

## **Information about appointments during Covid-19—Updated 6 December 2022**

We are living and working in a challenging environment during the Covid-19 Pandemic. To stay safe, we are taking the approach that everyone attending the practice is positive for Covid-19 unless proven negative using a RAT or PCR test.

### **What we are doing to protect you:**

Our team members are wearing an elevated level of Personal Protective Equipment.

Our team members are fully vaccinated including Covid-19 boosters. Our team members are undertaking regular surveillance testing for Covid-19.

All patients must respond to triage questions on arrival to screen for covid-like symptoms, before access to the practice is granted.

Telehealth appointments are available with your GP.

### **What you can do to protect us:**

You must wear a clean, dry surgical mask that completely covers your nose and mouth.

You must not attend the practice if you have Covid-19 symptoms. Instead, you are asked to make a telehealth appointment.

For appointments that require the nurse or a procedure in the treatment room you will need to obtain a PCR test within 48hrs of your appointment and bring the result with you.

If you cannot get a PCR or your results are not back in time, you must undertake a Rapid Antigen Test at the practice. Please book your Rapid Antigen Test at least 15 minutes prior to your original appointment to allow for rapid antigen testing.

If you are unable to source a rapid antigen test, we can supply and conduct the test for a fee on the day of appointment.

Thank you for your understanding as we navigate a challenging environment to keep our team and our patients safe, whilst continuing to deliver quality medical care.

We are all looking forward to the time when we can get back to our usual way of doing things.



## **Telehealth Appointments**

You may book a telehealth appointment with your Doctor. You will need to ensure that your payment card details are provided when you book the appointment.

The appointment can be either a telephone call or video consultation. Some Medicare rebates are only available for video consultations. Talk to your Doctor at your next appointment about what will best for your future appointments.

### **What to do if you want to send a photo to your Doctor for your Telehealth appointment**

1. Please send the photo as soon as you can so there is time for it to be saved to your file.
2. Take a clear photograph that shows the problem you want to Doctor to look at.
3. Save the picture file so that it is less than 2MB in size.
4. Save the picture as a **JPG or PNG file**.
5. Do not send HEIC or JPEG files as they are not compatible with our system.
6. Name the file so it can be saved to your medical record e.g. MaryJRashonfoot1, MaryJRashonfoot2 etc.
7. Make sure you name all the picture files you are sending .
8. Send the **JPG or PNG** file as an **attachment** to your email and not pasted in the email.
9. Send to [telehealth@marketownhealth.com.au](mailto:telehealth@marketownhealth.com.au).
10. Please write in your email which Doctor with whom you have an appointment.

Marketown Health has a digital filing system and if you comply with these instructions your photographs may be saved quickly and easily to your file for the Doctor to access.