

1st August 2022

Dear Client,

Heywood Rural Health (HRH) continue to put systems in place to minimise the spread of the Coronavirus (COVID19), to keep our community safe.

WHAT YOU NEED TO DO

You will be required wear a surgical facemask if you have an appointment at the Community Health Hub, or with any of our in home services, such as District Nursing or Home Care Packages Program.

Wearing a surgical facemask is required for appointments with your Doctor, your Allied Health Professional (Diabetes Educator, Dietician, Podiatrist and / or Physiotherapist), Case Manager or HealthCare Worker with the Home Care Packages Program, unless you have an exception.

We will supply a surgical facemask when you are receiving your services

Ways to reduce the risk of spreading the Coronavirus (COVID-19):

- **Wash** - hands often with soap and running water, for at least 20 seconds.
- **Dry** - with paper towel or hand dryer.
- **Try** - not to touch your eyes, nose or mouth.
- **Cover** - your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
- **Isolate** - yourself at home if you feel sick. If you take medication, ensure you have adequate supplies.
- **Continue** - healthy habits: exercise, drink water, and get plenty of sleep.
- **Buy** - an alcohol-based hand sanitiser with over 60 per cent alcohol.
- **Social distance** – Keep 1.5 metres or more from others around you.

More Information - Telephone the Department of Health and Human Services dedicated hotline on **1800 675 498** should you require further information about COVID-19.

Feeling Unwell?

If you receive any of our Medical Clinic, Allied Health, District Nursing and /or Home Care Packages services, please telephone prior to your scheduled appointment to advise if you are feeling unwell. Telephone: 5527 0551.

Safe options can then be put into place before you receive your service.

Stay at Home directions

If you feel unwell with any symptoms of coronavirus (COVID-19), however mild, get tested.

Symptoms include:

- Fever,
- Chills or sweats
- Cough
- Sore Throat
- Shortness of Breath
- Runny Nose
- Loss of sense of smell or taste

Test for COVID-19

Victoria's mass PCR testing program for COVID-19 has been scaled back from 1 July 2022. Rapid antigen tests remain the preferred means of testing for COVID-19 for most Victorians. Rapid antigen tests are quick and highly accurate. Most people should take a rapid antigen test as their first option, particularly if you have symptoms or you are a contact of someone who has COVID-19. You should take a rapid antigen test:

- if you have symptoms or are a household contact
- to quickly check if you may have COVID-19, for example, before attending a crowded event, social gathering or visiting vulnerable people
- as directed as part of an established surveillance (or screening) program such as one organised by your employer.

You will be able to purchase a test kit from supermarkets, pharmacies or online from selected suppliers.

PCR testing will continue to be used for vulnerable individuals and other at-risk groups. This may include testing for other respiratory pathogens if clinically appropriate, and a GP referral may be required. If you do test positive please self-isolate for 7 days and report your positive RAT result to the Coronavirus hotline (details below)

24/7 Coronavirus Hotline

If you suspect you may have COVID-19, or need to report your positive RAT result call the dedicated hotline – open 24 hours, 7 days. The COVIDSafe Information hotline diverts to the national hotline every day from 8pm to 8am.

1800 675 398

Please keep Triple Zero (000) for emergencies only

HRH Community Health Hub, including home visit based services, such as District Nursing and Home Care Packages

Community Health Hub on site visits: Medical Clinic, Dietetics, Diabetes Educator Physiotherapy and Podiatry

We offer a telehealth service as an alternative option. Your doctor or health professional will continue to talk with you about the best way to receive your appointment.

We continue to ask that you wear a surgical face mask when receiving an appointment, either in the Community Health Hub or in your home. Surgical face masks will be provided to you

Please stay behind the floor marker when you present at reception.

In home services

District Nursing and Home Care Packages

1. Receive a telephone call on the morning of your scheduled appointment from the District Nurse / Home Care Packages worker this is to ask you a series of COVID-19 screening questions.
2. You will be provided with a surgical face mask by the staff member who is visiting you at your home, when they arrive.

We do ask if you could please limit the number of other people around when you receive any of our in home visiting services. Exceptions do apply and we are aware that you may need your carer or support person with you. We ask that your carer /support person also wears a facemask, responds to COVID-19 questions. Your carer / support person will also be provided with a surgical face mask by the staff member who is visiting you at your home, when they arrive.

If you are receiving any in home services while you are COVID-19 positive, or required to self-isolate you will be advised about options to receive these services. Please telephone 5527 0551 if you are self-isolating or have tested positive to COVID-19, before you receive your in home services. This is to keep everyone safe.

Mental Health Support

Feeling anxious or concerned is a normal response to an event, such as COVID-19. Remember you are not alone, and assistance is available via telephone.

Coronavirus Mental Wellbeing Support Services

Call: 1800 512 348 or visit: coronavirus.vic.gov.au.

HeadtoHelp



When a person calls HeadtoHelp on 1800 595 212, an experienced mental health professional will listen and work with them to find the best ways to get the help they need.

Beyond Blue

Beyond Blue offers practical advice and resources at beyondblue.org.au The Beyond Blue support Service offers short term counselling and referrals via telephone: 1300 22 46 39.

Lifeline

Lifeline offers advice as well as crisis support and suicide prevention. You can call 13 11 14 24 hours a day, 7 days a week.

You can contact the hotline between:

Monday –Thursday: 10am to 3pm

Friday: 10am to 4pm

Latest Information

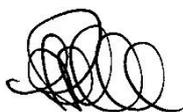
As the pandemic situation is constantly changing, I ask that you seek the latest Heywood Rural Health information from either our Facebook page or by clicking on our website www.heywoodruralhealth.vic.gov.au

If you require any further information in relation to this communique, please contact the Community Health Hub reception (03) 5527 0551.

Thank you for adhering to these measures; they will greatly assist us in protecting our Community.

We appreciate your continued support.

Yours Sincerely,

A handwritten signature in black ink, consisting of several overlapping loops and a trailing end, positioned below the text 'Yours Sincerely,'.

Leigh Parker
CHIEF EXECUTIVE OFFICER