

Q&A Regarding the Measures for Travelers

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About the COVID-19

Q: What is a suspected case of COVID-19? A COVID-19 patient or confirmed case?

A: We refer to the suspected cases of [COVID-19](#) as patients under investigation (PUI). If a traveler exhibits the following traits, then they will be considered a PUI as follows:

Patients have signs and symptoms as follows:

documented body temperature greater than or equal to 37.3°Celsius accompanied by any of the following respiratory symptoms: cough, runny nose, sore throat, shortness of breath or difficulty breathing. With one of the following exposure risks within 14 days prior to illness onset:

- 1) Arrived from or resided in areas of the Disease Infected Zone (DIZ) and Ongoing Local Transmission Areas as defined by the Department of Disease Control
- 2) Worked closely with tourists
- 3) Had close contact with probable or confirmed cases of COVID-19
- 4) Healthcare workers who had contact with people who met the case definition for patients under investigation (PUI) of COVID-19, and
- 5) Are involved with places or have had history of going to with places that had confirmed cases

Confirmed COVID-19 cases are defined as a PUI who has tested positive for genetic material of SARS-CoV-2 by PCR from two reference laboratories, or by genetic sequencing, or by culture.

Measures at the Airport.

Q: Will all travelers who present with a fever and respiratory symptoms be transported to a medical facility, regardless of the country from which they are arriving?

A: If a traveler presents with a fever and respiratory symptoms with one of the following risks within 14 days prior to illness onset: 1) Arrived from or resided in a [Disease Infected Zone \(DIZ\)](#) and Ongoing Local Transmission Area as defined by the Department of Disease Control (the list of countries is announced on the website of the Department of Disease Control (DDC)), 2) Worked closely with tourists, 3) Had close contact with probable or confirmed cases of COVID-19, 4) Healthcare workers who had contact with people who met the case definition for patients under investigation (PUI) of COVID-19, and 5) Are involved with places or have had history of going to with places that had confirmed cases, and then they will be transported to a medical facility. The risks include both factors of travel history from the DIZ or Ongoing Local Transmission Areas and contact history.

If a traveler is suspected for PUI, then public health officers will strictly follow the guidelines of the law to bring travelers that fall under the criteria to a medical facility specified by the MOPH so that the aforementioned traveler can be tested, treated, clinically diagnosed, isolated, or quarantined on a case by case basis.

Q: Who does this announcement apply to (i.e. diplomats, Thai people, non-Thai, business, travelers, NGO workers etc.)?

A: This announcement applies to all travelers who intend to enter or transit through Thailand.

Q: What is the process for travelers who spent time in-transit in a Disease Infected Zone while on their way to Thailand? If travelers depart from a country that is not considered a Disease Infected Zone, but transit at an airport in a Disease Infected Zone, will they be under the same protocol as a traveler coming from a Disease Infected Zone?

A: There are 2 types of passengers making a transit

1. Passengers transiting through another country en route to Thailand.

All passengers who transited at an airport in a [Disease Infected Zone](#) or a country with local transmission [reported by the WHO Situation Report](#) must pass the entry screening including a thermal scan, fill the T8 form, download the “AOT Airport of Thailand” mobile application and provide the necessary information (e.g. Medical Certificate showing no laboratory evidence of COVID-19 (SARS-CoV-2 Infection) and Health Insurance in amount of at least 100,000 USD covering all cost of medical treatment) to the officers at the Quarantine Office upon arrival to Thailand. During the period of staying in Thailand, they are requested to strictly comply with the Thailand Disease Control measures (self-quarantine / self-monitoring / self-protection). If they departed from or transited through a Disease Infected Zone, they must observe the protocol for passengers from Disease Infected Zones, as the stricter measures take precedence.

2. Passengers transiting through Thailand en route to another country.

They must provide the necessary information (e.g. Medical Certificate showing no laboratory evidence of COVID-19 (SARS-CoV-2 Infection) and Health Insurance in amount of at least 100,000 USD covering all cost of medical treatment for Non-Thai citizens) to the airlines before boarding. When passengers arrive at the airport in Thailand, they must pass the entry screening including a thermal scan. Before boarding the next flight departing from Thailand, they will have their body temperatures rechecked and need to pass the exit screening prepared by the airlines. During the period of transit, we request the cooperation from the passengers to implement [social distancing](#) and only stay in the area near the gate.

Please note the special exemption:

*Temporary Special Exemption: Foreign passengers transiting through Thailand to another country (with a transit time of no more than 24 hours) need to implement the following:

- Provide a Health Certificate prior to boarding at airport of origin, confirming that the passenger is fit to fly. The certificate must be issued no more than 72 hours prior to the departure date.
- Pass through a thermal scan upon arrival to Thailand and pass through a thermal scan prior to departure from Thailand.
- These passengers are required to remain in the designated transit areas and strictly comply with the disease control measures applicable at the airport of transit in Thailand.

