The UNSW Health Service remains open!

The Health Service takes the safety of our patients and staff seriously. We have put measures in place to ensure everyone entering the practice feels safe to do so.

**Face to Face scenarios**

Measures in place to ensure everyone entering the practice feels safe to do so.

When a patient presents to the Health Service there is a large banner sign at the entrance which informs patients and visitors who have travelled from overseas and have any flu like symptoms to NOT enter the practice.

We have an intercom outside which will direct a call to our nurses who will triage and give advice. If asked to wait the patient will be asked to sit outside and be supplied with a mask and gloves.

If patients who are well present and have travelled from overseas, they will be asked to wear a mask.

If the patient has not travelled from overseas but has a cough or flu like symptom, they will be asked to wear a mask.

**Phone calls**

Our phone calls are screened by our administration staff or Registered Nurses.

When patients call the Health Service, they are asked a series of questions to determine the risk of Covid-19. This then determines whether they can enter the practice waiting area or whether they will need to wait outside for an appointment. Staff will provide a mask if needed.

If a patient is unwell with symptoms, but has not travelled and they are unsure if they have had contact with a COVID-19 case, this call is transferred to a registered nurse who will determine if the patient can come in to the practice or whether they need to visit a NSW Health fever clinic.

All Doctors have masks, anti-viral wipes, hand sanitiser and PPE in their consultation rooms to ensure their safety and the safety of their patients.

All touch points are cleaned thoroughly and regularly by our cleaners.

The clinic is a safe space and we encourage patients to still attend their appointments as it is safe to do so.

Telehealth and phone consultations can be booked providing they comply with Medicare requirements which state they must relate to Covid-19 issues.