



27<sup>th</sup> October 2020

Dear Client,

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

HRH has been working with the Department of Health and Human Services (DHHS) to ensure that appropriate procedures are in place should cases be suspected or confirmed in our community.

We encourage you to familiarise yourself with the following guidelines to reduce the likelihood of the Coronavirus transmission.

## WHAT YOU NEED TO DO

### 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, 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.
- **Wear a Facemask** – There are two categories of facemasks: Cloth facemasks are made of washable fabric and can be reused. Surgical facemasks have a four hour wear time and are single use facemasks. They cannot be reused.
- It is important to wear your facemask properly:
  - wash or sanitise your hands before putting on or taking off your facemask
  - make sure the mask covers your nose and mouth and fits snugly under your chin, over the bridge of your nose and against the sides of your face
  - do not touch the front of your mask while wearing or removing it
  - do not allow the mask to hang around your neck or under your nose
  - Both cloth and surgical facemasks need to be replaced if they are soiled or become wet
  - Do not reuse single use surgical masks; you can wash and dry reusable cloth masks after use and store in a clean dry place.
  - Wearing Bandannas, scarves and a face shield without a face mask is no longer acceptable

- **More Information** - Telephone the Department of Health and Human Services have set up a dedicated hotline on **1800 675 498** should you require further information on the coronavirus (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). Please do not attend in person, or allow our staff to visit you in your home.

## Stay at Home directions

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

Symptoms include:

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

## Find a COVID-19 (Coronavirus) testing centre near you

### Portland District Health

Telephone 5521 0387

Currently operating as a drive through clinic

Monday to Friday: 9am - 5pm

Saturday to Sunday: 9am to 1pm

141-151 Bentinck Street Portland

### Hamilton Base Hospital

Telephone 5551 8222

Drive-thru testing clinic

Monday to Friday 7.30am - 9am and 1pm - 3pm

Saturday 10am – 12pm

20 Foster Street Hamilton

### South West Healthcare Warrnambool

Respiratory Assessment Clinic

Telephone: 5563 1666

Appointment only

Monday – Sunday 8am - 4pm

321 Timor Street Warrnambool

**Once you are tested for COVID-19 stay at home until you get your result – please don't go in to work and don't visit friends and family. This is important to help to stop the spread of COVID-19 in our community.**

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

We will be offering a telehealth service in situations where a face to face appointment is not required. Your health professional will talk more about this with you.

Before you attend your scheduled Medical Clinic, Allied Health, District Nursing and /or Home Care Packages services you shall:

- Receive a telephone call on the morning of your scheduled appointment from your health professional or Home Care Worker. This is to ask you a series of COVID-19 screening questions to see if it's safe for you to attend your appointment face to face, or receive a home visit.
- We do ask if you could limit the number of other people around when you attend the Community Health Centre or receive any of our 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 wears a facemask, and responds to Coronavirus (COVID-19) questions.
- Don't be alarmed if you see some of our staff wearing extra Personal Protective Equipment (PPE) in addition to their facemask. This may be a disposable apron, face shield, gloves or goggles. This will depend on the type of service you are receiving and is part of the safety precautions we need to follow to help keep everyone safe.

### Community Health Centre

If you are given the "all clear" to attend your scheduled appointment at the Community Health Centre you will be asked to complete the following when you arrive at our reception:

1. Arrive with your face mask (this can be a surgical or cloth facemask). Please note wearing Bandannas, scarves and a face shield without a face mask is no longer acceptable
2. Use the hand sanitiser when you arrive and when you depart
3. Stay behind the line marked on the floor when you present at reception
4. Respond to Coronavirus (COVID-19) questions
5. Have your temperature taken (laser temperature)

Based on guidelines from the Department of Health and Human Services, we will also be keeping a log of everyone who attends the Community Health Centre.

### Home visit based services, such as District Nursing and Home Care Packages

If you are given the "all clear" to receive your scheduled home visit appointment you shall:

1. Wear your face mask (this can be a surgical or cloth facemask). Please note wearing Bandannas, scarves and a face shield without a face mask is no longer acceptable.
2. Have your temperature taken (laser temperature). This includes any other people at your home who need to be present, such as your carer/ support person.

## **Mental Health Support**

This is an anxious and uncertain time for everyone, and support is vital and available. For more information about managing stress and support options, call the Coronavirus Mental Wellbeing Support Services on 1800 512 348 or visit [coronavirus.vic.gov.au](https://coronavirus.vic.gov.au).

If you need support with your mental health and wellbeing during social isolation, the Royal Flying Doctors Wellbeing program is providing counselling services to our community. Telephone the Royal Flying Doctors can be contacted on (03) 8412 0408, to make an appointment or find out more information.

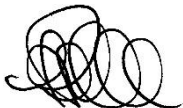
## **Latest Information**

As the pandemic situation is constantly changing, I ask that you seek the latest Heywood Rural Health information from either our Facebook page, Twitter account @HeywoodRuralHealth or by clicking on our website [www.heywoodruralhealth.vic.gov.au](https://www.heywoodruralhealth.vic.gov.au)

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

Thank you for adhering to these measures; they will greatly assist us in protecting our Community in the event of an outbreak. We know this has been a difficult time for everyone, and we appreciate your continued support and patience.

Yours Sincerely,



Leigh Parker  
**CHIEF EXECUTIVE OFFICER**