

# The Kooky Clinic COVID19 Policy

\*information current at 26th August 2020

The health and safety of our clients and their families as well as our clinicians, is our top priority regardless of the current global health pandemic. Current situations in our country have meant that we need to be a little bit stricter when it comes to our rules around health, safety and cleanliness.

Our local health network has made a few suggestions that we will be taking on board here at The Kooky Clinic. To help keep everyone safe we are implementing the following;

- Unless there are barriers in place that we cannot work around, or it is not clinically in the best interest of the client, ALL sessions will be taking place via Telehealth.
- ALL clients who have been instructed to self-isolate will have their appointments via Telehealth.
- If your session is deemed necessary to be in person, a face mask MUST be worn by both yourself and our clinicians.

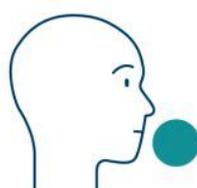
Our billing processes remain the same for Telehealth sessions and you are still eligible for a Medicare rebate during this time. We will email you a copy of your invoice after your session is completed for payment. We will process any rebates upon receipt.



Our usual cancellation policy applies for cancellations that are unrelated to COVID19 concerns. A copy of this policy can be found on our website. If you have COVID19 symptoms and are too unwell to complete this appointment via telehealth please email us on [info@kookyclinic.com.au](mailto:info@kookyclinic.com.au) as soon as possible.



High temperature  
(over 38°C)



Shortness of breath  
Cough



Sore throat



Fatigue  
(ongoing tiredness)



Temporary loss  
of taste/smell

If you are experiencing any of the above symptoms, please contact your GP or 000 in an emergency. It's a great idea to go and get tested at your nearest COVID19 testing facility.

The current global situation has meant that it has become necessary to use items of PPE that may be unfamiliar. Our admin team and clinicians will be wearing face masks when interacting with clients for both their safety and yours.

We've also increased cleaning in our clinic. You can be assured that if you MUST come into the centre, then our hygiene practices have been increased.



## FAQ: Frequently Asked Questions

### **Q: What equipment do I need for a telehealth consultation?**

A: If your telehealth call is by phone, you just need your landline or mobile phone. Make sure you know which number your clinician will be calling and be ready at your appointment time.

If your consultation is by videoconference, you'll need a computer or tablet with built in or attached camera, microphone and speakers. You might find a headset makes it easier to hear and be heard. You'll also need a stable internet connection.

It's a good idea to make sure everything is working a day or two before your telehealth consultation.

### **Q: What should I do if I feel like I'm not coping?**

A: It's normal to feel anxious about COVID-19, and to feel stressed or lonely while self-isolating. If you're feeling this way, please reach out for support.

Dr Shannon has also put together a great Pandemic Pack which is available to read on our website.

For further information on COVID19 and how we can all help to stop the spread, there is some great information available on both the QLD Health and the Brisbane South PHN websites.

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 or our Practice Manager, Kacie.

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

Team Kooky!