

Protocol for responding to COVID-19 exposure

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.

The following protocol has been established to support our teams to respond immediately and proactively should a COVID-19 exposure be identified. This protocol is aligned with the guidelines provided by Safe Work Australia.

Potential scenarios

Scenario 1: A person who is unwell and potentially or actually COVID-19 positive enters our building / offices



1. Isolate

- A mask / tissue is provided
- The individual is moved into a room to isolate from the rest of the office wherever possible
- Anyone assisting the individual is wearing a mask / gloves
- Current contact details for the individual are taken and a note made about the areas they have been in the workplace, who they have been in close contact with in the workplace and for how long



2. Transport

- Transport home for the individual is organised (wherever possible this is not by public transport)
- Mask / tissues are provided and the individual is advised to sit in the back seat



3. Clean and disinfect

- Affected areas are closed off
- Gloves and a mask are worn before cleaning is undertaken
- Immediate high touch point cleaning is undertaken using alcohol-based wipes (e.g. entry / exit door handles, arm rests of chairs, reception bench)
- A high touch clean with building cleaners is organised within 24 hours

Please refer to **MedHealth's Protocol for Cleaning Premises**.



4. Seek advice and assess the risks

- The incident is registered with our MedHealth COVID-19 Hotline – **1800 264 368**
- A MedHealth **Contact Tracing form** is completed

If a COVID-19 positive result is returned, actions outlined in **Scenario 3** are completed.

Scenario 2: A person contacts our office and advises that they have attended our offices and are now getting tested for COVID-19



1. Trace

- The date and time the individual was in the office is confirmed, as well as any individuals that they had specific contact with



2. Seek advice and assess the risks

- The incident is registered with our MedHealth COVID-19 Hotline – **1800 264 368**
- A MedHealth **Contact Tracing form** is completed



3. Clean and disinfect

Depending on when the individual was in the office:

- Affected areas are closed off
- Gloves and a mask are worn before cleaning is undertaken
- Immediate high touch point cleaning is undertaken using alcohol-based wipes (e.g. entry / exit door handles, arm rests of chairs, reception bench)
- A high touch clean with building cleaners is organised within 24 hours

Please refer to **MedHealth's Protocol for Cleaning Premises**.

If a COVID-19 positive result is returned, actions outlined in **Scenario 3** are completed.

Scenario 3: A person who has attended our offices is confirmed positive for COVID-19



1. Reporting

- Recontact coronavirus@medhealth.com.au to provide an update to the specific incident
- If you have not received a follow up call within one hour, please contact Mathew Clark – 0455 067 965 or Elke Gjergja – 0412 582 834
- Contact the Australian Department of Health COVID-19 hotline (1800 020 080) and confirm details of the individual who has tested positive for COVID-19
- Any clients or customers who have been identified on the contact tracing form are called and advised of the circumstances of the exposure



2. Office shut down

- The office is immediately shut down until such time that deep cleaning can be implemented
- All client appointments are cancelled or redirected to a suitable alternate facility with alternate team
- Closure sign is printed and displayed at prominent entry points to the office



3. Team member isolation

- Using the contract tracing record, any team members who have had greater than 15 minutes of face-to-face exposure or greater than 2 hours exposure at 1.5 metres plus are directed to self-isolate for 14 days



4. Cleaning

- Organise a deep clean of the office – contact Mat Clark (0455 067 965) for support



5. Team member support

- Organise Employee Assistance Program (EAP) critical incident debriefing session via Elke Gjergja (0412 582 834) and provide team members with access to EAP ([click here](#))



6. Reopen office

- The office is re-opened once the cleaning has taken place, considering appropriate staffing levels

Further advice

Where required, further advice is obtained by contacting the relevant state or territory COVID-19 hotline:

- New South Wales – 1300 066 055
- Queensland – 13 432 584
- Victoria – 1800 675 398
- South Australia – 1800 253 787
- Tasmania – 1800 671 738
- Western Australia – 13 26843
- Australian Capital Territory – (02) 6207 7244
- Northern Territory – (08) 8922 8044

Alternatively, the National Coronavirus Helpline can be contacted on 1800 020 080, which operates 24 hours a day, seven days a week.