* The exemption for foreign will be effective only until 31 March 2020, 23.59 Thailand local time. After this date, transit passengers will be required to present all documents as detailed in “**Essential travel documents all passengers must carry**”

Q: Are travelers from Disease Infected Zones allowed to change hotels during their mandatory 14-day self-quarantine? What if they already made reservations for multiple hotels?

A: When travelers arrive at the Thai Airport, they shall provide all reservations of the accommodations and the address of their residence in Thailand at the immigration office by filling in T8 form for the benefit of both (travelers and officers). They will not be allowed to change hotels or stay in more than one hotel until completing the duration of 14 days. In the case of Thai citizens, they must implement self-quarantine at their own residence.

The Disease Control Measures

Q: What is the reporting system referred to and how will it be made available to travelers?

A: The Thai Ministry of Public Health has developed a reporting health system in cooperation with the Ministry of Digital Economy and Society. Travelers can download the “AOT Airport of Thailand” mobile application to accessing the reporting system by scanning a QR code displayed at the disease control office at the airport.

Q: If under instructions to [self-quarantine](#), how will the surveillance officer monitor travelers from the DIZ?

A: The surveillance officer will use the contact information from the forms that the travelers fill out upon arrival in Thailand so they can know the exact information of these travelers since they are requested to stay at their designated hotels.

Q: Will the surveillance officer contact the traveler, or must the traveler accept responsibility to contact health authorities?

A: Communication between the travelers and the surveillance officers is interactive. In addition, the travelers must record their location with the disease control officer. If the traveler exhibits disease symptoms, or if communication is lost, then the surveillance officers will track the traveler, place them back into the system, and follow-up for surveillance, clinical diagnosis, and treatment for prevention and control as determined in the guidelines.

Q: What are, if any, the measures that will be applied to family members of travelers coming from Disease Infected Zones or from Local Transmission Areas? Are family members of travelers subject to any restriction of movement or activity, including work or school?

A: Family members of travelers from the [Disease Infected Zones](#) and areas with local transmission [reported by the WHO Situation Report](#) are requested to [self-monitor](#) their symptoms because they are in close contact with them. Depending on the guidelines and rules administered by public health officials and immigration officers to the traveler who has entered Thailand, the traveler must either self-monitor or [self-quarantine](#) at their accommodations.

Practical guidelines for household members and disinfection in the household

- All household members should wash hands with water and soap for at least 20 seconds as frequently as possible in order to reduce the risk of infection and spreading diseases. In case there is no water and soap, clean hands with alcohol-based hand sanitizer gel that contains at least 70% alcohol concentration.
 - Keep monitoring symptoms for developing illness among close contacts of those travelers and other household members for 14 days.
 - The travelers should sleep in a separate bedroom.
- If it is unavoidable to share a dining table, always use serving spoons.
- Do not share personal belongings with those travelers, such as handkerchiefs, drinking glasses and straws.
 - Avoid being in close contact by keeping 1-2 meters away from others.
 - When the quarantined individual departs, clean the quarantine area and surfaces such as beds, tables, any utensils in the area and restroom using 5% bleach sodium hypochlorite (proportion: 1 part bleach and 99 parts water).
 - Clean clothes, bedsheets, towels, etc. with soap or regular detergent and water. Or wash them with hot water at 60-90 degrees Celsius.

Family members who experience onset of 1 or more respiratory symptoms (cough, runny nose, sore throat, and shortness of breath), and/or a fever greater than or equal to 37.3° Celsius, must inform a disease control officer immediately in order to be tested, clinically diagnosed, and treated in a timely manner, allowing officers to also isolate or quarantine as necessary to [prevent transmission](#).

Q: What is the process to enforce the Communicable Disease Act for offenders? What is the penalty for those who do not abide by the MOPH regulations?

A: After the official announcement, if travelers do not comply with the law, they will face penalty under the law. The offender will be fined up to 100,000 Thai Baht or imprisoned up to one year in jail or both of those penalties.

Q: Are families allowed to stay together in the same room during mandatory 14-day self- quarantine?

A: Yes. But please strictly follow the advice for people and family members who arrive from the affected areas as shown on the DDC website. If the family members develop symptoms, they must go to the hospital and follow the procedures

Q: How does Thailand track people who lie about their accommodations/contact information on their T8 form and arrival card?

A: It is hard to confirm the validity of the information on the T.8 form. The form includes flight information, personal information, travel history, symptoms, and reserved accommodations. Health authorities can check that information and will contact the hotel for more information. If travelers do not follow the laws and measures, authorities will use the penalty under the Communicable Diseases Act, B.E. 2558 (2015). In addition, the MOPH coordinates with the heads of local administrative units and local officers to be able to track the travelers more effectively.

