

COVID-19 Pandemic Plan

Managing everyone's safety

22 June 2020



MEDHEALTH

Executive summary

MedHealth delivers services to support individuals to achieve better health and employment outcomes. This COVID-19 Pandemic Plan has been established to ensure as a business we apply best practice risk management principles to our response to the COVID-19 pandemic and are equipped to efficiently and expeditiously respond to the proportionate level of risk presented. Our focus is on ensuring the health, safety and wellbeing of our team members, clients, customers, contractors and visitors, and maximising continuity of the delivery of services to the people we support.

In designing the plan, we have applied the following key principles:

- Risks are proactively identified, managed and mitigated
- Plans are flexible and proportionate and can be scaled up or down as required
- Continuity and quality of service delivery must be maximised wherever possible
- Collaboration with our customers in executing risk management strategies.

Coronavirus response team

MedHealth has established a Coronavirus Response Team who are responsible for this plan. This team is led by MedHealth's Chief Financial Officer David Thompson, who is MedHealth's Risk Management Committee Chair.

Group members include:

- Tim Morphy, Chief Executive Officer
- Peter Steadman, Chief Medical Officer
- David Thompson, Chief Financial Officer
- Elke Gjergja, Director Corporate Services
- Arthur Rallis, General Counsel
- Mathew Clark, Work Health Safety Specialist
- Linda Collard, General Manager Marketing Communications
- Mark Dal Pozzo, General Manager Business Technology
- Chantelle McKenna, General Manager Human Resources

This team is supported by Infectious Disease Specialist Professor Michael Whitby and Occupational Physician Dr Grahame Edwards.

MedHealth businesses

The businesses covered by this central plan are Ability Action Australia, advicor, ASSESS Group, atWork Australia, Australian Medico-Legal Group, Be Active Health Solutions, Cogent Thinking, IPAR, Kairros, mlcoa, Medico Legal Opinions, Medilaw, MindSense Occupational Psychiatry, mi-Support, OT Medicolegal, Next Health Group, Strategic Industry Solutions, Unified Healthcare Group and WorkFocus Australia.

Each MedHealth business has an identified COVID-19 key contact to ensure protocols are implemented, decisions tailored to support the specific business operations, the cascading of information and to serve as a point of contact should team members have questions or concerns.

Risk control measures

Direct Risk Management

MedHealth COVID-19 Safety Management Plan

This plan details key identified COVID-19 risks and control measures to mitigate or minimise these risks for MedHealth. Supporting the implementation of this plan is the COVID-19 Office Safety Checklist, which is being completed by all office (250+) in our office network to ensure that each and every site has applied appropriate risks controls to maximise the health, safety and wellbeing of our team members, customers, clients and visitors.

Controlled entry to our workplaces

Controlled entry to our workplaces is achieved via stringent screening processes for our team members, visitors and clients. Daily updates are sourced from the Australian Government Department of Health and are immediately distributed to operational teams to ensure that our screening protocols are updated.

Team member	<ul style="list-style-type: none">▪ Communications to raise awareness to maximise self-reporting▪ Screening via COVID-19 hotline▪ Posters: hygiene; cold / flu symptoms; overseas travel▪ COVID-19 Policy
Client (examinee, worker, job seeker)	<ul style="list-style-type: none">▪ Posters: hygiene; cold / flu symptoms; overseas travel▪ Appointment reminder processes (phone, email, text)▪ Front of house screening upon arrival
Visitor	<ul style="list-style-type: none">▪ Posters: hygiene; cold / flu symptoms; overseas travel▪ Appointment reminder processes (phone, email, text)▪ Front of house screening upon arrival

Dedicated incident hotline

MedHealth is operating a dedicated hotline delivered by Cogent, to support our team to manage the COVID-19 risk.

The hotline was established on 2 March 2020 to provide instant advice to our team members for COVID-19 incidents related to the following scenarios:

- a customer or client presents at an office with cold / flu symptoms
- a team member is experiencing cold / flu symptoms

- a member of the team members family or household have cold / flu symptoms
- a team member has been notified that they have had potential / actual exposure
- a team member is being tested for COVID-19
- a team member is arriving back from holiday or travel
- we are notified that a visitor to one of our offices has tested positive for COVID-19
- other

The hotline is delivered by experts in healthcare triage and has access to medical specialists if required for specific advice. Workflows and automatic notifications are in place to ensure that high risk incidents are escalated to the COVID-19 Response Team for further action.

COVID-19 Policy and COVID-19 Leave Policy

These policies outlined key information to support team member health and safety.

