

Coronavirus disease 2019 (COVID-19)

17 March 2020

Dear Patient

You may have noticed some changes at WPRS as we work towards keeping everyone safe during the current COVID-19 health situation. We provide the following information to help you navigate this time while ensuring our service to you remains as uninterrupted as possible.

We are instructing all visitors to our clinics to run through a pre-appointment triage to screen for the risk of exposure to Coronavirus. While we appreciate this may result in a small delay to your check-in, it is a necessary precaution we must take to ensure the safety of all patients and staff. More information regarding this process is provided below.

We also have increased our sanitising procedures and ensured that objects which could increase risk of transmission are removed from common areas.

I have an appointment, what should I do?

WPRS is following the government directed protocols for screening patients for risk of exposure to COVID-19. Staff will triage you on arrival to the clinic for your appointment, however if you would like to self-triage prior to your appointment, please answer the patient triage questionnaire on our website (www.wprs.net.au) to determine whether you should attend your appointment.

Alternatively, please call 03 5562 5330 and our staff will run through the pre-appointment triage protocol with you on the phone.

I have blood tests, xrays etc already organised, what do I do?

All medical providers will have their own protocols to reduce the risks. Please contact the radiology or collection service to confirm their protocol.

Ensure that you are attending either by yourself if possible, or with the minimum number of people. Ensure good hand hygiene after touching any common areas such as door handles, pens etc.

You will not need to wear a mask unless YOU are sick.

When you arrive home, wash your hands thoroughly with soap as the first thing you do. Do not eat, touch your face, or help others without washing your hands.

Warrnambool Plastic & Reconstructive Surgery

I am in hospital, do I need to be concerned?

Currently, there are no known cases of coronavirus in the hospital wards that our surgeons operate at.

Each hospital has been instructed to treat patients with a high degree of caution with respect to unnecessary contact and precautions. Hand sanitiser and simple hand washing, gloves, masks and eye protection are being utilised as necessary, in differing circumstances, depending on the risk profile.

Avoid unnecessary visitors and if visitors are attending, practice good hand and face hygiene and avoid hand shaking, and close contact. Preferably, ask your visitors to stay at home, or stay at least 2m away from you during their visit.

I am home from my recent surgery, what do I need to do?

Please self-isolate post operatively.

Use this time to recuperate, perform any exercises as directed by your surgeon, and avoid going to social events, gatherings, or leaving the home unnecessarily. Ensure that your visitors practice good hand hygiene, and limit visits to essential times only. Where possible, order essential supplies online, to avoid attending supermarkets.

What if I am required to self-isolate?

Please refer to government guidelines regarding self-isolation for the most up-to-date information.

As at 17 March 2020, if you have been overseas, you need to be isolated for 14 days from the day you returned.

If you have been in contact with a person with a confirmed COVID-19 infection while they were ill, you need to be isolated for 14 days after you last saw that person.

An exemption applies to those who must leave home to seek medical care. You are advised to wear a surgical mask or take care not to cough or sneeze on others.

If you have been directed to self-isolate and need to attend an appointment with us, please call ahead on 03 5562 5330.

I really do need to physically see my surgeon and team, what should I do?

If you have a medical concern that you feel needs review, please call and 03 5562 5330 and our staff will run through the pre-appointment triage protocol with you on the phone. If you have a medical emergency, please dial '000'.

If possible, any information that can be transmitted via email (such as photos of wounds) should be sent prior to attending.

Please be assured that your health and safety is our utmost priority. If you are concerned, please do not hesitate to contact us as the situation is evolving and our staff have been instructed on how best to cater for your needs.

Warm regards



Christopher Kiroff | Operations Manager | WPRS