

PATIENT AND VISITOR INFORMATION

Coronavirus (COVID-19)



The health and safety of our patients, their families and our team is our priority. In order to minimise possible spread please assist us by adhering to the conditions of entry below.

CONDITIONS OF ENTRY FOR PATIENT APPOINTMENTS

1. Only enter if well and not had contact with a person with COVID-19.
2. Avoid bringing other siblings and relatives. To implement effective measures to stop the spread, the waiting room has a limitation on the number of people and it is a priority to have sufficient space for patients attending appointments.
3. Ensure you have brushed your teeth prior to your appointment. Brushing bays are no longer available in the waiting room.
4. Only attend at the time of an appointment. Please do not arrive earlier than 5 minutes before appointments.
5. Upon arrival, check in at reception and wash your hands immediately.
6. Do not enter the clinic to accompany a patient unless absolutely necessary..

Please be aware of the following prior to and whilst you are in our practice:

- Adhere to social distancing recommendations whilst in the waiting room and interacting with our staff.
- Maintain hand hygiene by cleaning your hands thoroughly for at least 20 seconds with soap and water or use an alcohol-based hand rub. Keep your hands clean:
 - before entering an area used by other people, or after using the bathroom
 - after coughing or sneezing,
 - after eating food.
- Practice good cough/sneeze etiquette by keeping away from other people, using disposable tissues or clothing (e.g. into your elbow), disposing of the tissues and cleaning your hands afterwards.
- Please call to reschedule your appointment if you:
 - have a cold, flu, runny nose, cough or believe you may be coming down with any respiratory illness,
 - departed mainland China, Iran, Italy, South Korea or any other countries identified as high risk,
 - had close contact with a person with confirmed COVID-19 while infectious.

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We understand this is an evolving situation. We are closely monitoring the advice each day and strive to adapt our operations accordingly and implement appropriate plans to ensure the continued health and safety of our patients and staff.

PRACTICE RESPONSE

- Implementing guidelines and recommendations issued by state and federal health departments and professional associations.
- Circulation of patient and visitor information via waiting room notices, websites, social media posts, email and SMS notifications prior to appointments.
- Staff updates issued weekly or as required via existing internal communication channels.
- Infection control procedures continue to be emphasised to reduce the spread of any infections.
- Deferment or cancellation of all non-essential appointments.
- Implementing patient and visitor management protocols to minimise the number of people entering the premises, the duration of their visit and degree of interaction whilst on the premises.

- Facilities have been amended as follows:
 - Mandatory hand washing of patients & visitors prior to entering the clinic
 - Tooth brushing facilities have been closed
 - Play station, and magazines have been removed
 - Social distancing in our reception area
 - Notices placed at entry advising maximum number of people to maintain social distancing recommendations,
 - Cancellation of non-essential patient services if unable to maintain social distancing recommendations and/or hygiene controls.