

Coronavirus (COVID-19)

PATIENT INFORMATION

Entering Queensland for essential health care



You are only allowed to enter Queensland from a declared COVID-19 hotspot for essential health care.

Essential health care is any care that is not available in your State or Territory or cannot reasonably be provided in your home State or Territory, via telehealth or virtual health. This includes routine clinical care where there is a continuity of service with an established clinical relationship. Examples of essential health care include:

- Continuing a routine clinical relationship with your dentist, GP, treating hospital or community clinic.
- Appointments with Queensland Children's Hospital.
- Specialist rehabilitation services or cardiac care.

Essential health care includes more than what is on the the above list. Speak to your health care provider to find out if your health care needs meet the essential criteria.

If you are looking to see a health care provider for the first time, you should choose a provider in your own State or Territory during these times.

Those living in the New South Wales Border Zone

If you are a New South Wales border zone resident who usually receives regular health care across the Queensland border, you can cross the border to receive health care within the border zone. You must apply for a **Border Zone Resident Pass**.

Anyone travelling outside the Queensland border zone, should refer to the information on the next page.

Emergency health care

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

Questions?

If you have any questions, please contact your health care provider.



For more information, visit www.qld.gov.au/health/health-care-border-crossing

To contact the Health Care Support Service, call **134 COVID** and press #3



Queensland
Government

Checklist of what you need to cross the border



Written evidence from your health care provider

Please contact your treating hospital or health care provider for an official letter of evidence, which includes the time and place in Queensland that the essential health care is to be provided. This can be in printed or in electronic form.

General (G) Border Pass

Once you receive this written evidence, apply for a General (G) Declaration Pass: www.qld.gov.au/border-pass

Travel arranged

You can enter Queensland via road or air or rail. You must take the most direct route possible and minimise your interactions with the community. This means, filling up your car with fuel and packing food and drinks before entering Queensland. When taking rest breaks doing this at a rest stop where you won't need to exit your vehicle and interact with the community. You can exit your vehicle in case of an emergency.

Support person

You are allowed one or more support people to accompany you to your appointment. The immediate family of children receiving essential health care are allowed to enter Queensland.

All support people have to apply for a General (G) Border Pass (including children): www.qld.gov.au/border-pass

Quarantine

Anyone coming to Queensland to receive essential health care from a hotspot will need to quarantine for 14 days or the time spent in Queensland for the treatment, whichever is shorter.

Inpatient (receiving care in a hospital ward)

If you are admitted into a hospital, you will need to complete your quarantine at the hospital. As soon as your treatment is complete, you will need to leave Queensland straight away.

Outpatient (receiving care in a clinic, but not staying at the hospital)

If you are an outpatient and your treatment is for more than one day, you will need to stay in government arranged accommodation. As soon as your treatment is complete, you will need to leave Queensland straight away.

Support person

If you are accompanying someone receiving essential health care as their support person and staying for the duration of their treatment you will need to stay in government arranged accommodation — unless the hospital or other facility can accommodate you. Otherwise, you can drop the person at the medical facility and drive straight back to your normal residence. You must take the most direct route possible and minimise your interactions with the community. This means, filling up your car with fuel and packing food and drinks before entering Queensland. When taking rest breaks doing this at a rest stop where you won't need to exit your vehicle and interact with the community. You can exit your vehicle in case of an emergency.

If your child is receiving essential health care at the Queensland Children's Hospital you will be able to complete your quarantine at the hospital.

Treatment that is more than 14 days

If your essential health care takes longer than 14 days, you and your support person will be able to leave government arranged accommodation once you have completed your 14 days (and returned a negative test). After 14 days you can stay where you would normally stay, for example the Ronald McDonald House.



Crossing the border in an emergency or to receive essential health care



Emergency care

Queensland's borders have always been open to care for you in an emergency.

Step one Call 000

- The treating team will decide on the most appropriate healthcare facility to transport a patient to, with a range of factors taken into consideration.

Step two Quarantine

- If you are admitted to a hospital, you will need to quarantine at the hospital.
- If a support person travels with you in the hospital-arranged transport, then they will not need a border pass. If there is no accommodation at the hospital or another premise for your support person, they will need to quarantine in government accommodation, and will need to apply for an exemption to visit you.
- If your support person travels separately, they will need to complete a General Declaration (www.qld.gov.au/border-pass) Pass, and will need to apply for an exemption to visit you.

Step three Return home

- Once your treatment is complete, you and your support person need to leave Queensland straight away.
- If your treatment extends longer than 14 days, and you have returned a negative COVID-19 test, then you can leave government accommodation to stay elsewhere, but must leave Queensland as soon as your treatment is complete.

Essential health care

You are allowed to enter Queensland from a declared hotspot for essential health care.

Step one Prepare to cross the border

To cross the border, you will need to have:

1. a completed General Declaration Pass www.qld.gov.au/border-pass (or Border Zone Pass if you are a NSW border zone resident). If you have a support person accompanying you, they will need their own General Declaration Pass. This can be in print or electronic form.
2. an official letter from the treating health care provider that includes the time and place in Queensland that your essential health care will be provided. This letter can be in print or electronic form.

Step two Quarantine

- If you are an outpatient or a border zone resident and only coming into Queensland for one day, you do not need to quarantine. You are to go straight to your appointment and then straight back home.
- If you are an outpatient and your treatment is for more than one day, and there is no accommodation at the hospital, you will need to stay in government arranged accommodation for the duration of your treatment.

Step three Return home

- As soon as your treatment is complete, you need to leave quarantine and return home. If you have a support person with you, they are required to quarantine and leave with you also.
- If your treatment extends longer than 14 days, and you have returned a negative COVID-19 test, then you can leave government accommodation to stay elsewhere, but must leave Queensland as soon as your treatment is complete.