul style="list-style-type: none"> • DEM • Designated COVID-19 Wards (refer to S/N 5) • Staff Clinic • Molecular Laboratory 	<ul style="list-style-type: none"> • SGH Staff Clinic 	<ul style="list-style-type: none"> • SGH Emergency Department • Call 995 for emergencies 	(B) Staff who had contact with suspect / confirmed cases of COVID-19 infection	<ul style="list-style-type: none"> • SGH Staff Clinic 	<ul style="list-style-type: none"> • SGH Emergency Department • Call 995 for emergencies
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COVID-19 (Coronavirus Disease 2019)

ROUTINE INSTRUCTIONS

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14	Staff Surveillance (Temperature Monitoring)	<p><u>Staff Temperature Monitoring</u></p> <p>(1) All staff are required to take temperature twice daily, regardless of whether staff is working for the day. The temperature readings are to be taken and submitted within the following time ranges:</p> <ul style="list-style-type: none"> • 1st Reading: 12 midnight to 11.59am (0000hr to 1159hr) • 2nd Reading: 12 noon to 11.59pm (1200hr to 2359hr) 									

COVID-19 (Coronavirus Disease 2019)

ROUTINE INSTRUCTIONS

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)
14	Staff Surveillance (Temperature Monitoring)	<p>(2) Staff employed by SingHealth Institutions</p> <ul style="list-style-type: none"> • Submit temperature readings to the Staff Health Surveillance System (S3) through: <ol style="list-style-type: none"> (i) Intranet (https://shss.healthgrp.com.sg/); OR (ii) Internet-based form (www.sgh.com.sg/S3). Temperature readings submitted through the Internet-based form will be uploaded to S3 on an hourly basis, with the time of reporting captured backend. A shortcut to the form can be added on home screens of phones operating on iOS or Android operating systems for easier accessibility. Refer to user guide in paragraph (6). <p>(3) Staff not employed by SingHealth Institutions</p> <ul style="list-style-type: none"> • These staff are not able to log in to S3. Their temperatures can be recorded through: <ol style="list-style-type: none"> (i) Excel sheet records maintained by the department; OR <p>(4) S3 Internet-based form (www.sgh.com.sg/s3), after department has created the staff profiles within S3.</p> <p>(5) Staff with a temperature reading of $\geq 37.5^{\circ}\text{C}$ should seek treatment at SGH Staff Clinic, or SGH Emergency Department (outside of Staff Clinic's operating hours).</p> <p>(6) All supervisors are to ensure the achievement of $\geq 95\%$ compliance rate for all their staff reporting their temperatures twice daily, and that staff with fever seek treatment accordingly. Heads of Departments are to counsel staff who did not record their temperature readings for more than 3 days within the week.</p> <p>(7) Refer to user guide "Temperature Reporting in S3" (updated on 26 March 2020) for temperature reporting and generating temperature reports on <i>Disease Outbreak Resources page, S3 section</i> (link).</p> <p><u>Staff Health Surveillance System (S3)</u> S3 is accessible from Intranet (https://shss.healthgrp.com.sg/). Only SingHealth-employed staff are able to log in to S3. Staff accessing via VPN can launch the system by clicking on the S3 icon on Citrix Store.</p> <p>(1) All SingHealth staff who work in multiple locations are required to log in to S3 and declare all work locations. This is to allow respective institutions' administrators to view your PPE and temperature records. Refer to user guide on <i>Disease Outbreak Resources page, S3 section</i> (link).</p> <p>(2) For SGH departments requiring updates or clarification on user access to S3, e-mail to occ.opsofficer@sgh.com.sg with the following information:</p>

COVID-19 (Coronavirus Disease 2019)

