

COVID Safe Plan

Last updated 6/8/2020

The health and safety of our patients and staff remains of utmost importance. We are continuing to adhere to changes in Government regulations and adjust our practices and procedures as required.

Our aim is to continue to provide essential health services in an environment where the risks of exposure to COVID-19 is managed to the best of our ability.

Screening

- COVID-19 screening questions are used as a part of the booking process for all face-to face appointments made (via phone or online) and a message is included in the reminder SMS.
- Signage is in place on the entry doors advising people not to enter the building if unwell/exposed to COVID-19.
- Practitioners and staff have been advised not to come to work if they are feeling unwell or have any symptoms related to COVID-19 and get tested. They are not to attend work if they are a close contact to a positive case or have family members awaiting test results.
- Staff and Social Media followers have been encouraged to download the Australian Government's COVIDSafe app on multiple occasions.

Attendance/Record Keeping

- Our computerised record keeping system documents the date and time of attendance for all patients. Contact details for all patients are maintained in the record keeping system.
- The names of the all practitioners working on any given day are also documented and in the record keeping system. The company holds the contact details of the all the practitioners.
- A reception/administration roster is displayed in the office area and the company has the contact details for all the reception/administration staff.
- Anyone who attends an appointment with a patient will have their name and contact details documented in our record keeping system.

Hygiene & Cleaning

- Hand sanitiser is in place in multiple sites throughout the premises for staff, practitioners and patients.
- All practitioners have completed the Australian Government Department of Health's COVID-19 Infection Control Training Course.
- Disinfection wipes or medical grade disinfection spray and paper towels are in use in consultation rooms and other areas such as the exercise area and reception.

- Treatment couch covers have been removed and practitioners are wiping treatment couches after each patient with medical grade disinfection spray and paper towels.
- Disposable sheets are available to be used on the treatment couches or to cover pillows.
- Any towels or the like are only for individual/single use.
- In the exercise area all users are required to wipe down the equipment (with disinfection wipes or disinfection spray and paper towels) both before and after use.
- All work spaces such as consulting rooms and reception are wiped down (disinfection wipes or disinfection spray and paper towels) between shifts.
- Shared items such as magazines, toys and reusable cups have been removed from the waiting rooms. We encourage people to bring their own water bottle if required.
- Our premises are thoroughly cleaned daily by Natures Angels PL.

Safety and Personal Protective Equipment (PPE)

- Clear Perspex safety screens have been placed on reception desks.
- All practitioners are wearing surgical grade masks and eye protection in the form of a face shield or goggles. Gloves will be worn when clinically appropriate.
- All reception and administration staff are wearing surgical grade masks.
- All patients are required to wear a mask.

Social/Physical Distancing and Limiting Workplace Attendance

- The number of chairs in our waiting area have been reduced and the remainder spread out to allow for the required physical distancing.
- Tape/markings have been placed on the reception floor in both buildings to encourage patients to keep their distance from reception staff.
- Patients have the option of waiting in their cars and a SMS is sent when the practitioner is ready to see them.
- When exercise equipment is used as part of the treatment/rehabilitation program, social distancing must be adhered to.
- Telehealth consults have been introduced and are available for as many of our services and with as many of our practitioners as possible.
- Staff that are able to work from home all/some of the time have been set up to and are doing so.
- Some services and activities have been suspended until further notice – Group Exercise Classes, G:LAD Australia Program, Sports Trainer Courses.

Reporting A Suspected Or Confirmed COVID-19 Case

- It is noteworthy that to date we are not aware of anyone attending our premises whilst infectious with COVID-19.
- If we are notified that a person has visited our premises whilst infectious with COVID-19, we will:

- Inform the Victorian Government of Health and Human Services and assist with any of their requirements.
- Be proactive in assisting with contact tracing.
- Undertake a deep clean of the impacted building.
- Instruct the COVID-19 positive person (practitioner, staff member or patient) not to return to our premises until the self-isolation period is completed and a negative test result is sighted and recorded.

GENERAL HEALTH INFORMATION:

To stay informed and up to date with the latest information go to the Department of Health and Human Services (DHHS) website: <https://www.dhhs.vic.gov.au/coronavirus>

The DHHS has also established a hotline where any member of the public can call to seek information on COVID-19 on 1800 675 398.

For further health information the number for Victoria's 'Nurse on Call' is: 1300 60 60 24.