

Patients entering Queensland for essential health care

Factsheet for health care providers

Patients can enter Queensland from a COVID-19 hotspot to receive essential health care when the health care cannot be provided in the COVID-19 hotspot or elsewhere in their home State or Territory.

Your patient's appointment for essential health care must be confirmed in writing by the treating service, facility or provider, including:

- the Queensland Children's Hospital
- a Queensland Hospital and Health Service (HHS) or associated outreach location
- a licensed Queensland private health facility or ancillary clinic or service (including a rehabilitation service)
- an Aboriginal and Torres Strait Islander Community Controlled Health Service
- a [prescribed health practitioner](#) at another premises (including services provided by a registered NDIS provider under an agreed NDIS Plan).

What is essential health care?

Health care is considered essential when:

- it **can only** be accessed in Queensland or Queensland is the closest provider of the service; and
- the service **cannot be** delivered virtually or by telehealth; and
- a delay in receiving care will cause a patient's condition to deteriorate.

Essential care also includes routine clinical care where there is a continuity of service with an established clinical relationship.

Patients requiring emergency care and entering Queensland via ambulance, aeromedical retrieval or formal interstate hospital transfer will not be subject to the border requirements below.

What will my patient require to enter Queensland?

Your patient will:

- need to contact their hospital or healthcare provider for an official letter of evidence (printed or electronic), which includes the time and place in Queensland that the essential healthcare is to be provided, and

- require a General (G) [Queensland Border Declaration Pass](#).

Your patient will also be required to comply with quarantine requirements if they are staying overnight or longer. If they are admitted to a hospital or other facility, they will be able to quarantine at that facility. Otherwise, they will need to [quarantine at a hotel](#) at their own expense. The period of required quarantine is 14 days or the length of stay for health care, whichever is shorter.

Your patient may also be accompanied by a **support person or persons** who will need to have a General (G) [Queensland Border Declaration Pass](#). Support persons will also be required to quarantine at the healthcare facility or in a government approved hotel if they are staying in Queensland overnight or longer.

Note: NSW residents living within approved border zones, travelling to receive health care in Queensland within the approved border zones, are not subject to the above requirements.

What infection control procedures are required to treat hotspot patients?

Patients travelling to Queensland from COVID-19 hotspots for essential healthcare must be met at the facility entrance by a staff member wearing droplet precautions PPE.

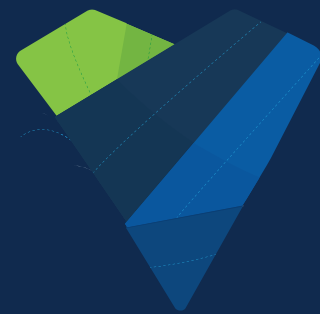
Your patient will be screened for COVID-19 symptoms on arrival. If symptoms are present, your patient will be required to undergo testing and enter hotel quarantine at their own expense.

Once your patient enters the health care facility, they will be required to wear a flat surgical mask and maintain physical distancing and hand hygiene.

Staff in the receiving facility will be required to maintain COVID-19 droplet, contact and airborne precautions as required through your patient's visit/stay.

Version 1.0 21 August 2020

Your patients entering Queensland for essential health care



Examples of essential and non-essential health care

Scenario one – Dental patient from Northern NSW



Wishes to visit a Queensland-based dentist **as a new patient** for a check-up, clean, scale and polish.



Scenario two – Diabetic patient from Northern NSW



Visits a Queensland-based private or public podiatrist to receive treatment for diabetes-related foot disease and/or foot ulcers disease where the Queensland-based provider is the closest podiatrist with expertise in the management of high-risk disease.



Scenario three – Cancer patient from Northern NSW



Visits a Queensland-based public cancer service for radiation therapy when this component of care cannot be provided locally (for example brachytherapy).



Scenario four – Physiotherapy patient from Northern NSW



Wishes to visit a Queensland-based physiotherapist, recommended by a teammate, following a recent sporting injury.



Scenario five – Maternity patient from Northern NSW



Visits a Queensland-based facility for high-risk pregnancy care requiring consultation with maternal fetal medicine specialist for tertiary scanning and management.



More information on accessing essential health care in Queensland is [available online](#).

Version 1.0 21 August 2020