

COVID-19

(Current as of 17 March 2020)

We would like to assure you that we are monitoring the current Coronavirus situation closely. The health and safety of our staff and all our customers are our key priority.

In the light of current advice we request that you DO NOT attend our clinic if you have:

- returned from overseas travel in the last 14 days, *regardless of whether you have symptoms or not*,
- fever, shortness of breath, a cough and/or a sore throat
- been tested positive for COVID-19 or
- had close or casual contact with someone who has tested positive to COVID-19

If you have an existing appointment and the above applies to you please call 9354 9433 to reschedule.

If you are exhibiting cold or flu-like symptoms we ask that you phone us to rearrange your appointment until you are feeling better.

If you attend our clinic showing signs of respiratory illness we may be unable to treat you or, at our discretion, request that you wear a mask whilst in the practice.

As health care providers we routinely follow best practice in terms of hygiene, including the cleaning and sterilising each set of instruments after use.

In addition to our normal procedures we have also implemented the following for the foreseeable future:

- We have heightened the attention to personal hygiene including more frequent hand washing and the use of antibacterial gel around shared contact items.
- Our staff are all encouraged to practice social distancing and will try and always stand at least a metre away from other staff members and clients where practical. Within the treatment room podiatrists will wear gloves and may ask you to wear a mask as appropriate.
- Staff members with symptoms of a cold or flu will be asked not to come to work.
- Throughout the day our staff regularly disinfect and sanitise surfaces including the reception chairs, flat surfaces, HICAPS machine, high-touch surfaces such as door handles, chair armrests and light switches.
- We are encouraging customers to PayPass with their card to cover any consultation gap to limit the handling of cash and avoid unnecessary shared handling of items.

With each of us doing our part, we can reduce the risk and adverse impacts to our staff, customers and community.

We thank you for your understanding and we will do our best to support your needs during this unprecedented time. We are working hard to ensure we can continue to support you in maintaining good foot health.