

Dear Patients

Thank you so much for your continued support and flexibility in the current environment ,This is enabling us to continue to provide ongoing appointments and services to you during the pandemic. We are doing our best to protect you as well as our staff and doctors from exposure to the Co-Vid 19 virus with the following measures;

- \*on arrival at the clinic , please stay in your car and phone 3394-4644 to say you have arrived.
- \* you will be triaged and asked screening questions to confirm that you are at low-risk of Co-Vid 19 infection.
- \* if all is well, you will be asked to stay in your car and await a call or text to let you know when your doctor is ready to see you and which room is being used.
- \* you will enter the clinic and walk past reception straight to your doctors room .
- \* seating is spaced appropriately and your doctor will be wearing PPE ( personal protective equipment)
- \*after completing the consult you will be asked to go straight to reception to arrange payment .Please use credit or debit cards or watches/phones for payment. No cash payments please .
- \* follow up appt may be booked as a telehealth phone consultation.

If triage reveals that you are a potential case of Co-Vid 19 , you will be asked to stay in your vehicle . Arrangements will be made for you to attend either QML or S&N for swabs to be taken . Then you drive home to start strict social isolation until results are known ,currently 4 days later. Further instructions will be given depending on the results of your screening test.

Please phone the clinic on 3394-4644 for all appointments .(Hot Doc appt booking has been ceased for the duration of the current crisis.)

From Monday 30<sup>th</sup> March the following options will be available.

- 1.telehealth phone consults for 10 minutes or 20 minutes duration .These consults will be bulk-billed.
2. telehealth phone consults for 30 minutes \$160 or 45 minutes \$240 .These longer consults will have a private fee and no Medicare rebate is available.
3. Face-to-face consults with your doctor are still available .Current fees apply with Medicare rebates. Ask staff for details.

I do hope that you all remain in good health over the coming months.

Warm regards

Dr .Judith