**Coronavirus**

*Berwick Healthcare has taken measures to protect patients and staff from Corona virus. We will ensure patients have ready access to medical care, whilst reducing exposure risk to other patients and healthcare workers.*

**Measures in place to keep you safe:**

**DO NOT ENTER the Clinic if you have any cough, fever, cold/flu symptoms or been in contact with confirmed COVID -19 case.**

If you have cold or flu symptoms we recommend you use the COVID-19 Symptom Checker <https://www.healthdirect.gov.au/symptom-checker/tool/basic-details> to assess your need of medical help.

Patients who meet the above criteria should be tested at a designated Screening Clinic. Local clinic at 7 Gibb Street Berwick open 8:00 am - 4:30 pm Monday to Sunday <https://monashhealth.org/wp-content/uploads/2020/03/COVID-19_ScreeningClinic-PatientInfo_Casey_v01.pdf>

**Making an Appointment**

In some instances it may be clinically necessary to have a face to face consultation.

Wherever possible doctors will consult by telehealth ie. By phone or video. If your doctor requires a face to face consultation an appointment will be made.

Only Telephone Consultations can be made online via our website. If you need a face to face appointment, please call us on 9796 1500.

If making an appointment over the phone, reception will triage calls to determine the necessity to have a face to face consultation.

Paperwork such as Scripts, certificates, referrals can be arranged by telehealth

If you develop a fever or cough prior to your appointment please advise reception.

**New Patients**

We welcome new patients although we recommend all new patients who have Cold and Flu symptoms be screened at a local screening centre (locations can be found on our website [www.berwickhealthcare.com.au/coronavirus](http://www.berwickhealthcare.com.au/coronavirus))

Please fill out a New Patient Registration Form / Health Summary prior to attending the clinic [www.berwickhealthcare.com.au/new-patient-forms](http://www.berwickhealthcare.com.au/new-patient-forms)

On arrival please call us from your car to let us know you’re here. The doctor will then call you to triage you over the phone and determine whether or not you can come into the clinic.

**On arrival**

A visible sign at entrance advising not to enter if symptoms of cough or cold and hand sanitiser for public use.

Please register with reception

**Waiting Room**

Barriers and physical distancing with seating in waiting room positioned to regulated distance

Outside waiting area with seating at regulated distance

You may choose to wait in your car till contacted by phone at your appointment time.

**Consultation**

Telehealth appointment – Your doctor will contact you within a couple of hours either side of your appointment time. Please answer your phone to an unknown caller ID.

Face to Face appointment – Please register with reception on arrival. Your doctor will call you from waiting room or your car. Your doctor may choose to wear a mask and gloves during the consultation.

**Billing**

Telehealth consultations will be bulk billed.

Face to face consultations will be billed privately following our normal schedule of fees.

**Cleaning and infection control**

Extra measures have been taken for daily cleaning. Disinfecting after each patient by doctors and nurses. Hard surfaces cleaned throughout the day.

**Flu Vaccinations**

Flu Vaccinations are now fully stocked and available for everyone. Please call us on 9796 1500 to book an appointment. Flu vaccines are free for 65 yo and over, aboriginal & Torres Strait Islanders, people with chronic disease, pregnant women and children under 5. Private vaccines are available for $20.

**Keep up to date**

Fact Sheets, Websites and more information relating to the Coronavirus can be found on our wesbite under the Coronavirus tab – Links for Coronavirus