Isolation

Isolation practices are being undertaken for all people deemed at risk of COVID-19 due to travel location or contact with a case in line with updates provided by the Australian Government Department of Health.

Telecommuting

Telecommuting arrangements have been established to enable team members to work from home when and if required (this is already a routine practice undertaken by a large proportion of our workforce). Telecommuting implementation will be reviewed regularly in line with the below documented four stage pandemic management framework.

Service delivery continuity

Service delivery continuity plans have been documented in each business division to ensure that both the continuity of service delivery as well as service quality is maintained at all times. These plans include management of the following scenarios:

- work transfer in the event of an office closure
- work transfer for identified critical business roles
- telecommuting for single and multiple office closures

Please refer to MedHealth's IT Disaster Recovery and Business Continuity Plan for ICT service delivery continuity plans.

Office cleaning protocols

Additional workplace cleaning for workstations, telephones and high frequency areas has been implemented across all sites. Cleaning protocols have been provided to offices and cleaning providers to ensure that COVID-19 cleaning protocols are applied. Refer to 'MedHealth Protocols for cleaning premises' document for further details. Deep cleaning suppliers have been sourced to be deployed when a potential or actual exposure occurs at one of our offices. Hot desking arrangements have been eliminated wherever possible to support social distancing practices and to minimise potential infection spread.

Personal protective equipment

Face masks, hand sanitiser, disposable gloves and disposable wipes (alcohol based) have been supplied to all office locations to be utilised in the event of isolation being required. Stocks of these are routinely replenished in line with supplier availability.

Event protocols

Please refer to 'MedHealth Event, meeting and collaboration protocols. These protocols apply to internal events / gatherings and external events. Non-essential events have been postponed.

Indirect Risk Management

A number of indirect risk management initiatives are in place to ensure the health, safety and wellbeing of our team.

Influenza Vaccination Program	Our annual influenza vaccination program will commence from 16 March 2020 and will be offered to all team members including medical specialist consultants.
Intranet	A dedicated Coronavirus intranet page (access from the home page) has been established to support immediate access for our team to up to date information and resources.
Internal Communication	A planned approach to internal communications is overseen by our GM – Marketing and Communications to ensure timely and paced sharing of information and updates.
Key Business Contacts	Each MedHealth business has an identified COVID-19 key contact to support cascading of information and to serve as a point of contact should team members have questions or concerns.
Employee Assistance Program	MedHealth offers all team members access to up to four counselling sessions, which can be extended if the need arises. Critical incident debriefing is also available to office as part of incident response management.
Managing for Excellence Program	Wellbeing reviews including workload reviews are a routine component of MedHealth's performance management program "Managing for Excellence".

COVID-19 Pandemic Plan

MedHealth's COVID-19 Pandemic Plan is aligned with the four-stage framework of the Victorian Government Department of Health and Human Services.

STAGE 1 Initial containment	<ul style="list-style-type: none"> ▪ Monitor and investigate outbreaks as they occur, identify and share accurate information about the virus on a timely basis ▪ Communication with our teams about the nature of COVID-19 and risk management protocols ▪ Incident management protocol via dedicated incident hotline ▪ Protocols to identify and test suspected cases ▪ Protocols for case management
--	---

-
- Protocols for contact management
 - Protocols for outbreak management
 - Protocols for infection prevention and control procedures
 - Staff absenteeism protocols
 - Regular communications to team members, patients and/or clients
 - Review and update triage for incident hotline

STAGE 2
Targeted action

In addition to the measures outlined above in Stage 2:

- Consideration of alternate models for service delivery to enable application of social distancing practices (including telecommuting)
- Evaluate and prioritise critical business roles for telecommuting and implement
- Identify all roles where telecommuting can be implemented and execute
- Careful management of workforce capacity and wellbeing
- Determine minimum staffing levels sufficient to safely maintain services
- Identify part-time and casual team members who can work additional hours
- Identify available agency resources
- Planning for the full range of scenarios relating to the size and duration of an outbreak

STAGE 3
Peak action stage

In addition to the measures above:

- Divert resources to essential service provision
- Implement full scale social distancing

STAGE 4
Stand down and recovery

In addition to the measures above:

- Ceasing activities that are no longer required
- Implement psychological first aid training across business
- Formal mental health interventions where required

Plan Evaluation and Revision

MedHealth will undertake robust and regular review of this plan to ensure it is aligned with best practice pandemic management, and further to the implementation of our COVID-19 response.