ROUTINE INSTRUCTIONS

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)								
14	Staff Surveillance (Temperature Monitoring)	<ul style="list-style-type: none"> • Cost Centre Number • Name of Staff • ADID of Staff 								
15	Staff Surveillance (Contacts & Clusters)	<p><u>Staff Contacts Identified by MOH</u></p> <p>(1) If a staff is issued with either MOH Isolation Order or Quarantine Order, the staff should immediately notify and e-mail the full set of the Letter to:</p> <ul style="list-style-type: none"> • His / Her Supervisor • SGH Home Isolation Office (quarantine.officer@sgh.com.sg) • Infection Prevention & Epidemiology for verification via email (epidemiology@sgh.com.sg). <p>(2) The supervisor is to remind these staff to report their temperature twice daily into the Staff Health Surveillance System (S3).</p> <p><u>Staff Returning to Work After MOH Quarantine Order (QO), SGH Home Isolation (HI) or Stay-Home Notice (SHN)</u></p> <p>Staff placed on QO, HI or SHN are to adhere to the following COVID-19 testing requirements before returning to work. Supervisors are to make the necessary arrangements for staff to be posted to non-patient fronting department upon return (if necessary), prior to confirmation of COVID-19 test results.</p> <table border="1"> <thead> <tr> <th>Type of Restriction Order</th> <th>Requirement for COVID-19 Swab</th> </tr> </thead> <tbody> <tr> <td>QO</td> <td>Required The test will be scheduled by MOH. Affected staff are to comply with the instructions given, and notify HR and HOD of their swab test results.</td> </tr> <tr> <td>HI</td> <td>Required Staff are to follow the procedures detailed in "Workflow – Staff on HI Returning to Work" (updated 20 June 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).</td> </tr> <tr> <td>SHN</td> <td>Required All incoming persons entering Singapore from 17 June 2020, 2359hrs will be tested for COVID-19 before the end of their SHN. The test will be scheduled by the SHN issuing authority. Affected staff are to comply with the instructions given.</td> </tr> </tbody> </table>	Type of Restriction Order	Requirement for COVID-19 Swab	QO	Required The test will be scheduled by MOH. Affected staff are to comply with the instructions given, and notify HR and HOD of their swab test results.	HI	Required Staff are to follow the procedures detailed in "Workflow – Staff on HI Returning to Work" (updated 20 June 2020) on <i>Disease Outbreak Resources page, COVID-19 Workflows and Guidelines section</i> (link).	SHN	Required All incoming persons entering Singapore from 17 June 2020, 2359hrs will be tested for COVID-19 before the end of their SHN. The test will be scheduled by the SHN issuing authority. Affected staff are to comply with the instructions given.
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COVID-19 (Coronavirus Disease 2019)

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S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)
15	Staff Surveillance (Contacts & Clusters)	<p><u>TraceTogether App for MOH Contact Tracing</u> Staff are encouraged to download and use the TraceTogether app.</p> <p><u>Visits to Areas with Possible Clusters</u> Staff who had visited areas identified to have local clusters are to monitor their health closely. These staff who develop upper respiratory tract infections such as cough, sore throat or runny nose are to seek medical attention at SGH Staff Clinic, or SGH Emergency Department (outside of Staff Clinic's operating hours) and inform the triage nurse of his / her visit to the area. The areas with possible clusters are:</p> <ul style="list-style-type: none"> • Bukit Panjang Integrated Transport Hub <p><u>Staff Staying with Person(s) on MOH Quarantine Order (QO), SGH Home Isolation, Stay-Home Notice (SHN) or Leave of Absence (LOA)</u> Staff who are staying with person(s) placed on QO, SGH Home Isolation, SHN or LOA are allowed to continue working and are advised to comply with the precautionary measures stated in paragraph 6 of SingHealth Circular 19/2020. These include:</p> <ul style="list-style-type: none"> • Staff are to practise safe distancing from affected persons by reducing interaction and minimising contact with them. • Staff are to maintain good personal hygiene at all times. • Staff with symptoms suggestive of an acute respiratory illness (e.g. fever, cough, sore throat, runny nose) should report sick as stated in S/N 13.
16	Safe Management	<p><u>Safe Distancing Measures</u> (1) Measures have been put in place at the different social spots within the campus to ensure safe distancing e.g. food and retail outlets, staff rest areas and staff clinic. Staff are to observe the markings to keep a safe distance from one another. With effect from 18 June 2020, 2359hrs, dine in at all food and beverage outlets on SGH Campus will be permitted for patients and visitors. Staff should continue to takeaway meals and not dine at the F&B outlets (except for O'Coffee Club Xpress at Academia). Staff may consume their meals at the following locations:</p> <ul style="list-style-type: none"> • Deck on 9 • Staff Lounge • Academia Level 1 (Auditorium Annex) • Academia Level 2 (Rooms L2-D2 & L2-D3) • Academia Level 3 (Atrium) • Academia Levels 7 & 8 (Open Air Area) • Bowyer Block Level 2 Linkway (between Blk A and Museum) • Pantries and Tearooms

