

How our clinic has changed in response to the current pandemic in order to protect our patients and staff

1. DEDICATED RESPIRATORY CLINIC

This clinic operates on the ground floor, access via the rear carpark. It is for any patients that have acute respiratory symptoms such as cough, fever, shortness of breath, runny nose, earache, muscle aches. You can book into this clinic via the main reception. A doctor will call you while you sit in your car to obtain as many details as possible before letting you in and performing further assessment and management. This keeps your contact in the clinic minimal. These consultations are all bulk billed and are focussed on your immediate respiratory complaint. We recognise that it is very important that these types of illnesses be adequately managed to keep you well and to prevent unnecessary admissions to hospital at this difficult time of a pandemic.

2. PHONE AND VIDEO CONSULTATIONS

Talk to reception when you call for an appointment. For certain issues, you may be best to have a consultation over the phone or via video (Skype). These are booked in the same way and your doctor will assess you as well as doing all the things we would ordinarily do such as issuing scripts, medical certificates, referrals and investigations. Your script will be available at the pharmacy the next day. Many consultations will be able to be bulk billed through Medicare and for those that can not be, there will be a \$30 fee that the receptionist will advise you of when booking the appointment.

3. EXTRA CLEANING AND INFECTIOUS CONTROL MEASURES

There is only one main entrance to the clinic now, and all people entering the building will be asked a series of questions to ascertain their risk of coronavirus, including any current symptoms. It is vitally important in a pandemic such as this that you be honest so we can best direct you as well as look after our other patients and staff. We know this is a very difficult time for many people and these processes can be frustrating, but we take this very seriously. By having these measures in

place, we are drastically minimising the risk of transmission in the main two floors of the building. For this reason, patients can come in and receive their usual medical care that is vital for keeping them well and out of hospital. We have extra cleaning and sterilisation processes in place as well as more vigilant hand and surface hygiene. We would strongly encourage patients coming into the clinic to bring their own face-mask if they have one (either purchased or home-made). We will be putting a video on how to make your own mask on our website shortly.

4. CLINIC HOURS

The clinic will now be **closed on Sundays**

5. ALLIED HEALTH OTHER SERVICES

We are working together with our partners at Macedon Ranges Health to ensure all of their vital services such as allied health and home nursing services continue to run. Again, at this time we cannot afford to neglect the routine health care that keeps people in the community well and out of hospital.

6. UPDATES

We will continue to provide regular updates on coronavirus and its significance in the local area via Facebook