



25<sup>th</sup> March 2020

Dear Community Client,

As the Coronavirus (COVID19) situation rapidly evolves, Heywood Rural Health (HRH) and other Health Service Providers around Australia are preparing for the potential community spread of the virus.

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 region.

At this stage, the best available evidence suggests that those most susceptible to the virus are older people or people with low immune systems or pre-existing chronic health conditions.

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

## **WHAT YOU NEED TO DO**

### **Overseas travel**

Please ensure that if you have travelled or are travelling overseas, you stay informed about the Australian government Coronavirus travel restrictions and isolation requirements. For up to date information, please visit [www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19](http://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19)

### **Please stay away if you are unwell**

If you have recently been unwell, been in contact with someone who is unwell or you have symptoms of respiratory illness (fever, sore throat, cough, muscle and joint pain, tiredness/exhaustion) please do not visit HRH until your symptoms have resolved.

Follow the social distancing guidelines outlined by the Department of Health and Human Services. That is, maintain a distance of 1.5metres or more from others around you.

If you are a client of District Nursing Services and develop symptoms, please phone District Nursing (PH 5527 0551), prior to your scheduled home visit. **DO NOT** allow the District Nurse to enter your home.

If you are a Community Client please phone your Doctor first if you have symptoms or need medical attention. They will tell you what to do next. If you are unable to reach your Doctor via telephone, then phone your nearest Urgent Care centre.

**Please note that Heywood Rural Health will be closed to ALL Visitors at 9am on Friday 27<sup>th</sup> March 2020.**

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Heywood VIC 3304

[www.heywoodruralhealth.com.au](http://www.heywoodruralhealth.com.au)  
Ph: (03) 5527 0555  
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**Other 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.
- **Don't** - wear a face mask if you are well.
- **Buy** - an alcohol-based hand sanitiser with over 60 per cent alcohol.
- **Get** - the flu shot (available April).

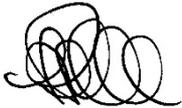
The Department of Health and Human Services have set up a dedicated hotline on **1800 675 498** should you require further information on the Coronavirus.

Thank you for adhering to these measures; they will greatly assist us in protecting our community in the event of an outbreak.

**As this situation is developing and changing rapidly, I ask that you seek the latest Heywood Rural Health information from either our Facebook page, Twitter account @HeywoodRural or by clicking on our website [www.heywoodruralhealth.vic.gov.au](http://www.heywoodruralhealth.vic.gov.au)**

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

Yours faithfully,



Leigh Parker

**ACTING CHIEF EXECUTIVE OFFICER**