

# Protocols to safeguard our people and your clients

## Managing safety offsite

1 July 2020



MEDHEALTH

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

### Our people visiting offsite premises

Our team members regularly visit customers, worksites, medical practices and other offsite premises as they support people to better work and health outcomes.

Meeting people face-to-face is a powerful way to communicate and create mutual understanding and action.

As a result of the COVID-19 Pandemic and our business continuity and risk management planning, we are recommending alternative 'physical distancing' strategies. Meetings are an important part of business practice and should be managed using common sense, good hygiene and physical distancing measures, such as maintaining a proximity to others of 1.5 metres or greater and observing the 1 person per 4 square metres protocol as advised by the Australian Government.

Our temporary practices minimise unnecessary face-to-face interactions between multiple parties.

#### Case conferences at healthcare/medical practices

- Our people will attend case conferences via technology such as teleconferencing or video conferencing
- Where our client needs to visit a health practice, we will screen our client regarding their recent travel and symptoms, 24-48 hours or more in advance
- Case conferences may be conducted via telehealth or rescheduled where the location is in a current COVID-19 hotspot
- We will also contact the health practice to ensure their practitioners meet travel requirements and are symptom-free and to establish whether the practice recommends proceeding
- As always, the practitioner will follow clinical practice when seeing our client
- We have advised our people that should they attend a health practice and feel it is unsuitable despite pre-screening, they may immediately leave

#### Other meetings

- Our people will consider the use of technology alternatives such as teleconferencing or video conferencing
- Where it is still best for a face-to-face offsite meeting to proceed, our people will ensure the meeting organiser has screened attendees and that appropriate distancing and proximity measures (at least 1.5 metres, no handshaking, no more than 1 person per 4 square metres in any space) are adhered to at all times
- Our people will not attend our premises or any other premises in the course of their work if they are included in a group the Australian Government has recommended should self-isolate

- We have advised our people that should they attend offsite premises and feel it is unsuitable despite pre-screening, they may immediately leave

**Note**

- Where meetings are at our premises, we use MedHealth's 'Protocols to safeguard our visitors and your clients'
- Events are covered by MedHealth's 'Event, meeting and collaboration protocols'

## Current Screening Criteria

Our contacts 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 advice



If they feel unwell, particularly if they have a cough, sneezing, sore throat, a fever or shortness of breath

## WHAT HAPPENS IF A HEALTH PRACTITIONER, CUSTOMER OR CLIENT ANSWERS 'YES'?

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