

# Protocols for events, meetings and collaboration

## Managing everyone's safety

1 July 2020



MEDHEALTH

**MedHealth is committed to safeguarding our customers, visitors, clients and team members. These protocols have been developed with this commitment at their heart.**

These protocols cover circumstances where face-to-face meetings occur. In many cases, online events have replaced face-to-face ones, with speaker and attendee participation governed by physical distancing protocols.

MedHealth monitors the advice of Health, Work Safety and Government authorities each day and will update these protocols accordingly. Additionally, we have our own specialist medical advice, which has informed these protocols.

### Screening Attendees for Risk Factors

People attending meetings are screened for risk factors such as overseas or interstate travel or symptoms before any face-to-face meeting takes place.

### Current Screening Criteria

Anyone attending a meeting, and all our team members, are asked:

- If they have any known exposure to COVID-19, including a positive diagnosis or close contact with someone who has COVID-19
- If they have travelled anywhere overseas or interstate, with reference to current Australian and State Government travel advice
- If they live or work in any hotspot areas within Australia
- If they feel unwell, particularly if they have a cough, sneezing, sore throat, a fever or shortness of breath

### WHAT HAPPENS IF THE ANSWER IS 'YES'?

- Our team members have access to a MedHealth hotline, which offers advice and support on next steps should it be required
- We recommend the person who answered 'yes' also get in touch with their own medical practitioner via telephone, or contact the national coronavirus **COVID-19 hotline on 1800 020 080**
- The meeting does not proceed
- Under discussion with our customer, we rebook meetings once symptoms have abated and / or medically-recommended quarantine period observed

## The highest standards of hygiene



Any face-to-face interactions at MedHealth will be conducted with high standards of hygiene, including hand hygiene, physical distancing and cleaning



Signage is in place to support messages about travel, hygiene and symptoms



Hand sanitiser provided wherever possible and hand washing facilities are available for use

## Events: Hosted by MedHealth

Sharing best practice healthcare knowledge and the expertise of our specialists, allied health and employment professionals has long been part of what we offer to our customers.

- In line with current Australian and State Government advice, non-essential face-to-face events will not proceed
- At this stage, our educational events are hosted online
- Where we deliver events as part of contracted arrangements, we will discuss options with our customers and agree an approach, with reference to the latest Australian and State Government advice

We will work with our customers to deliver any training or information they may need online or by alternative channels.

## Our people attending off-site events

These protocols apply for events we are attending as a sponsor or speaker or delegate. We do not expect any such events to take place for some months.

- Any MedHealth team member attending an event will be screened using the 'Current Screening Criteria' and will not attend if they are in any high-risk category
- We note that most events covered by this category have been postponed or cancelled. We will revise these protocols as events recommence
- MedHealth representatives will not engage in unnecessary domestic air travel
- MedHealth representatives are advised to practice social distancing if attending events, including maintaining a proximity to others of greater than 1.5 metres and ensuring the 1 person per 4 square metres rule is implemented

## Future events

MedHealth will continue to schedule educational events; maintaining agility around dates, venues and how we continue to deliver current and relevant education to our customers.