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PROCEDURE IN THE EVENT OF A GUEST CONTRACTING A DISEASE WHILE STAYING IN A TOURIST ACCOMMODATION FACILITY DURING THE COVID-19 PANDEMIC

1. Necessary prerequisites:

- Local self-government units, local civil protection headquarters, health centers and hotel complexes owned by larger hotel management and tourist companies will define additional health care providers for guests of tourist accommodation facilities, primarily by organizing tourist outpatient clinics, i.e. medical clinics which will be competent for individual accommodation facilities.
- The local civil protection headquarters and health centers will ensure that sufficient capacities needed for the timely diagnosis of COVID-19 are available in the areas that are accepting tourists.
- Local civil protection headquarters and health centers will ensure that swabs can be taken at the competent infirmaries or, potentially, during house calls to guests situated in accommodation facilities if there is a suspicion of COVID-19 infection.
- Local civil protection headquarters, health centers and emergency medical services will provide transport for sick guests to the primary health care physician and to the hospital.
- The regional and local civil protection headquarters and local self-government units will organize isolation for COVID-19 patients whose clinical picture doesn't warrant hospitalization, as well as quarantine/self-isolation for the contacts of the patients that must be quarantined/self-isolate.
- Publish contact information (telephone numbers) and opening times of the competent doctor's office/infirmery which provides health care to tourists on the municipal, city and county websites, as well as on their tourist board websites, in Croatian and English languages, as well as in the languages of tourists that most commonly visit that destination.

2. When raising suspicion that an accommodation facility visitor has contracted the COVID-19 infectious disease, the following applies:

- The responsible person in the accommodation facility, or the person whom he authorized, notifies the physician in the contracted outpatient clinic or the physician in the tourist outpatient clinic (hereinafter as competent physician) about the guest's disease so that the he can be examined.
- If during the first contact the competent physician suspects that the person has contracted the SARS-CoV-2 virus, the accommodation facility's responsible person must ask the guest to remain



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at the accommodation facility and keep his doors closed, he must also provide the sick guest with a sufficient quantity of medical (surgical) masks and paper towels and instruct the guest to not leave his room until his medical examination (the physician will either make a house call or the sick guest will be transported to the physician's office).

- The competent physician will examine the patient and establish whether the suspicion criteria for the occurrence of COVID-19 have been met and, dependent on the clinical condition of the guest, establishes if an epidemiologist should be called.
- If there is suspicion of COVID-19, a swab is taken in order to diagnose the COVID-19 infection in a timely manner, and the sick guest and the people with whom he came into close contact are isolated in the accommodation units until the test results come back.
- The accommodation facility employees, i.e. accommodation service provides, do not enter the room where the person suspected of having COVID-19 is residing, which also includes rooms of his close contacts, and the guests are notified that the rooms will not be cleaned and linens replaced at usual intervals and in the usual manner. Such guests must maintain the cleanliness of the room/area in which they are staying by using products which the accommodation facility will provide. Meals will be delivered to the room, and guests who do not have a half board or full board accommodation will buy (order) their meals from the accommodation facility's restaurant, this is done in order to control the entry and exit from the accommodation facility (room), and their meals will be left in front of their room/apartment door. In smaller or apartment accommodation facilities, the owner or the person responsible for the accommodation will organize the delivery of food and other supplies for the guest, which will be left at the door to their room, and will keep in touch with the competent health care service.
- If there is a need to contact the sick guest while waiting for the results of the COVID-19 test to come back, a single person will be designated to deal with that guest, during which they will have to wear a medical mask and protective gloves and maintain a physical distance from the patient.
- Medical masks, gloves and similar protective equipment has to be discarded immediately after use into a lidded waste bin which has been lined with two plastic waste bags. After discarding the protective equipment, the employees should wash their hands with soap and water or disinfect them.
- Guests who are part of the same group or same family also must remain in their rooms until contact is made with the competent physician and until the test results come back; in the event that the physician suspects that a COVID-19 infection has occurred.
- If the physician ascertains that the guest is not infected with COVID-19, he will prescribe a therapy for his condition, the self-isolation will be terminated for the guest and his close contacts, and the guest will be able move freely through the accommodation facility as far as his health and the protection of the health of other guests of the tourist facility allows.

3. In the event that it is confirmed that the guest has contracted the COVID-19 infectious disease, the following applies:

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- A guest who has been diagnosed with the COVID-19 disease, and whose health condition warrants hospitalization, is transported to a health care facility in accordance with the



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physician's instructions and, depending on the severity of the disease, by using a personal vehicle, organized transport or by ambulance. Emergency medical services are called in the event that severe, life-threatening symptoms suddenly occur. The use of public transport is NOT ALLOWED.

- In agreement with the competent physician, domestic guests who have been diagnosed with COVID-19 with mild symptoms or who are asymptomatic should isolate at their own accommodation (at home), and they should make their way there by using their own means of transport and avoid the use of public transport, if at all possible. In that case, their chosen physician or competent physician according to the place of isolation (in consultation with the competent epidemiologist) will provide further health care to the patient.
- Domestic guests who were in contact with the sufferer self-isolate at their homes, which falls under the purview of their chosen physician (in consultation with the competent epidemiologist).
- Foreign guest diagnosed with COVID-19, whose health condition does not warrant hospitalization, and a domestic guest diagnosed with COVID-19, who does not have the required conditions to isolate at home, should be placed in an organized isolation accommodation which has been envisaged for such a purpose by the local self-government in such a way that the guests are moved into a preprepared facility which is suitable for isolation (facilities designated and equipped by the local Crisis Headquarters or the local self-government may include apartments, houses, mobile homes, dormitories, etc.), which falls under the purview of the physician competent for the accommodation facility (in consultation with the competent epidemiologist). The same also applies for guests who are close contacts of the sufferer, and for whom it is deemed necessary to organize a quarantine/self-isolation.
- Foreign guests diagnosed with COVID-19 and foreign guests who are close contacts of a COVID-19 sufferer may return to their countries before the expiry of the sufferer's isolation period, i.e. quarantine/self-isolation for healthy close contacts, after consulting with the public health authorities of their country of origin through the IHR system (International Health Regulations) and agreeing on the funding and manner of transport back to their home countries.
- The employee or a person in the household where the accommodation service is being provided who has been diagnosed with COVID-19 has to undergo treatment at the hospital or isolate at his own home or in an organized isolation unit; depending on the severity of the disease.
- The employee or a person in the household where the accommodation service is being provided, who has been in close contact with the person who has been diagnosed with COVID-19, has to isolate at home or at an organized isolation unit designated for healthy contacts of COVID-19 sufferers.
- The termination of isolation and the health condition falls under the purview of the physician who prescribed the isolation or quarantine/self-isolation measure.