COVID-19 (Coronavirus Disease 2019)

ROUTINE INSTRUCTIONS

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)
16	Safe Management	<p>(2) HODs / Supervisors are to ensure minimal interaction between different teams, especially during change of shift and movement across different work areas.</p> <p>(3) Meetings should be conducted via tele-conferencing facilities. If there is a critical need for face-to-face meetings, the meeting duration should be kept as short as possible with the number of attendees limited.</p> <p>(4) Safe distancing should be adhered at external social settings outside the workplace as well.</p> <p><u>Work From Home</u></p> <p>(1) Where staff can perform their work by telecommuting from home, HODs / Supervisors are to ensure that they do so to reduce the need for staff to return to and congregate at the workplace. Should staff who are working from home need to return to the workplace, the staff must seek prior approval from their HOD / Supervisor and provide the justifications for doing so.</p> <p><u>Other Safe Management Measures</u></p> <p>Refer to “Briefing on Safe Management Measures” for more information on the safe management measures in SGH. The document (updated 23 June 2020) is available on <i>Disease Outbreak Resources page, COVID-19 Communications (Staff section</i> (link).</p>
17	Staff Leave	<p>(1) In order to ensure adequate manpower during this period, supervisors are NOT to approve the following types of leave:</p> <ul style="list-style-type: none"> • Overseas Business Leave • Volunteer Leave <p>(2) New applications for the following types of leave will be allowed with effect from 26 February 2020, subject to the staff being in Singapore and able to return to work at short notice in the event of emergency activation. In addition, HODs may exercise discretion and disallow leave applications if manpower is tight.</p> <ul style="list-style-type: none"> • Annual Leave • Conference Leave • Professional Development Leave • Training Leave • No Pay Leave <p>(3) The following leave types may be approved:</p> <ul style="list-style-type: none"> • Family Care Leave • Childcare Leave • Marriage Leave • Medical Leave

