

Friday 27th March 2020

Dear AHC Clients and Families,

Re: Allied Health Centre Response to COVID-19

The pace of change we are all experiencing in response to COVID-19 at the moment can, to state the obvious, be overwhelming. What we know for sure, is that we have a commitment to you to make sure we can continue to deliver essential services safely.

Below I have summarised the key actions we are taking to ensure that we are maintaining both your safety and the safety of our Allied Health team:

Increased Safety Precautions

Increased hygiene practices are essential in preventing the spread for COVID-19. We are undertaking the following activities to ensure strict hygiene practices are undertaken:

- Clinic room use has been restricted to ensure that there is enough space. Each room has been measured and maximum capacity has been identified and noted on each room door to ensure that social distancing can be maintained.
- Rooms are disinfected thoroughly after each use. All work surfaces in the Allied Health Centre are cleaned multiple times a day – regardless of if they have been actively used (including door handles, benches and bathrooms).
- All additional items (e.g. toys) have been removed from clinic rooms to prevent risk. Toys and tools used specifically during therapy sessions are thoroughly disinfected prior to their re-use.
- All Allied Health staff have been issued with Personal Protective Equipment (PPE) for when conducting home visits. You will also see staff thoroughly clean hands before and after each interaction.
- No Allied Health staff will work when they have either cold or flu symptoms and will not return to work until they have received medical clearance.

Telehealth options

We have arranged to have access to Health Direct – a telehealth option that enables virtual consultations via your phone or computer (you only require Safari, Google Chrome or Firefox to access). The program is easy to use and allows an alternative for those not wishing to have people visit them or leave their home.

To arrange a telehealth appointment, please call Lisa at Reception on 1300 257 753 (Option 2) or speak directly with your therapist regarding this option.

Cancellations

We understand that given the current situation more people may need to cancel their appointments than usual. The NDIA have advised us that they have “broadened” their definition of cancellation and have advised that we can charge a 100% cancellation fee for cancellations occurring up to 10-days prior to a booking. **We will not be doing this.**

We do not believe this is fair nor necessary at this stage. Instead, our cancellations policy is:

- Please cancel up to three work days in advance to avoid a cancellation fee.
- Cancellation fees will still be charged at 90% of the cost of your appointment.

Pricing

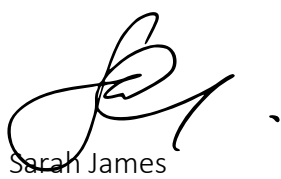
The NDIA have advised that we can charge 10% more for some of our services, however they have not provided us with assurances that your NDIS funding will be increased by the same amount. Therefore, **our prices will not change.** We believe that it is essential that you have access to Allied Health – it is a right, not a luxury. As such, at this stage our prices will remain the same.

How you can help

The most important thing you can do is to **cancel your appointment if you are experiencing any cold and flu symptoms** OR ask to change to a telehealth appointment. When you attend our centre, we may also ask you to wash your hands/use sanitiser and be mindful of how close you sit to others.

Thank you for continuing to trust us to provide you with a safe and effective service. We will continue to keep you as up-to-date as possible on our activities regarding COVID-19. I would encourage you to follow us on Facebook (search for CLS Allied Health Centre) for the latest updates.

Many thanks,



Sarah James
Specialist Services Manager

Staying Safe at the Allied Health Centre

People are worried...



people



worried

about the COVID-19 Virus.



virus

At CLS, we are working stay safe.



safe

We are cleaning...



clean table



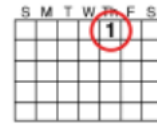
clean

and washing our hands



wash hands

When you have an appointment



appointment

You can visit us



visit

or chat on video



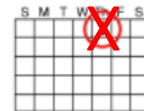
video chat

or phone us.



speak on
the phone

If you want to cancel

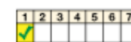


appointment

Let us know 3 days before

3

three



And we can be safe together



safe



safe