

In order to protect the health and wellbeing of our patients, doctors and staff, we have put in place a number of policies and procedures to help prevent the spread of COVID-19.

## Bookings

To ensure effective patient screening, we are temporarily suspending online bookings. To make a booking please call us on 08 8300 7200.

## Screening Process

Our receptionists will run you through a screening process to determine your level of Coronavirus risk. To ensure the safety of our staff and other patients, it is essential that you answer these questions honestly. False or misleading information could result in penalties.

## Coronavirus Testing

**PLEASE NOTE: We are not able to test for Coronavirus at our practice.**

This can only be done at a dedicated COVID-19 Clinic that has been set up at Royal Adelaide Hospital, Women's and Children's Hospital, Lyell McEwin Hospital and Flinders Medical Centre.

If you meet the criteria below, you are eligible for testing at a [Coronavirus Clinic](#). If not, you will need to book an appointment with a GP who will determine your eligibility and provide a referral for testing if necessary. If in any doubt, please call us on 08 8300 7200 to organise a bulk-billed telephone consultation with a GP rather than coming into the clinic.

### CORONAVIRUS TESTING ELIGIBILITY CRITERIA

If you meet any of the following criteria, you will not be able to attend our practice. You will need to visit one of the [Coronavirus Clinics](#).

- You have travelled overseas in the past 14 days AND have symptoms.
- You have travelled interstate in the past 7 days AND have new symptoms.
- You have been in contact with a confirmed case AND have symptoms.
- You are a healthcare worker with direct patient contact AND have a fever ( $\geq 37.5$ ) AND an acute respiratory infection (e.g. shortness of breath, cough, sore throat).

## Arriving at the Practice

On arrival at the practice, we recommend that patients wait in their car rather than sit in our waiting area. This will help to minimise contact between patients. When you arrive, please call us on 08 8300 7200 to notify our receptionists of your attendance. You will then receive a call when the doctor is ready to see you.

## Infection Control

To prevent the spread of germs, our doctors and staff will be wearing personal protective equipment including face masks at all times. Patients experiencing any form of symptoms such as coughing, fever or sore throat should remain in their car until the doctor is ready to see them and will be provided with a protective face mask upon arrival. Hand sanitiser is available at the reception desk but please also ensure that you wash your hands thoroughly before attending the practice.

## Telehealth Consultations

To avoid the need for high risk patients to attend the practice, we are now offering bulk-billed telehealth consultations to eligible patients. To book a telehealth consultation, you will need to call us on 08 8300 7200 to arrange a time. The doctor will then call you at the time of your appointment.

### TELEHEALTH CONSULTATIONS ELIGIBILITY CRITERIA

Telehealth services will be available to:

- People isolating themselves at home on the advice of a medical practitioner, in accordance with home isolation guidance issued by the AHPPC, and people who meet the current national triage protocol criteria for suspected COVID-19 infection after consultation with either the national COVID-19 hotline, state COVID-19 hotlines, registered medical or nursing practitioner or COVID-19 trained health clinic triage staff
- People aged over 70
- Aboriginal and Torres Strait Islander people aged over 50
- People with chronic health conditions or who are immunocompromised
- Parents with new babies and people who are pregnant.

People in isolation or quarantine for COVID-19 can see any eligible health provider through new telehealth items.

Patients in vulnerable groups (listed above) can additionally see a health provider via telehealth for a non-COVID-19 matter if they have seen that provider face-to-face at least once in the previous 12 months.

Please be advised that Dr Nasreen Wilson will only be offering telehealth consultations until further notice.

## Latest Coronavirus Information

For the latest updates and information from the Australian Government, please visit the [Department of Health](#) website.