

# The Kooky Clinic COVID19 Policy

\*information current at 09th of September 2021

*COVID-19 is a respiratory illness caused by a new strain of coronavirus known as SARS-CoV-2. Symptoms can include fever, cough, sore throat, fatigue, shortness of breath and loss of taste and/or smell.*

*The virus most commonly spreads from person to person by close contact with someone who is infectious. It may also spread when someone touches a surface that has recently been contaminated with respiratory droplets (from coughing or sneezing) of an infectious person and then touches their eyes, nose or mouth.\**

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.

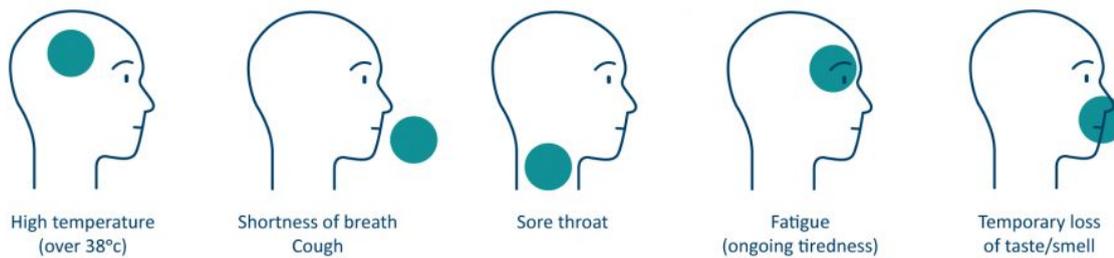
Our local health network has made a few suggestions that we have implemented here at The Kooky Clinic. To help keep everyone safe we that all staff, clients and carers adhere to the following:

- In the event of an outbreak (local cluster) or lockdown event, ALL sessions will be converted to Telehealth consultations. Our friendly admin team will be in touch with you to confirm the change of appointment type. If you are unable to conduct a Telehealth session, please advise our admin team and discuss alternative options.
- 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.
- QR code check in is mandatory upon arriving at the clinic.

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 request payment to be finalised on the day of your consultation, either over the phone or via direct deposit. We will process any rebates upon receipt.



Our usual cancellation policy applies for any cancellations. 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. Failure to contact the clinic will result in a cancellation fee.



If you are experiencing any of the above symptoms, we request that you contact the practice to convert your face to face session to a Telehealth session. Additionally, please contact your GP to arrange to be tested for COVID-19.

If you have any of the above symptoms and have been fully vaccinated, we still request that you change your appointment to a Telehealth appointment, as there is still a chance that a fully vaccinated person may be able to transmit the virus.

The ongoing global situation has meant that it is necessary to continue to use items of PPE. Our admin team and clinicians will continue to be wearing face masks when interacting with clients for both their safety and yours. We request that anybody attending the clinic aged 12 years older wear a face mask.



We have implemented the use of the Queensland Government QR code check in system. It is mandatory upon entry to the practice, at either location, to check in using the QR code which is available at the front reception and all external doors.

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 any of our friendly administration team.

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

Team Kooky!

*\*PN12613 - Work health and safety during COVID-19 - Guide to keeping your workplace safe, clean and healthy, Version 4. Published 18 April 2021.*

[https://www.worksafe.qld.gov.au/\\_data/assets/pdf\\_file/0013/19210/covid-19-overview-and-guide.pdf](https://www.worksafe.qld.gov.au/_data/assets/pdf_file/0013/19210/covid-19-overview-and-guide.pdf)