

CITY SPECIALISTS CLINIC COVID-19 PLANS

We are aware that many people may be feeling high levels of stress regarding COVID-19 and the changes that are occurring rapidly in the Australian community and around the world. The government and the Australian Health system have given several directives for all health services, including psychiatrists. As a practice we felt it essential that this information be passed on to all our patients as changes may need to be made to your treatment plans with your treating doctor.

Can I see my doctor at City Specialists Clinic, Watkins Medical Centre?

First of all, it's important to understand that **for most patients it remains possible for you to continue seeing your treating doctor as arranged**. No doctors or secretarial staff have tested positive for COVID-19 so, at present, *City Specialists Clinic* practice remains active as usual.

When should I not come to my appointment at City Specialists Clinic?

Following the Federal Government's recent announcements regarding COVID-19, we would ask that you **do not present to Watkins Medical Centre to attend your appointment at City Specialists Clinic** for any of the following reasons:

- You have been diagnosed with COVID-19 but are not a patient of a hospital
- You are suffering from flu-like symptoms i.e. sore throat, fever, runny nose, shortness of breath, dry cough, headache
- You have recently returned from overseas within the last 14 days
- You are required to self-quarantine for any reason in accordance with home isolation guidance issued by Australian Protection Principal Committee

Can I still see or have an appointment with my doctor if COVID-19 prevents me coming to City Specialists Clinic?

If you are unable to present to City Specialists Clinic, Watkins Medical Centre for your appointment with your treating doctor, for any of above reasons, do not be concerned. **You may still have your appointment with your treating doctor** either:

- Via video conference using Skype, or
- Via phone-consultation

Who is eligible for video conference or phone consultations?

Vulnerable / isolated patients are those where at least one of the following apply:

- a) the person has been diagnosed with COVID-19 virus but who is not a patient of a hospital; or
- b) the person has been required to isolate themselves in quarantine in accordance with home isolation guidance issued by Australian Health Protection Principal Committee (AHPPC); or
- c) the person is considered more susceptible to the COVID-19 virus being a person who is:
 - i) at least 70 years old; or
 - ii) at least 50 years old and is of Aboriginal or Torres Strait Islander descent; or
 - iii) is pregnant; or
 - iv) is a parent of a child under 12 months; or
 - v) is already under treatment for chronic health conditions or is immune compromised.

What are we doing at City Specialists Clinic to decrease the risk of transmission of COVID-19?

After considering the instructions from the health department and federal government, all the staff at *City Specialists Clinic* are frequently washing hands, doctors are sanitising hands between patient appointments, and the shaking of hands is now being avoided. The *City Specialists Clinic* practice manager is also cleaning frequently touched items more often and all patients are being advised to wash hands upon arrival and also on leaving the practice.