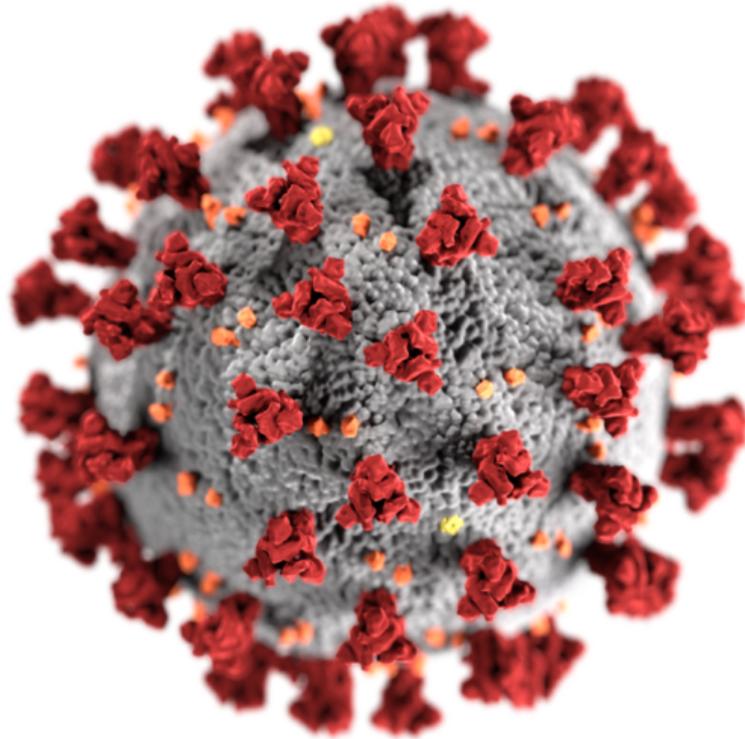


# Kooky Clinic Policy to Manage COVID-19 Risks

Howdy,

## Kooky Clinic policy to minimise COVID-19 risks



The health and safety of our clients and clinicians is a top priority at The Kooky Clinic. Given the global pandemic of COVID-19 and over-stretched health services, we believe all businesses have a serious social responsibility to minimise the risk of transmission. As our business does not involve group situations, at this stage, we will continue with our scheduled appointments, as usual, going forward.

The following additional consultation options and practice policies are there to minimise risk to our clients and practitioners.

### **Skype, FaceTime and Telephone Options Available:**

Our office at Springwood is open and providing services as usual. However, you are welcome to schedule a Skype, FaceTime or phone session in lieu of an in-person session, so that you can experience your therapy session from the comfort of your home. Though it may not feel the same as being in-

person, a few of our clients already request online / phone sessions as it saves them time and travel costs. With time, we may all need to adapt to delivering and accepting services through new technology mediums, as this pandemic situation evolves. There is a growing body of research supporting the efficacy of Telehealth interventions, and our team will endeavour to provide the same high quality, evidenced-based, services with kooky flair, no matter how we have to do it!

If you, or people in your household, have been asked to self-isolate or placed in quarantine, due to testing positive; or having close contact with a CoVid-19 positive person; or have developed respiratory symptoms or fever; or if you have been overseas in the past few weeks, **we will not be conducting face-to-face sessions with you**. You will be pleased to hear that the same applies for all of our staff and clinicians, who will not be allowed on site if they have any risk of transmitting CoVid-19. Any clinicians who have been unwell will require adherence to our medical clearance policies to return to our workplace.

***The most common symptoms of COVID-19 are:***

Fever, tiredness and dry cough. But some people also experience aches, nasal congestion, runny nose, sore throat and diarrhoea.

If you think you're infected, call the 24-hour coronavirus health information hotline on 1800 020 080.

If you are unwell and prefer to cancel / rebook your appointment rather than to conduct your consult by phone or Skype, please advise us as early as possible, so we can offer the time slot to clients on our long waiting list.

To convert an existing or new session to Skype or phone, please send an email to [info@kookyclinic.com.au](mailto:info@kookyclinic.com.au) or leave a message via phone 07 3133 8018, as early as possible, prior to your appointment.

**Cancellation Policy:**

Our usual cancellation policy applies for cancellations that are unrelated to CoVid-19 concerns. If you can't attend the clinic for your appointment due to having respiratory symptoms or a fever, we suggest you consider conducting your session via Skye, Facetime, or Telephone, if you are well enough, as an alternative to cancelling. If you must cancel within 2 business days for CoVid-19-related concerns, please email [info@kookyclinic.com.au](mailto:info@kookyclinic.com.au) as soon as possible with the details of your situation, and for the next 2 weeks, we will consider waiving the cancellation fee, in the event that you are too unwell to conduct a Skype or Phone appointment during your allotted appointment time.

