



IMPORTANT PROCEDURES FOR CONSULTATIONS (updated 16th Feb 2021)

STANDARD COVID PROTOCOLS

During the current Coronavirus Pandemic, our practice is open as usual with some restrictions and protocols in place for the health and safety of our doctors, staff and patients.

Please contact the rooms on 9413 1800 to book an appointment.

You will be sent an sms message 2 days prior to your consultation to confirm your appointment. This sms message is adequate for travel through closed intrastate borders. In this sms message, **you will be asked:**

- **Are you unwell?**
- **Have you travelled overseas or interstate within the last 2 weeks?**
- **Have you been in contact with someone known to have COVID-19?**
- **Do you have someone self-isolating at your residence?**
- **Do you have someone awaiting a COVID-19 test result at your residence?**

If you answer YES to any of these questions, then please DO NOT attend your appointment and contact the rooms immediately on 9413 1800.

If you are awaiting test results for COVID-19 PLEASE DO NOT ATTEND until a negative result has returned.

Patients are asked to attend their appointment only at the allocated time. Please only bring those people essential to your appointment with you.

Attendees can wait in the car if they are driving you to your appointment.

When you attend for your appointment, please use the hand sanitiser provided prior to touching anything or having a seat in the waiting area. When you do have a seat please limit what you touch. The magazines have been removed and the water cooler is not in use in order to limit contamination of common areas and items.

Please stand directly behind the sneeze guards when speaking with reception staff.

All surface areas in the waiting room are cleaned regularly throughout the day with hospital grade disinfectant including door handles, reception counter, clip boards, chair arms etc. The toilet keys, EFTPOS machine and pens are cleaned after each use with 100% alcohol. The consultation rooms are cleaned after each patient with hospital grade disinfectant. The bed covers are changed and disposed of after each patient.

It is preferable that you pay via credit or debit card. We would prefer that reception staff not to have to handle cash at this time.

All of our staff practice a high level of personal hygiene and the highest level of OH&S are being applied.

If you would like to discuss your appointment or to discuss any of the above measures we have implemented, then please do not hesitate to contact the rooms on 9413 1800.