

## COVID19 update

We are changing the way we work and consult because:

- ENT surgeons and nurses are higher risk of getting COVID-19 when they examine or operate on the Ear nose and throat.
- ENT surgeons and nurses have a higher risk of dying from COVID 19
- People have higher chance of getting the virus if they have been to a hospital or clinic waiting room.

If you have had surgery in the last month there is no need to be concerned. There are no known cases of COVID 19 associated with our practice.

We are becoming a virtual clinic

All care will be delivered by telehealth or phone, there are certain criteria for this.

The physical clinic rooms will be shut other than to urgent patients.

Your GP can still refer using the standard process for routine matters.

You still need a GP referral to be able to be seen by a specialist and claim the consultation by Medicare

All non essential surgery, public and private will be cancelled until testing and appropriate protection is available for all.

All cancer surgery will continue as planned.

All Audiology has been cancelled including balance tests.

For appointments moving forward our rooms will be in contact with you to facilitate a telehealth or phone consult. Please have your preferred phone or email available.

If you have an urgent matter call the rooms as listed below but otherwise please allow our staff to be in contact via the normal channels and messaging system to avoid overwhelming staff.

At this time continue to adhere to all Government guidelines re **social distancing**.

Consider using community supports to stay in contact with people in other ways online, such as **Lifeline** or **Beyond Blue**. This may help throughout the pandemic as it is creating significant change and this can precipitate anxiety.

**Protect yourself and family further information.**

