

### COVID-19 Safety Plan (13/09/20)

I've developed a plan to support our collective health and the continuity of the private practice across the pandemic. We'll move forward / backward between the stages as needed. Please check in regular with the Updates page of my website to see what stage we're in. Let me know if you have any questions or concerns, or if you need help creating a log in for or using your Halaxy Patient Portal.

	STAGE 1	STAGES 2 and 3	STAGE 4
New appointments	<ul style="list-style-type: none"> <li>New appointments should be booked primarily as video consultations.</li> <li>Where it is safe to do so, in-clinic consultations will remain available for clients who need it.</li> <li>Phone consultations can also be arranged if needed.</li> </ul>	<ul style="list-style-type: none"> <li>Appointments will be booked primarily as video or in-clinic consultations.</li> <li>Phone consultations can also be arranged if needed.</li> </ul>	To be confirmed
Previously booked appointments	<ul style="list-style-type: none"> <li>Most in-clinic appointments will be rescheduled to video consultations. You will receive an email or text message from Halaxy notifying you of the change.</li> <li>Where it is safe to do so, in-clinic consultations will remain available for clients who need it.</li> <li>Phone consultations can also be arranged if needed.</li> </ul>	<ul style="list-style-type: none"> <li>Contact me by phone or email if you would like to change a previously booked video or phone consultation to an in-clinic consultation.</li> </ul>	To be confirmed
Procedures for in-clinic consultations	<ul style="list-style-type: none"> <li>If possible, please sanitise your hands using the sanitiser provided before entering the office. Or wash you hands on arrival.</li> <li>Allow me to open and close the door for you.</li> <li>Maintain physical distancing and good hygiene during the consultation.</li> <li>Follow ACT Government directives regarding the use of face masks.</li> <li>Use the COVIDSafe App.</li> <li>Bring your own water bottle and take your tissues with you.</li> <li>If rates of community transmission become high, we may need to meet outside or have a walking session in the park. If they become very high, I may temporary suspend offerings of face to face consultations.</li> </ul>	<ul style="list-style-type: none"> <li>If possible, please sanitise your hands using the sanitiser provided before entering the office. Or wash you hands on arrival.</li> <li>Allow me to open and close the door for you.</li> <li>Maintain physical distancing and good hygiene during the consultation.</li> <li>Follow ACT Government directives regarding the use of face masks.</li> <li>Use the COVIDSafe App.</li> <li>Take tissues with you.</li> </ul>	To be confirmed
If either of us has symptoms...	<ul style="list-style-type: none"> <li>Please do not attend an in-clinic consultation if you have symptoms of cold, flu, or COVID-19, or are required to isolate or quarantine in relation to COVID-19. Instead, if you feel well enough to attend, contact me by phone or email to change your appointment to a video (or phone) consultation.</li> <li>If I have symptoms or am required to isolate or quarantine, but feel well enough to work, I'll contact you to change your in-clinic consultation to a video (or phone) consultation.</li> </ul>	<ul style="list-style-type: none"> <li>Please do not attend an in-clinic consultation if you have symptoms of cold, flu, or COVID-19, or are required to isolate or quarantine in relation to COVID-19. Instead, if you feel well enough to attend, contact me by phone or email to change your appointment to a video (or phone) consultation.</li> <li>If I have symptoms or am required to isolate or quarantine, but feel well enough to work, I'll contact you to change your in-clinic consultation to a video (or phone) consultation.</li> </ul>	To be confirmed
Cleaning	<ul style="list-style-type: none"> <li>Where possible, I will regularly clean / sanitise hard surfaces after use, and open windows / doors to replenish the air in the office after each appointment.</li> </ul>		
Payment and Rebates	<ul style="list-style-type: none"> <li>Consultation and service fees are payable by debit / credit card and will be process through Halaxy. Payments by cash and eftpos are no longer accepted.</li> <li>You can provide or update your debit / credit card details by logging into your Halaxy Patient Portal, then selecting 'My Profile', then 'Payments'.</li> <li>Medicare rebates will be processed through Halaxy.</li> </ul>		
Referral documents	<ul style="list-style-type: none"> <li>If possible, please upload and share referral documents with me through your Halaxy Patient Portal, rather than sending them to me by email or bringing the paper documents into the office.</li> <li>To share documents through Halaxy, log into your Patient Portal, click on 'My Health', click on 'Notes', click on 'Upload a File', select the category as 'clinical', and 'Save'. Then click on the file, and select 'Share', select 'Dr Daniel Costin' from the drop down list, and 'Save'.</li> <li>I have also set up secure messaging so doctors can electronically share documents with me directly.</li> </ul>		