



澳門特別行政區政府  
Governo da Região Administrativa  
Especial de Macau  
衛生局  
Serviços de Saúde

疾病預防控制中心  
技術指引  
CDC (Macao SS)  
Technical Guidelines


No. : 003.CDC-NDIV.GL.2020  
Ver. : 13.0  
Produced : 2020.01.02  
Revised : 2020.03.25  
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預防新型冠狀病毒肺炎 - 給旅遊業、酒店及博彩娛樂場所的建議  
**Prevention of Novel Coronavirus pneumonia –  
Advice to Tourism Industry, Hotels and Gaming Establishments**

Novel coronavirus pneumonia is an infectious disease primarily transmitted through respiratory droplets and contact. Symptoms of the disease are mainly fever, malaise and dry cough; however, symptoms in some patients are insignificant. Most cases are in minor condition which can recover and discharge from hospital; people of older age or having underlying disease are at a higher risk of deterioration into serious condition which may experience breathing difficulties, pneumonia, or even death.

### Facts about the disease

- **Source of infection:** So far, source of infection are mainly patients of novel coronavirus pneumonia. Asymptomatic patients are also possible source of infection.
- **Mode of transmission:** Mainly transmitted through respiratory droplets and contact. It is also possible to transmit the disease with exposure to high concentrations of aerosol in a relatively closed environment for a long time. Transmission via digestive tract still requires further clarification.
- **Susceptible population:** Generally susceptible.
- **Incubation period:** 1-14 days, usually 3-7 days.
- **Clinical features:** Fever, weakness and dry cough are the main manifestations; some may also develop symptoms like nasal obstruction, runny nose, sore throat or diarrhoea.
  - **Severe cases:** Most cases develop dyspnoea and/or hypoxemia; severe cases develop rapidly into ARDS (Acute Respiratory Distress Syndrome), septic shock, metabolic acidosis and coagulation dysfunction. It should be noted that the course of severe and critical patients can be moderate to low fever or even no obvious fever.
  - **Mild cases:** Mild cases may only have mild symptoms like low fever and fatigue, but no presentation of pneumonia.

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- **Management and prognosis:** Treatment is mainly supportive. Some cases are in severe condition; fatal cases have been reported, and there are also cases recovered and discharged from hospital. Older patients and people with chronic diseases are at higher risk of developing severe illness.

## Preventive Measures

To prevent novel coronavirus pneumonia, the Health Bureau advises tourism industry, hotels and gaming establishments to heighten vigilance and adopt the following measures:

### 1. Coordination and management

- Pay close attention to the information released by the MSAR government on the epidemic and implement the required measures. Disseminate information to all employees and guests in a timely manner. Update them with information on the preventive measures;
- **Step up all kinds of health measures; install body temperature sensors at all entrances, measure the body temperature of your staff and all guests entering your establishments. Every person should put on a mask;**
- **If encounter an individual having visited Hubei Province within the past 14 days, report to relevant competent authorities and CDC of Health Bureau (Tel:2870 0800; Fax: 2853 3524);**
- Pay close attention to the health conditions of your staff. Staff with fever or respiratory symptoms should wear a surgical mask and seek immediate medical attention. If necessary, the staff should rest at home and suspend from work;
- Pay close attention to the health conditions of your guests. Individuals with fever or respiratory symptoms should be advised to put on a mask and to seek immediate medical attention. Such individuals should avoid close contact with others in the

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same establishment;

- If anyone presents with fever or respiratory symptoms, ask them whether they have visited any countries/areas with widespread community transmission or high incidence of novel coronavirus pneumonia \* within 14 days prior to the onset of illness, and whether they have had contact with a confirmed patient; if yes, call the Fire Services Bureau to transfer the patient to Conde de S. Januario General Hospital in an ambulance for further examination;
- Notify relevant competent authorities and CDC of the Health Bureau (Tel: 2870 0800; Fax: 2853 3524) in case of a large number of staff and guests feel unwell;
- Avoid sending staff or guests to any countries/areas with widespread community transmission or high incidence of novel coronavirus pneumonia \*.

