

Protocols to safeguard our visitors and your clients

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.

CURRENT SCREENING CRITERIA

Visitors to our premises 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 feel unwell, particularly if they have a cough, sneezing, sore throat, a fever or shortness of breath



If they have travelled anywhere overseas or interstate, with reference to current Australian and State Government advice

All support people will also be screened regarding travel and symptoms; and protocols observed.

SCREENING FOR TRAVEL AND / OR RECENT COLD OR INFLUENZA SYMPTOMS

This screening takes place:

Before arrival

- 1 As far in advance as possible - our customers are in touch with their clients and ask screening questions
- 2 At least 1-2 days before an appointment – appointment reminder processes include screening questions

Upon arrival

- 3 Our front-of-house team member screen all visitors using the same criteria, maintaining distancing strategies such as proximity of at least 1.5 metres and 1 person per 4m²

Working in partnership with our customers, this gives us three possible screening opportunities ahead of an appointment; two of which take place before any attendance at our premises.

WHAT HAPPENS IF A VISITOR ARRIVES AND ANSWERS 'YES'

- Our visitor's and team member's health are of greatest importance
- Our team member calls a MedHealth hotline, which offers advice and support on next steps
- Our visitor is isolated, given a mask if available and supported to travel home while mitigating risk
- Our visitor is encouraged to seek support from their medical practitioner via telephone, or contact the national COVID-19 hotline on 1800 020 080
- The appointment does not proceed
- Under discussion with our customer, we rebook meetings once symptoms have abated and / or medically-recommended quarantine period observed

OTHER SUPPORT



Signage is in place at our premises to support the messages about travel, hygiene and symptoms



Personal protection masks or tissues are in our reception areas for use with 'at risk' visitors; and hand sanitiser provided; wherever possible