## **Payments and Rebates for Online / Telephone Sessions:**

If you pay full fee, use private health insurance, or if your fee is paid by NDIS, another agency or employer, you are eligible for Skype or phone sessions. Our reception will contact you to pay for your appointment over the phone, or arrange an invoice for payment via Electronic Funds Transfer. NDIS will be processed according to your usual arrangement.

Please note that Medicare rebates **DO NOT** typically apply for Skype or phone sessions. However, there are newly created Medicare items (Telehealth), only for clients who have been instructed to self-isolate at home by a medical doctor due to you having been overseas, having tested positive for CoVid-19, or having had recent close contact with a person who is CoVid-19 positive. If your doctor has instructed you to self-isolate, please email our reception on [info@kookyclinic.com.au](mailto:info@kookyclinic.com.au), as soon as possible, to arrange a telehealth appointment, and to find out if you meet the criteria for these new Medicare items.

Should your healthcare provider be required to self-isolate for suspected CoVid-19, but they are still well enough to conduct sessions via Skype or Phone, you will likely also be eligible for these new Telehealth Medicare rebates, as long as you have a valid referral to the clinician from your GP, and you have been seen by your clinician in the previous 12 months. The exceptions to this rule are for clients of our Social Worker Dr Clare Townsend, and our Provisional Psychologists, Dr Amelia Shay and Milena Matic, who are not registered for Medicare purposes. Details of the Telehealth Medicare Items are still being interpreted, as there is only limited information provided by the government about the criteria for these.

The criteria for the CoVid-19 Telehealth items stipulated on the Medicare website are as following:

**Vulnerable/isolated patients** are those where at least one of the following apply:

- (a) the person has been diagnosed with COVID-19 virus but who is not a patient of a hospital; or
- (b) the person has been required to isolate themselves in quarantine in accordance with home isolation guidance issued by Australian Health Protection Principal Committee (AHPPC); or
- (c) the person is considered more susceptible to the COVID-19 virus being a person who is:

- (i) at least 70 years old; or
- (ii) at least 50 years old and is of Aboriginal or Torres Strait Islander descent; or
- (iii) is pregnant; or
- (iv) is a parent of a child under 12 months; or
- (v) is already under treatment for chronic health conditions or is immune compromised; or

(d) the person meets the current national triage protocol criteria for suspected COVID-19 infection.

**A health professional** at risk for COVID-19 means a person that:

- (a) has been diagnosed with COVID-19 but who is not a patient of a hospital; or
- (b) has been required to isolate themselves in quarantine in accordance with home isolation guidance issued by the Australian Health Protection Principal Committee.

We are still clarifying the exact details of what is meant by this criteria, and how it applies to our services, and will update this on our website when we know more information.

### **Additional Infection Control Measures At Our Clinic:**

We have implemented a protocol to ensure a hygienic environment for clients and clinicians alike. We will be disinfecting door handles, taps, and countertops several times throughout the day, and have hand sanitiser and tissues available in the clinic. Yes, we have toilet paper too! We will be setting up a hand-washing station in the disabled toilet on the back verandah, and requesting that all people, including children, wash their hands before entering the building, and when leaving. We will temporarily be removing all toys, books, pens, pencils, and cushions from the waiting area as these can harbour germs. We request that you bring your own items to entertain your children and yourselves whilst waiting in the waiting area. Ideally, we would ask you to avoid bringing additional people to appointments who are not involved with the appointment, if possible, to adhere to principles of social distancing and reducing the risk of CoVid-19 transmission.

Additionally, you might consider going for a short walk instead of waiting in the waiting room, to reduce infection risks. If you do need to stay in the waiting room, consider spacing yourself 2 metres or more from other people in the waiting area or back deck, if possible. Any families who display respiratory tract symptoms on site will immediately have their face-to-face session cancelled, and be asked to remove themselves from the building, so a

thorough clean can be undertaken by staff to disinfect the area. This includes symptoms in other family members or siblings who are accompanying the person with the appointment. These infection control measures are in addition to the professional cleaning company who thoroughly cleans the clinic twice weekly.

We are encouraging our team and clients to stay up to date with government advice via the [Department of Health](#) website. If you are experiencing anxiety around the coronavirus, please see [this information sheet developed by the Australian Psychological Society](#) or Dr Shannon Morton's "Pandemic Panic Pack".

Conversations will not be cancelled.  
Relationships will not be cancelled.  
Love will not be cancelled.  
Songs will not be cancelled.  
Reading will not be cancelled.  
Self-care will not be cancelled.  
Hope will not be cancelled.

May we lean into the good stuff that remains.

**Recovery will not be**



**cancelled.**

If you have any questions or concerns about our efforts to support clients through this stressful time, please contact our Clinical Director, Dr Shannon Morton.

Thank you for trusting our team at The Kooky Clinic to continue to provide you with kooky, compassionate, evidence-based care.

May the Force of Your Immune Systems Be With You and Yours,

Team Kooky.