The Disease Control Measures regarding the Disease Infected Zone

Q: Can travelers from Disease Infected Zones under mandatory self-quarantine leave Thailand or return to their homes in Disease Infected Zones before the 14-day duration is complete?

A: Yes, but those who would like to leave Thailand or return to their homes, must receive permission from the communicable disease control officer, and must not have suspected symptoms while passing the exit screening.

Q: Do they need permission to go to the airport? Will they be punished if they decide to go to the airport without contacting an officer?

A: The traveler must show the permission form stating that they have received approval from the communicable disease control officer/Thai health authorities and show it to the authorities at the airport before leaving Thailand or return to their home. The traveler must pass the exit screening procedures. Those who want to leave Thailand or return to their home but did not ask for permission from the disease control officer, shall be punished according to Communicable Diseases Act, B.E. 2558 (2015) if they attempt to depart.

Q: Are travelers from Disease Infected Zones who are under the mandatory 14-day quarantine allowed to use the facilities at hotels (swimming pools, saunas, restaurants etc.)?

A: We encourage them to avoid using the swimming pools and facilities that have gatherings of people. Currently, we do not have evidence about the spread of the disease in swimming pools, but it can spread via droplets with people staying together beside the pools.

For restaurants, it is recommended to use private tables, but in public areas, people should separate their personal items, use serving spoons and clean hands before having meals.

Treatment

Q: Who is responsible for the cost of medical treatment?

A: If the patient meets the PUI criteria, the government will support the cost of diagnosis (either public or private hospital). After diagnosis, if anyone (Thai people) is positive for COVID-19 (SARS-CoV-2 infection) they are responsible for the cost of the treatment by themselves through their health insurance or gold card. For foreigners who are positive for COVID-19, the cost of treatment will be covered by their health insurance package.

Q: If a patient requests to be referred to another hospital, can their proposal be accepted? For example, if Mr. A is positive for COVID-19 (SARS-CoV-2 infection) and admitted at a private hospital, will he be able to change the hospital from a private to a public one in case he is unable to cover the cost of treatment at the private hospital?

A: Contact the responsible unit in the hospital to see the availability and occupied beds of other hospitals

Others

Q: Is there official documentation or certification for the travelers from Disease Infected Zones to confirm that 14 days of quarantine has been completed?

A: As of now, we plan to bring this issue for further discussion with the EOC, MoPH.

Q: For healthy passengers from Disease Infected Zones, how will they be transported to their accommodations for mandatory self-quarantine?

A: - In the case of foreigners, they are to be quarantined at registered hotels (i.e. hotel the traveler reserved).
- In the case of Thai citizens, they must implement [self-quarantine](#) at their own residence and are responsible for arranging transportation on their own. During transit to the accommodations, please wear a mask.

Q: What if hotels or other services discriminate against people coming from Disease Infected Zones? Are hotels allowed to deny service to guests based on nationality or recent travel history?

A: Actually, we encourage all managers and operators of hotels or other services not to discriminate against the customer based on their nationality or recent travel history. However, the protocol or the actual practice depends on hotels' rules and regulations.

Glossary

COVID-19: Coronavirus Disease 2019. There are many strains of coronaviruses. The pandemic we are experiencing is with a new (novel) strain that was discovered in 2019, hence the name: COVID-19.

Disease Infected Zones (DIZ): See page for the most updated information:

<https://ddc.moph.go.th/viralpneumonia/eng/index.php>

Penalty: If travelers do not comply with the law, they will be under the penalty of the law, meaning the offender will be fined up to 100,000 Thai Baht, or imprisoned up to one year in jail, or receive both of these penalties.

Self-Monitoring: Body temperature screening twice a day, every day since arriving in Thailand, for a total of 14 days. If you have fever with respiratory symptoms, report to the local health authority.

Self-Prevention: maintain good personal hygiene i.e. wear a mask, wash hands frequently with soap or an alcohol-based hand sanitizer, avoid people who have symptoms, stay at home when feeling sick, clean and sterilize frequently-touched equipment and surfaces.

Self-Quarantine: People have to quarantine themselves in areas (rooms in household, rooms in designated hotels) no less than 14 days until the end of the infectious period or the reason for suspicion. People are not allowed to go outside without permission from disease control officers (emergency case). Moreover, people must practice self-prevention measures. If a fever develops during the quarantine period, they are required to inform the disease control officers immediately.

Social-Distancing: Separate yourself from other people by avoiding mass gathering events, avoiding crowded places or remaining out of congregated settings. If possible, limit interactions with others as much as possible for 14 days.