

EMERALD CLINICS – CoVID-19 Frequently Asked Questions:

What should I expect when I arrive at the clinic?

Emerald clinics prioritises your safety and care above all else. We have been monitoring the CoVID-19 crisis since early December and have carefully introduced enhanced personal protection as the infection evolved into a pandemic. This has ensured that the risk from the virus that causes CoVID-19 for our patients and staff is minimised.

This means we have implemented social distancing to reduce the risk of viral spread. We no longer greet patients or each other with physical handshakes or hugs, we have separated our chairs in the waiting room to 1.5m apart and increase cleaning to twice-daily antiviral wipe down of all surfaces, both in the clinic itself and in the entry and exit surfaces (including the lifts).

All equipment including electronic tablets, desks and chairs are carefully cleaned between use to avoid transmission. We appreciate your patience and understanding with these new measures.

What are you telling people who wish to attend Emerald Clinics?

We have advised all patients and carers wanting to attend Emerald Clinics:

- to not attend the clinic if they have **any** viral symptoms or have travelled from overseas or from interstate in the last 14 days.
- to only allow one other person to attend with the patient at one time
- no children under 15 to be brought into the clinic unless they are the patient
- the option of Telehealth consultations with our doctors instead of face-to-face.

How are you monitoring the safety of your clinic?

We are in contact with all our patients prior to them attending the clinic to ensure they have not travelled overseas, interstate or have any symptoms.

We have signage outlining this information for anyone entering the clinic.

We monitor all doctors and staff to ensure they do not have any symptoms. We limit the number of staff working at the clinic.

Hand disinfectants for use without water, such as alcohol-based hand gel, are available in all consulting rooms, the waiting room and the reception area to encourage hand hygiene in addition to hand washing.

Are you wearing masks?

No. The World Health Organisation does not recommend the routine use of masks except under specific circumstances. Masks should only be worn by anyone experiencing CoVID-19 symptoms, or anyone at high risk of developing CoVID-19. Using the criteria developed for Emerald Clinics to reduce the risk of transmission none of our staff or patients are at risk of developing CoVID-19.

How do you sanitise your clinic and equipment?

All surfaces are cleaned using a non-toxic disinfectant, Viraclean or Clinidet, to eliminate the transmission of infection twice per day.

All equipment is cleaned using the above disinfectant or disposable disinfectant wipes.

Medical equipment with single use attachments are used as single use only.

Should I postpone my appointment?

If you are well and have remained within your State for the last 14 days, there is no need to postpone your appointment.

However, you **should postpone** if:

- you are feeling unwell with viral symptoms – fever, muscle pains, runny nose, cough, or recent shortness of breath – you should delay your appointment.
- you have travelled from overseas or from interstate in the last 14 days you should delay your appointment until 14 days from your return
- you are in a high risk or susceptible group - frail and elderly, chronic lung disease, poor immunity (cancer treatment, HIV etc), unstable heart failure, renal or liver failure or poorly controlled diabetes. People in this group should take advantage of our tele and videohealth facility where we can provide your care without you having to leave home.

Can we use telehealth?

Yes, you can. We can call you by telephone or videoconference to complete your care. Our team of clinical navigators, nurses and doctors will contact you and continue to provide your care without the need for face-to-face consultation.

How do I use tele-health?

Access our email on your mobile device or laptop (Your device must have a camera and microphone).

Your Patient Liaison will send you an email through 'Coviu'.

At the scheduled date and time of your consult please click 'Join the call' in the 'Coviu' email and follow the prompts.

You will be taken to a virtual waiting room, until the Doctor is ready to connect.

How do I get my scripts?

Your prescription will be sent to your nominated pharmacy. Please liaise with the pharmacy directly to obtain your medicine.

How are we keeping in touch with you?

You will be booked in for routine appointments. If you require any assistance, please call us on 1300 436 363 or email info@emeraldclinics.com.au

How are we monitoring the situation? Where are you getting your updates from?

We monitor our advice frequently. Our Medical Director, Prof Alistair Vickery, provides updates to our entire team on a regular basis. We also observe the official guidance from the federal government here: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert> and, the relevant state-level government guidance from each state that we operate in.

GENERAL FAQ:**Do I need a referral?**

We require a referral from your specialist or GP. Our referral form is available from our website.

What if I don't get a referral?

A referral is required prior to booking you in for an appointment with our clinicians. If you are having trouble obtaining a referral please request an Emerald Clinic staff member send through information to your doctor directly.