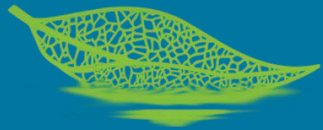


Ripples



Allied Health Consultancy

Response to COVID-19

AT RIPPLES WE ARE DEDICATED TO THE CONTINUATION OF CARE IN AN ETHICAL AND SAFE MANNER, WHICH ALSO MINIMISES HEALTH RISKS TO CLIENTS AND PRACTITIONERS.



We do not have any current cases within our practice and will continue to provide face to face services with precaution. If our staff are in the position where they may need to self-

isolate where they have a confirmed or possible COVID-19 virus infection (has been diagnosed with COVID-19 but is not in hospital, or has been required to isolate based on Australian Health Protection Principal Committee advice). In these cases, they will be able to use the telehealth services to provide ongoing services to their clients – if they are well enough to do so.

The Following protocol will be put in place to determine the method of support our practitioners are able to provide

Your practitioner can continue to see you face to face; if

1. Your practitioner is not required to self-quarantine; and
2. You are not required to self-quarantine.

Clients seeking face-to-face appointments will be asked the following before we confirm appointments:

- *Have you travelled internationally within the last 14 days?*
- *Have you been in close contact with anyone with a confirmed case with COVID-19 Coronavirus?*
- *Do you have any flu symptoms?*

**UPON ENTERING
THE PRACTICE
PLEASE ENSURE:**

**YOU OR YOUR CHILD HAVE
WASHED THEIR HANDS AND
FACE WITH SOAP AND WATER.**

**PLEASE REFRAIN FROM
HANDSHAKING AND OTHER
PHYSICAL CONTACT.**

**PLEASE ALLOW TIME FOR THE
ROOM TO BE SANITISED
BETWEEN CONSULTATIONS.**

If the answers are *Yes* to any of these questions, given you and your practitioner are well enough, we can offer appointments by video or phone, or can reschedule your appointment for a later date (post 14 days).

VIDEO-CONFERENCING



Funding bodies have made extra arrangements so we can conduct phone or video appointments with clients impacted by COVID-19 Coronavirus to avoid interruptions in care.

For those paying a gap, and claiming a Medicare rebate, we will be using

the telehealth Medicare item which allows for telehealth consults, so your Medicare claim will be using a different code, 91170 instead of 80110. For those under Victims Services and NDIS, video or phone counselling is also something that is allowable, if safe and appropriate for individual clients.

Your practitioner will send out a link to a video-conferencing meeting, via Zoom (secure video-conferencing platform). You will just need your phone or laptop/computer and data, and a confidential space within your home to set this up.

PHONE COUNSELLING – TELE-HEALTH

Many clients are uncomfortable with video-counselling or do not have laptop/phone and data/internet. In these cases, we are able to provide telephone counselling instead. Please arrange a confidential space within your home to set this up and your practitioner will call you on your mobile.

CLIENT RESOURCES

We suggest you refer to the Department of Health website to stay up to date with Government advice. We have access to peak body resources and have uploaded them onto our website and have printed them and placed them in our reception area. Please feel free to download these or take a copy.

Please also refer to the official sources listed below for reliable, up-to-date information.

- Department of Health (Coronavirus) COVID-19 resources: <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>
- Department of Health Coronavirus Health Information Line: Call this line if you are seeking information on novel coronavirus. The line operates 24 hours a day, seven days a week. 1800 020 080.
- World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

KEEP WELL & SAFE

We hope you stay safe and healthy. Protect yourself and others, follow advice on good hygiene, self-isolation, and social distancing. We encourage you to protect people most at risk by following advice on public gatherings.

To speak directly with your practitioner about any concerns about ongoing support please call:

- Loan Pham, 0479 055 023, for questions around Psychological Services appointments,
- Callum Gregory, 0421 778 054, for questions around Occupational Therapy appointments, and
- Natasha Benten, 0411 689 598, for questions around Art Therapy appointments.

IF YOU OR YOUR CHILD ARE UNABLE TO ATTEND THE PRACTICE:

- If you are at risk, and cannot engage in videoconferencing, or phone counselling – it is essential that you follow your safety plan.
- If we cannot make video or phone contact with you, and we will endeavour to reschedule your appointment upon availability. Please be mindful that many people may require this option, and there may be a wait for the next available appointment.
- If you would like, we will endeavour to make email contact with you to touch base in between.

