



## UNOFFICIAL ENGLISH TRANSLATION

### FAQs on MCO – NADMA

#### QUARANTINE FOR MALAYSIANS RETURNING FROM ABROAD

1. Why do I need to be quarantined?
  - The Malaysian Government has decided that all Malaysian citizens and foreigners arriving from abroad should be quarantined to prevent the spread of the COVID-19 involving imported cases in the country. 14-day isolation is necessary as the incubation period of the virus is 14 days.
  - This quarantine process is a **MUST**. Every Malaysian citizen and foreigner arriving in Malaysia through all entrances must comply with this order.
2. Where are the quarantine centers located?
  - The quarantine centers are available throughout the country, as determined by the Government. The locations are subject to the Government's decision.
3. Can I know where I will be sent?
  - The quarantine center will only be determined upon arrival at the KLIA /other entrances after a health screening has been performed.
4. Are food and other supplies available at the quarantine centers?
  - Food will be provided by the Government 3 times a day (breakfast, lunch, and dinner).
5. Is WIFI available at the quarantine centers?
  - The Government may provide WIFI at all quarantine centers subject to availability of the facility.
6. Can family members send necessities to a quarantine center?
  - This discouraged. Goods can only be delivered with permission from officials. An officer reserves the right to refuse the delivery. The delivery is subject to the MCO.
7. Can I stay at an own-selected hotel during the quarantine period?
  - No. You can only stay at a quarantine center determined by the Government.
8. Can I choose a hotel listed in the gazetted list issued on April 4, 2020, for the 14-day mandatory quarantine?
  - You cannot because the cost of accommodation is borne by the Government. If the individual is willing to cover the expenses, he or she may apply for any hotel listed at his/her own cost.
9. Is transportation available to the quarantine centers?



- Yes, transportation from entrances to quarantine centers will be provided by the Government.
10. What are the costs borne by the Government?
- The costs borne by the Government include accommodation and three meals a day over the 14-day quarantine period.
11. What about the expenses of using other hotel facilities such as laundry, in-room dining, and call?
- These expenses are not borne by the Government.
12. Can I use facilities such as gymnasium, swimming pool, and other facilities available in a quarantine center/hotel?
- You can't. Each Person Under Quarantine/ Person Under Surveillance (PUS) must be in his/her room/hotel at all times.
13. Can I leave the room/hotel during the quarantine period?
- You can't. Each PUS must be in their room/hotel during the quarantine period. Any violation of the quarantine order will be subject to action under Section 24 of the Prevention and Control of Infectious Diseases Act 1988. If convicted, you could be sentenced to a maximum of 2-year imprisonment.
14. Are hotel employees working in a safe environment?
- They are safe as precautionary measures are put in place by hotel management to ensure their safety.
15. Will I be screened while at the hotel?
- Yes, every quarantined person will be screened at each hotel.
16. How is the quarantine process for those who transit in KLIA?
- Beginning April 3, 2020, all passengers will not be allowed to travel from the country's entrances to other destinations within the Peninsula and Labuan. Passengers are required to undergo a 14-day quarantine process at a quarantine station designated by the Government.
  - For passengers traveling to Sabah and Sarawak, they will be allowed to travel, provided that the next flight is within 24 hours. Passengers are not allowed to spend the night outside the flight terminal.
17. What about those who have health problems and need specialized health care within 14 days of quarantine?
- If you have any particular health concerns, you should refer to health personnel on duty at the entrance. While in a quarantine center, you can also indicate the issue to a health worker there.
18. Do I need to make my flight cancellation and rescheduling arrangements?
- Yes, a PUS has to make his/her flight rescheduling with the airline.
19. How long do I need to be at the quarantine station?



- PUS must complete the 14-day quarantine at a designated quarantine station/center.
20. If my screening results are negative, will I be allowed to get out from the quarantine center/hotel?
- Even if the screening results are negative, the PUS must stay in the quarantine center/hotel for 14 days.
21. What can a PUS do if he/she is hungry before/after mealtimes?
- The PUS can call room service and pay for his/her extra meal. Outbound delivery services such as Grab Food, Food Panda, and others are not allowed.
22. Are there regular health checks throughout the Quarantine period?
- Yes. Health screening will be coordinated by medical personnel from the Ministry of Health.
23. Who should a PUS contact if he/she is showing symptoms?
- The PUS may contact the front desk or APM (Malaysia Civil Defence Force) staff to inform any health-related issues for further action by Health Officers.
24. Do quarantine centers provide laundry services?
- For quarantine centers that provide laundry services, a PUS can use the services at his/her own expense.
25. What are the Do and Don't in the center?
- Don't leave your room.
  - Don't smoke
  - Don't gather
  - Do Wash your hands frequently and maintain hygiene.
  - Issues/ inquiries are managed through provided channels such as phone / WhatsApp / Telegram / SMS.
26. Are visitors allowed?
- No.
27. Can a PUS buy goods from outside?
- Any outside orders are subject to the discretion of the quarantine station staff at the expense of a PUS.
28. After 14 days, will I be given a certificate or special letter to return home?
- Yes. MOH will issue a letter or release order.
9. If I get my own COVID-19 test and the result is negative, am I allowed to go home?
- No. MOH will conduct the health test, and PUS will not be allowed to return before the completion of the 14-day quarantine.

Notes:

1. NADMA is operating during the MCO.
2. NADMA Operation Center:



- Phone: 03-80642400
- Fax: 03-80635420
- Email: [covid19operation@nadma.gov.my](mailto:covid19operation@nadma.gov.my)

For other matters, please call National Security Council (MKN) hotline - 03-8888 2010.

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