

## EMERALD CLINICS – CoVID-19 Frequently Asked Questions:

### **What should I expect when I arrive at the clinic?**

We are encouraging patients to use our Videoconsultation Telehealth service to avoid risk of spread of CoVID 19. 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.

For those for whom it is essential to have a face-to face consultation we prioritise your safety and care above all else. All patients attending clinic, after careful screening (see **What are you telling people who wish to attend Emerald Clinics?**), are required to carefully wash hands upon entry and wear a surgical mask. We have been monitoring the CoVID-19 crisis since early December and have carefully introduced enhanced personal protection as the infection has evolved into a pandemic.

In the Clinic 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 increased 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 avoid attending unless absolutely necessary and consider a Telehealth consultation
- For those in whom a face-to-face visit is essential it will not be possible:
  - If they have **any** viral symptoms **or** have cruised or travelled overseas or interstate in the last 14 days.
  - to attend with more than one other person
  - For any children under 15 years of age

### **How are you monitoring the safety of your clinic?**

All patients are required to contact reception prior to attending clinic to avoid risk of contracting or transmitting CoVID 19.

We have locked doors and signage outlining this information before anyone may enter 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. Many are working from home.

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?**

Yes. Current advice is that all health clinical staff should wear surgical masks when interacting with patients. Anyone experiencing CoVID-19 symptoms, or anyone at high risk of developing CoVID-19 should not attend clinic.

### **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?**

No. We are encouraging all patients to remain at home and not postpone their appointment and to take advantage of our Video consultation Telehealth service. This enables Emerald to avoid risk of spread of CoVID 19 and we can continue your care and monitoring safely, without you having to leave home.

For more information <https://www.emeraldclinics.com.au/>

### **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. (for more information <https://www.emeraldclinics.com.au/> )

### **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](mailto: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?**

If you are unable to see your own doctor, we may be able to see you without a referral. In certain circumstances we may still require a referral from your specialist or GP. Our referral form is available from our website.

**What if I don't get a referral?**

If you qualify and are unable to obtain a referral, we will be able to provide a booking for you and an appointment with our clinicians. If you are having trouble accessing an appointment, please contact one of our helpful staff for information and assistance. Please call us on 1300 436 363 or email [info@emeraldclinics.com.au](mailto:info@emeraldclinics.com.au)