

COVID-19

(Current as of 4th May 2020)

Please note that Podiatry is an essential service and not mandated to close under current guidelines. **We remain open and able to safely provide quality foot health care.**

We continue to monitor the current Coronavirus situation closely. The health and safety of our staff and all our customers are our key priority.

In the light of current advice please DO NOT attend our clinic if you have:

- any respiratory symptoms such as fever, shortness of breath, a cough and/or a sore throat
- been tested positive for COVID-19 or
- had close or casual contact with someone suspected of having COVID-19 or who has tested positive to COVID-19

If you have an existing appointment and the above applies to you please call 9310 5358 to reschedule.

Our online, telehealth consultations may be a solution for you. Please see our website for more information, including the variety of circumstances where these appointments are helpful.

As health care providers we routinely follow best practice in terms of hygiene, including the cleaning and sterilising each set of instruments after use.

In addition to our normal procedures we have also implemented the following for the foreseeable future:

- We have heightened the attention to personal hygiene including more frequent hand washing and the use of antibacterial gel around shared contact items.
- Our staff are all encouraged to practice social distancing with each other and our clients where practical. Within the treatment room podiatrists will wear gloves and may wear a mask if appropriate.
- Staff members with symptoms of a cold or flu will be asked not to come to work.
- Throughout the day our staff regularly disinfect and sanitise surfaces including the reception chairs, flat surfaces, HICAPS machine, high-touch surfaces such as door handles, chair armrests and light switches.
- We are encouraging customers to go contactless – to swipe their own private health cards through the HICAPS machine, not to pay with cash but where possible use PayPass to cover any consultation gap. This limits the handling of cash and avoid unnecessary shared handling of items.

With each of us doing our part, we can reduce the risk and adverse impacts to our staff, customers and community.

We thank you for your understanding and we will do our best to support your needs during this unprecedented time. We are working hard to ensure we can continue to support you in maintaining good foot health.