## 2. Personal Precautions

In order to prevent novel coronavirus pneumonia, the Health Bureau urges all residents to stay tuned to the epidemic information of the MSAR Government, support the preventive measures implemented by the authorities, and also to observe personal hygiene, household hygiene and environmental hygiene, in particular:

- **Avoid going out, do not travel between Macao and other regions;**
- **Do not gather / assemble; stay at home or in the dormitory whenever possible;**
- **Try to keep a distance from others in the workplace, home or dormitory;**
- **If it is necessary to go out, wear a mask at all times;**
- **Wash hands frequently with water and liquid soap, or rub hands with an alcohol-based handrub; do not touch the eyes, nose and mouth before performing hand hygiene;**



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- Cover nose and mouth with a tissue paper when sneezing and coughing, and then wash hands immediately; if no tissue paper is available, cover nose and mouth with a sleeve or the crook of an elbow, not the palms;
- After using the toilet, flush it with the lid closed, and wash hands thoroughly;
- Do not share towel with others;
- Regularly clean and disinfect frequently-touched surfaces in home or workplace;
- Wear gloves when handling articles or places soiled by secretions or excretions;
- Avoid staying in crowded places, especially for people with low immunity;
- Avoid close contact with patients with fever or respiratory symptoms;
- Avoid visiting patients in the hospital; put on a mask if it is necessary to enter the hospital area;
- Avoid contact with animals, visiting markets where animals are sold, or consuming undercooked animal products;
- If developing fever or respiratory symptoms, wear a mask and seek medical attention right away.

### 3. Immigration and Health Management

**Starting from 00:00 on March 25, all foreign nationals and residents of the mainland China/Hong Kong SAR/region of Taiwan who have visited any overseas countries in the past 14 days will be denied entry to Macao.** Other arrivals in Macao, as well as individuals who have had contact with a confirmed case should pay particular attention to the following:

- All persons are obliged to complete [health declaration](#) truthfully upon arrival in Macao;
- According to the instructions of the health authorities, undergo medical examination or medical observation at designated venue;



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- Non-resident workers may refer to “Advice for Non-Resident Workers in Macao”;
- Individuals from Hubei province or non-Macao residents who have visited Hubei province in the past 14 days are required to present a “medical certificate of no infection from novel coronavirus pneumonia” issued by a medical institution recognized by the Macao authorities;
- Macao residents who have stayed in Hubei province in the past 14 days should take the initiative to make declarations upon arrival, and follow the instructions of the health authorities;
- Other individuals who are not specified above are required to effectuate self-health management for 14 days upon arrival in Macao.
- **Except for seeking medical treatment, do not go out or have contact with others;**
- **If developing fever or respiratory symptoms, put on a mask, consult a doctor promptly, call the Fire Services Bureau for ambulance service instead of using public transport;**
- **Reveal to your doctor detailed and truthful account of the contact or travel history, and follow the doctor’s instructions.**

#### 4. Environmental Hygiene

- **Regularly clean and disinfect frequently-touched surfaces in home or workplace**, e.g. furniture surfaces, walls, floors, handrails, door knobs, lift buttons, computer keyboards, etc.
- **Ensure disposable paper towel and alcohol-based hand sanitizers are provided in public reception area;**
- Ensure liquid soap, disposable paper towel or hand-dryers (but no reusable towel) are provided in public toilets;



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- Make sure the drains and pipes are free of blockage or leakage; each drain pipe should be fitted with a trap, pour half a litre of water into each drain at least once a week so as to maintain the water column in the pipe to prevent the spread of micro-organisms.
- Keep the toilets clean and well-ventilated, and increase the number of cleaning and disinfection according to sanitary conditions;
- All indoor spaces should have windows open as often as possible to keep the environment clean and well-ventilated; for closed space, make sure the ventilation systems are functioning properly and are cleaned and maintained regularly;
- Floors, carpets, walls and other facilities that are soiled by secretions or excretions should be cleaned and disinfected immediately: Use absorbent materials to clean up contaminated surfaces preliminarily, and then disinfect the contaminated surfaces and surrounding areas with 1:10 diluted bleach. Leave for 30 minutes, then rinse with water and wipe dry;
- Disposable items should never be reused, and should be properly wrapped and disposed of after use;
- Reusable items (including tableware, towels, beddings, clothing) should be thoroughly cleaned and disinfected before they are provided to others.

\* Places with possible transmission of the novel coronavirus pneumonia: see the "Special Webpage Against Epidemics" for details (<https://www.ssm.gov.mo/PreventCOVID-19>).

Centre for Disease Control and Prevention,  
Health Bureau of Macao Special Administrative Region Government