

4 August 2020

Workers Health Centre Covid19 Protocol

The Workers Health Centre (WHC) is continuing to operate as close to normal as possible during the COVID-19 outbreak, taking account of any protective measures recommended by NSW Health. Our Covid19 protocols ensure stakeholders can have confidence that there will be service continuity and the high-level standards pursuant to the WHC's quality assurance framework will continue to operate during the pandemic.

Our consultants are highly experienced allied health professionals and apply common sense and their professional judgement in determining the best method of interacting with clients. During the pandemic consultants are utilising Zoom, teleconferences and other electronic meeting arrangements instead of face to face meetings with clients, insurers, and other medical professionals etc where practicable. In the event that they decide it is unavoidable to undertake face to face visits (e.g. when undertaking ADL's, Workplace Assessments and Functional Assessments) they follow the advice of NSW Health related to personal hygiene and infection protection.

All consultants are required to wear a surgical mask during all face to face consultations. Clients are also required to wear a mask. Consultants need to inform clients to wear a mask when attending appointments. Consultants need to ensure they have spare masks available should the client not present with a mask at the time of the appointment.

Clients will be screened utilising the following screening questions both in the lead up to the meeting and on the day:

- (a) **if the client or anyone in their household lives in or has visited identified NSW locations with COVID-19 cases classified by NSW Health for action. (see <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>)**
- (b) ***if the client or anyone in their household has travelled overseas in the past 14 days,***
- (c) ***if the client or anyone in their household has travelled from Victoria in the past 14 days,***
- (d) ***if the client or anyone in their household has been in contact with person with known Covid-19.***
- (d) ***if the client is showing any signs of sickness or anyone in their household (specifically symptoms of fever, sore throat or cough)***
- (e) ***that they advise you prior to the appointment if the above information changes***
- (f) ***if the client or other household members are considered highly vulnerable/immunosuppressed and have been advised by their treating doctor to avoid face to face contact***

In the interests of health and safety our Parramatta office remains closed and will only be open on an ad hoc basis until the situation changes. The Workers Health Centre is set up to operate remotely without any disruption to our day to day activities. This protocol will be continuously reviewed having regard for advice from NSW Health, SIRA, iCare, ARPA, APA, ASORC and other professional bodies applicable to our consultants. See the following links for the most up to date information from NSW Health.

<https://www.health.nsw.gov.au/Infectious/covid-19/update/Pages/message-secretary-july-23.aspx>

<https://www.nsw.gov.au/covid-19/latest-news-and-updates>

<https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules>

<https://www.nsw.gov.au/covid-19/how-to-protect-yourself-and-others/clinics>