



INFORMATION FOR INDEPENDENT MEDICAL APPOINTMENTS: COVID-19

As always, at mlcoa we put the health and safety of our people, customers and clients at the forefront of our thinking and actions. Like many other large Australian businesses, we are monitoring information and facts about the Coronavirus known as COVID-19 on a daily basis. We are using only the most reliable sources as the basis of our planning and decision-making and ensuring all our teams have the latest recommendations for delivering services and safeguarding those clients referred to our business.

As a business dealing in healthcare, we already have protocols in place to mitigate risk and look after our people, our customers and the people they are supporting with services. Outlined below are commonly asked questions during the current climate when an individual is asked to attend a medical assessment with mlcoa.

Frequently Asked Questions

If you have an appointment scheduled for an in-person assessment at an mlcoa office:

Q. Is mlcoa open for me to attend my independent medical assessment?

A. Yes. As at 07/08/2020 mlcoa offices remain open and will continue to be while permitted and practical. We are still available for traditional in-person assessments while paying the closest attention to social distancing recommendations and safety protocols in each of our locations.

Q. Am I still able to go to my independent assessment?

A. A screening will occur prior to you attending the appointment at our premises. You will not be able to attend our premises if any of the following applies to you:

- +** Anyone with a known exposure to COVID-19, including a positive diagnosis or close contact with someone who has had COVID-19
- +** Anyone if they have travelled anywhere overseas or interstate, with reference to current Australian and state Government advice
- +** Anyone feeling unwell, reporting symptoms of cold or influenza, including a cough, sneezing, sore throat, a fever or shortness of breath, or any of their family or household reporting symptoms of cold or influenza

If any of the above apply to you, we will work with you and your referrer to look at whether there are any alternate assessment methods for you.

This screening will also occur on arrival to an mlcoa office for all visitors (including support persons).

Q. Are their safety protocols in place to protect me if I go to an mlcoa office?

A. Yes. As above, you will be screened prior to, and on arrival to an mlcoa office, and if anyone is in attendance with you, they will also be screened.

If a visitor answers yes:

- +** We will call an internal hotline, which offers advice and support on next steps

- + You will be isolated, given a mask if available, and supported to travel home while mitigating risk
- + You will be encouraged to seek support from your medical practitioner via telephone, or to contact the national coronavirus COVID-19 hotline on 1800 020 080
- + The appointment does not proceed
- + Under discussion with the referrer we rebook the meeting once symptoms have abated and/or medical recommended quarantine period observed

Signage is in place at all our premises to support the message about travel, hygiene and symptoms.

Personal protection masks or tissues are in our reception areas for use, with 'at risk' visitors; and hand sanitiser provided wherever possible, along with handwashing facilities.

Q. Will I have to wear a mask or gloves?

A. For any visitors attending our premises in Victoria, a mask must be worn upon entry and if for some reason you do not arrive with a mask, we will be able to issue this to you. If you refuse to use the mask the appointment cannot proceed. For visitors to all other mlcoa locations, while we will not provide you with a mask or gloves for your consultation, we understand you may choose to bring these items with you to wear. mlcoa can assure you that good hygiene is practiced in all our offices and we encourage the use of sanitiser and/or the handwashing facilities. Signage also supports this practice throughout our office. Good hygiene practices are a key part in preventing the spread of contagious disease and mlcoa has strict protocols in place for both personal hygiene and the way we keep our office environment clean. This includes office cleaning guidelines and practices for our team and visitors

Q. Will the doctor be in the room with me?

A. If you come to an in person assessment the doctor will be in the room with you and all necessary safety precautions will be in place, including social distancing where practical, and use of safety measures such as hand washing, gloves and/or masks where an examination is required. Importantly please follow the doctor's advice during the appointment.

Q. Can I bring a support person with me?

A. While we understand you may want to bring a support person with you, given the importance of social distancing we must limit consultation numbers. We ask that this be flagged prior to your appointment so we can confirm if this can take place with social distancing requirements in our reception and consulting areas.

Q. Will social distancing be in place?

A. Yes. All consulting areas and waiting areas have strict protocol in place to ensure everyone can adhere to social distancing. This includes signage as well as tape marking key areas to assist.

Q. Will the offices be clean?

A. Yes. Good hygiene practices are a key part in preventing the spread of contagious disease and mlcoa has strict protocols in place for both personal hygiene and the way we keep our office environment clean. This includes office cleaning guidelines, practices for our team, and visitors. In brief:

- + Any face to face interactions will be conducted with high standards of hygiene, including hand hygiene, social distancing and cleaning
- + Signage is in place to support messages about travel, hygiene and symptoms
- + Hand sanitiser provided where possible and hand washing facilities are available for use

Q. I am self isolating what should I do?

A. Do not come to the mlcoa office. Contact your referrer and we may be able to look at alternate assessment methods such as telehealth, where appropriate.

Frequently Asked Questions

If you have an appointment scheduled via telehealth with mlcoa:

Q. Can I do my assessment from home?

A. In some instances we may arrange a telehealth assessment. A telehealth assessment allows you to connect with a medical specialist via a secure video conference link to undergo your independent medical assessment. It is just like a normal assessment, except you will be hearing and seeing the medical specialist via video. If you have been asked to attend a telehealth assessment please ensure your referrer has provided you with the mlcoa information sheet "*Telehealth – what you need to know about your assessment*".

Q. Will I still have a physical examination?

A. This will be determined by the doctor and if deemed necessary, we will advise how this will occur to ensure it is conducted safely and appropriately.

Q. I don't know how to set up a telehealth appointment?

A. That's ok, mlcoa have an information sheet that takes you through the steps so it will run as smoothly as possible. We are here to help throughout the process.

Q. Will my privacy and confidentiality be maintained?

A. All assessments undertaken via telehealth are private and secure to the extent possible, and not recorded. The same privacy and confidentiality requirements that apply to in person assessments apply to telehealth assessments.

Frequently Asked Questions

If you have any general questions about your appointment with mlcoa:

Q. I still have more questions and don't know where to go?

A. Simply contact your referrer to discuss and they will be able to assist.

Q. I want to know more information about mlcoa safety protocols during COVID-19

A. We understand people need information so we encourage you to refer to our parent company, Medhealth's website for further details around our plans, protocols and planning:
<https://www.medhealth.com.au/managing-covid-19/>.