

## Home Recovery (previously Home Isolation) FAQ

### A) General information on Home Recovery

**1. Will I get the same level of care as compared to a dedicated isolation facility such as Community Care Facility?**

A: There is no difference in the level of care whether you are recovering at home or in a dedicated isolation facility. Patients on Home Recovery would be assessed by a medical provider to be medically well and stable for Home Recovery. This may be done through a telemedicine provider for those starting Home Recovery immediately. For those from care facilities, a review will be done prior to their discharge to Home Recovery.

As part of Home Recovery, you are required to closely monitor your health at home. You are required to submit daily report of health readings (such as temperature, pulse rate and oxygen saturation) at least once a day. Apart from access to 24/7 telemedicine services for medical consultations when needed, there will be calls from Home Recovery Buddies to ensure that the patient is well.

**2. What are the rules enforceable under the Isolation Order for Home Recovery?**

A: In the Isolation Order issued to you under the Infectious Diseases Act, you will be required to wear a wristband tag to ensure you adhere to the stipulated movement restrictions and not to leave the designated room or your house (if you are staying alone) at all times during your Home Recovery. It is an offence to breach the conditions of the Isolation Order. First time offenders may be fined up to \$10,000 or given 6 months' imprisonment, or both. No visitors should be allowed in the place of isolation (i.e. home or specific room). You must not leave the home/room and must report and undergo medical examinations or treatment as directed.

**3. How will Home Recovery affect household members who are staying in the same house?**

A: Your household members whom you are of close contact with will be placed under Home Quarantine Order (HQO) and must follow the conditions which include requirement to adhere to the restrictions stated on their Quarantine Order and stay within the home at all times. During their HQO, they should not come into contact with others who are not on quarantine order to prevent the potential spread of the virus to the rest.

For more information about HQO, please refer to:

[https://www.moh.gov.sg/covid-19/general/faqs/faqs---for-persons-under-quarantine-\(puq\)-on-home-quarantine-order-\(hgo\)-who-are-fully-vaccinated](https://www.moh.gov.sg/covid-19/general/faqs/faqs---for-persons-under-quarantine-(puq)-on-home-quarantine-order-(hgo)-who-are-fully-vaccinated)



### B) During Home Recovery

**4. How will MOH check that I am isolated at home?**

A: You will receive phone calls or location verification requests from the MOH monitoring team during your isolation period. For the safety of your household contacts and community, please strictly adhere to the Isolation Order.

**5. What are the symptoms / signs to look out for and how do I get help?**

A: COVID-19 patients may have no or mild symptoms but sometimes your symptoms and condition may worsen later.

<p>If you feel unwell or experience worsening of any symptoms:</p> <ul style="list-style-type: none"> <li>- Fever</li> <li>- Acute respiratory symptoms such as cough, sore throat, runny nose, headache</li> <li>- Muscle ache or tiredness</li> <li>- Diarrhoea</li> </ul>	<p>If you experience worsening of one or more of these symptoms:</p> <ul style="list-style-type: none"> <li>- Shortness of breath, or difficulty breathing</li> <li>- Chest pains or pressure on your chest</li> <li>- Palpitations (fast beating or pounding of your heart)</li> </ul>
<p>If your SpO2 (at rest) stays in the range of 93% to 94%</p>	<p>If your SpO2 (at rest) records at 92% or less</p>
<p>Contact your designated healthcare provider.</p>	<p><b>Call 995 immediately</b></p> <p><b>Important!</b>  <b>Inform paramedics that you are infected with COVID-19 and on home recovery.</b></p>

**6. Why am I being isolated for the stated duration and when can I be discharged?**

A: While fully vaccinated infected individuals may have no or mild symptoms, they may still be infectious. To protect your loved ones, you will need to be isolated for up to 10 days of isolation and can resume daily activities when your home recovery period ends.

You may request for a Polymerase Chain Reaction (PCR) swab on the sixth (6<sup>th</sup>) day of illness to determine if you could be discharged from isolation from seventh day, provided your swab result is negative or if you carry a very low viral load.

If your PCR test result shows a high viral load, you will continue with the isolation until Day 10, when the viral load is expected to be low and non-infectious before you can be discharged.

Upon discharge, your healthcare provider may assess your condition for further medical leave and issues Medical Certificate for you to recuperate further before you resume daily activities.

**7. What happens if my household becomes infected?**

A: In the event a household member is infected, he/she will have a medical review through a telemedicine provider. Upon clinical assessment, he/she can also be placed on home recovery if he/she is fully vaccinated and is clinically well, as well as the home environment continue to be suitable. Otherwise, he/she shall recover in the appropriate care facility.

Nonetheless, it is important that the household practise good hygiene and infection control measures such as washing hands with soap after handling contents from the COVID-19 patient during Home Recovery to prevent any further transmission.

### **C) After Home Recovery**

**8. What happens after I finish serving my Isolation Order, will I receive any official document of proof?**

A: There will be no additional document given as the Isolation Order issued will contain the details of your recovery requirement and hence discharge criteria. This document shall also qualify you for the Pre-Event Testing (PET) exemption.

Upon the completion of Isolation Order, your healthcare provider may assess your condition for further medical leave and issue Medical Certificate for you to recuperate further if needed.

**9. What should I do with my wrist tag and the Gateway Unit after my Home Recovery?**

A: Upon the completion of your home recovery, you can remove both the wrist tags and Gateway unit(s), place them into the secure bag and call the number provided on the bag to arrange for collection.

**10. Should I disinfect my room or home after I have been isolated?**

A: Yes, you should do so after your isolation, as part of good infection control practices. Please refer to NEA's disinfection guidelines below that you could follow your isolation has ended.

<b>Topics</b>	<b>URL links</b>	<b>QR codes</b>
Guidelines for Cleaning and Disinfection	<a href="https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines">https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines</a>	
Guidelines for Environmental Cleaning and Disinfection in Residences That May Be Exposed to the COVID-19 Virus	<a href="https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-guidelines-for-environmental-cleaning-and-disinfection-in-residences">https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-guidelines-for-environmental-cleaning-and-disinfection-in-residences</a>	
List of Household Products and Active Ingredients for Surface Disinfection of the COVID-19 Virus	<a href="https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19">https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19</a>	

### **D) Any others**

**11. What is the contact information for the Home Recovery programme?**

A: You can call these numbers below if you require any queries, or medical attention.

<b>Touch Point</b>	<b>Point of Contact</b>	<b>Contact Details</b>
For Home Recovery Patient	Home Recovery Buddy	Contact details are provided in the information booklet for the patients on Home Recovery.
	Telemedicine provider (for any medical attention)	Patients will be provided the telemedicine provider's contact information when their designated telemedicine provider completes the initial patient medical review for Home Recovery suitability

For any other general enquiry	Case Management Task Group (CMTG)	Email: <a href="mailto:Home_Recovery@moh.gov.sg">Home_Recovery@moh.gov.sg</a>
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**12. I regularly receive many scam calls. How can I verify if the MOH call to check on home recovery is legitimate?**

A: MOH will not ask for your financial details, nor will you be asked to provide or collect any documents.

If in doubt, you can write down the number that the call came from and the details of the caller, then hang up and call the MOH general hotline on 1800-333-9999 or call the Home Recovery Buddy to check if the number is genuinely from MOH. Please try calling back later if you are unable to get through.