

# INFORMATION REGARDING NOVEL CORONAVIRUS

Genea has been closely monitoring official advice regarding the Novel Coronavirus (COVID-19) and adopting best practice guidelines at all of our clinics.

In addition to advice from the [Australian Department of Health, which is updated daily on their official site](#) we would like to share further information about enhanced precautionary measures we have put in place across our clinic network.

The wellbeing of our patients and staff is always our priority and we ask for your assistance in order for us to continue to provide the best possible care at this time.

You may notice some changes in our reception areas, such as signage referring to our interactions with you, as well as hand sanitiser that we request you use upon entry. We've also temporarily removed magazines and some of our snacks.

Behind the scenes, we're also increasing the frequency and level of cleaning in all patient areas including bathrooms, waiting areas and clinical areas.

## What we need you to do:

1. Let us know if you, your partner, or your support person:
  - are experiencing any symptoms such as fever, headache, runny nose, cough, sore throat or shortness of breath, ahead of attending one of our clinics.
  - have travelled from, or travelled to (including transit through) a country considered to pose a risk of COVID-19 transmission within the last 14 days.
  - have had close contact with someone diagnosed with or suspected of having COVID-19 within the last 14 days.
2. Apply hand sanitiser gel on arrival to our clinic.
3. For the protection of patients and their families, please consider who needs to be with you at your appointments and procedures. In addition, we respectfully request that you do not bring children to the clinic at this time.
4. If you prefer not to attend the clinic, we can offer some appointments via phone/Skype. Please let us know so this can be arranged in advance.

We appreciate your cooperation during this time and we will continue to update you as more information comes to hand.

Please contact your Nursing Team if you have any questions or concerns.

Kind regards,

Kathleen Waite  
General Manager