



HANDLING OF A SUSPECTED OR CONFIRMED CASE OF COVID-19

ACTION PLAN - PROTOCOL:

1. The hotel's Health coordinator is informed immediately and she calls the Doctor for an incident assessment. Medical and medication costs are the full responsibility of the client and are to be paid immediately (no room charge can be made).
2. A diagnostic test is performed and the patient remains in the room until the result is obtained.
 - a. If negative, it is treated on site according to the doctor's instructions. At the discretion of the attending physician, a repeated rapid test or molecular PCR test may be requested.
 - b. If positive, the patient is quarantined in the room for five days. This means that: **The patient is not allowed to leave the room or to move around, either indoors or outdoors.** (the day of the test is Day 0 followed by 5 days of quarantine)
 - c. On the sixth day a new test is carried out. If the test is positive, the quarantine continues, if negative, the client may leave the room wearing a FFP2 high protection mask or double surgical mask for five days.
3. The hotel's health administrator immediately contacts the Greek Authorities to report the case and receives instructions on how to proceed.
4. No room service is performed by Housekeeping. Linen and amenities are provided to the client on a special table placed outside the room.
5. Throughout the quarantine period, the client is served his/her entitled meals (from the buffet) in the room. There is no supplement for Room Service. For any other order from A la carte departments or order of beverages, the guest will be charged according to the pricelist.
6. In case the stay of the guest in the room has to be extended, the charges of the corresponding season apply and are to be paid by the guest.
7. Residents sharing the same room are considered close contacts and if they are negative, they are allowed to move around the hotel premises wearing a FFP2 high protection mask or double surgical mask. A Rapid Test is required every two days by the hotel's Health coordinator.
8. The doctor communicates with the patient daily by telephone and is obliged to report to the hotel the progress of his health condition as well as to provide his contact details (name, telephone number, e-mail, etc.).