

# Protocol for responding to COVID-19 exposure

## Managing everyone's safety

4 August 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](mailto: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 the relevant State regulatory body and confirm details of the positive result 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 contact 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](#))
- Daily check-in with COVID-19 positive team members and / or close contacts who are in isolation



#### 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.