COVID-19 (Coronavirus Disease 2019) ROUTINE INSTRUCTIONS

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)									
17	Staff Leave	<ul style="list-style-type: none"> • Compassionate Leave for Critical Illness and Death of family members • Maternity Leave • Paternity Leave • Prolonged Illness Leave • National Service Leave 									
18	Staff Training	All non-essential training courses (internal and external) for staff are to be rescheduled.									
19	SGH Staff Peer Support	<p>(1) Should any staff require peer support, contact the SGH Peer support hotline (8879-3342). The hotline is available daily from 9am to 5pm. Slides on stress management and self-care are uploaded on <i>Disease Outbreak Resources page, Communications (Staff) section</i> (link).</p> <p>(2) All departments (especially those with staff managing suspect / confirmed cases) are highly encouraged to assign 1 to 2 senior staff as peer supporters. These staff may get in touch with the following personnel from SGH Peer Support Network:</p> <ul style="list-style-type: none"> • Medical: Dr Gan Wee Hoe • Nursing: Mdm Lim Fong Chee • Allied Health: Ms Olivia Khoo • Admin: Ms Emily Tan U-Tong 									
20	Management of Students	<p>Clinical Placements for all healthcare students (medical, nursing, allied health, overseas electives) must be pre-approved by MOH, the Institute of Higher Learning and Host Institution. The following guidelines are to be adhered to:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Lesson Type / Location</th> <th style="text-align: center;">Safe Distancing Requirements</th> <th style="text-align: center;">PPE Requirements</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Face-to-Face Training Sessions</td> <td>Number of persons must not exceed room's permitted capacity or 50 pax (whichever fewer), with at least 1 metre distance from each other</td> <td style="text-align: center;">Surgical Mask</td> </tr> <tr> <td style="text-align: center;">Bedside Tutorials</td> <td>Maximum of 5 persons (1 tutor and 4 students OR 1 tutor, 1 Medical Officer & 3 students) at patient's bedside</td> <td style="text-align: center;">As per requirements stated in PPE Guidelines for COVID-19</td> </tr> </tbody> </table>	Lesson Type / Location	Safe Distancing Requirements	PPE Requirements	Face-to-Face Training Sessions	Number of persons must not exceed room's permitted capacity or 50 pax (whichever fewer), with at least 1 metre distance from each other	Surgical Mask	Bedside Tutorials	Maximum of 5 persons (1 tutor and 4 students OR 1 tutor, 1 Medical Officer & 3 students) at patient's bedside	As per requirements stated in PPE Guidelines for COVID-19
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COVID-19 (Coronavirus Disease 2019)

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21	Attachments to SGH	<p>All planned attachments from overseas to SGH are suspended till further notice. Exceptions may be made for international Fellows, but their applications are subjected to MOH's regulations on travel guidance.</p> <p>All admin interns' attachments in SingHealth are suspended till further notice.</p> <p>All research interns' attachments in SingHealth are suspended till further notice. Exceptions may be considered if existing interns have specialised skills critically needed for a research project, and approval has been given by their Institute of Higher Learning and Host Institution to resume the internship.</p>						
22	Research Activities (SGH)	<p>All measures for research activities are to follow the guidelines from SGH Research Office (updated 03 June 2020) (link).</p>						
23	Logistics	<p><u>PPE Items from MMD (SGH)</u></p> <p>(1) SGH departments are to request for surge PPE stocks from MMD by submitting the request form via email to MMD. The form is available from InfoNet (link).</p> <p>(2) For delivery / collection of PPE:</p> <ul style="list-style-type: none"> • For Wards and Clinical Centre: MMD will deliver to location • For other areas: Department to bring completed form to SingHealth Tower Basement 1 MMD Warehouse 						

COVID-19 (Coronavirus Disease 2019) ROUTINE INSTRUCTIONS

S/N	Item	Guidelines / Work Processes for Implementation (New / Updates in Blue Text)
23	Logistics	<p><u>Handrub from Pharmacy Store (SGH)</u></p> <p>(1) SGH Clinical Areas can e-mail to SGH Pharmacy Store for urgent request of Softa-man Handrub 500ML.</p> <p>(2) E-mail to: pharmacystore.sgh@alpshealthcare.com.sg with the following details:</p> <ul style="list-style-type: none"> • Subject header: Ad hoc request of Softa-man for XXXX • Quantity Required • Cost Centre Number <p>(3) Collection at SingHealth Tower Basement 2 SGH Pharmacy Store:</p> <ul style="list-style-type: none"> • Monday to Friday: 8.30am to 4.30pm • Saturday: 8.30am to 12noon
24	Communication Materials	<p>Frequently Asked Questions (FAQs) have been prepared to assist public-fronting colleagues with handling queries from patients and public. FAQs are uploaded on <i>Disease Outbreak Resources page, Communications section</i> (link).</p>