

## Mask Wearing Now Mandatory in the Clinic

From 1 December 2020, all people in health care settings must wear a single-use surgical mask (covering mouth and nose) at all times when in the physical presence of other people on the premises, except in the following circumstances:

- A patient, resident or client and/or a person providing care if, in the provider or carer's professional opinion, the wearing of a mask will hinder the provision of the relevant care
- Any person who is affected by a relevant medical condition, including problems with their breathing, a serious condition of the face, a disability or a mental health condition
- To enable communication by or with any person who is deaf or hard of hearing, where the ability to see the mouth is essential for communication
- A patient, resident or client under the age of 12
- A resident or live-in staff member of a residential care facility, including in circumstances in which it is not possible to comply with the physical distancing principle.

## Bookings

All of our doctors have resumed in-person consultations. These can be booked online or over the phone.

## Telehealth Consultations

Bulk-billed telehealth consultations will continue to be available to all patients with a Medicare card until the end of March 2021. We recommend that patients experiencing COVID-19 symptoms such as fever and respiratory symptoms utilise this service before visiting the practice. **Please be advised that as of July 20, this service is now only available to patients who have had a face-to-face consultation with any of our GPs at least once in the past 12 months.**

## Screening Process

Our receptionists are continuing to screen patients. 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

We are not able to test for COVID-19 at our practice. This can only be done at a dedicated [Coronavirus Clinic](#). If you don't meet the eligibility criteria below, you will need to book an appointment with a GP who will provide a referral for testing (if necessary) at one of the Coronavirus Clinics. 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

Patients who meet the following clinical criteria can be tested for COVID-19:

- Fever OR chills with no alternative illness that explains these symptoms
- Cough
- Sore throat
- Runny nose
- Shortness of breath
- Loss of taste and smell.

**Arriving at the Practice**

On arrival at the practice, we recommend that patients experiencing flu-like symptoms 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.

As of 1 December 2020, SA Health has enforced contact tracing at most public venues. Upon arrival at the practice, you will need to check in using the QR code located at the front desk. If you do not have a smartphone, you will be required to write your details on the form provided.

**Latest Coronavirus Information**

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