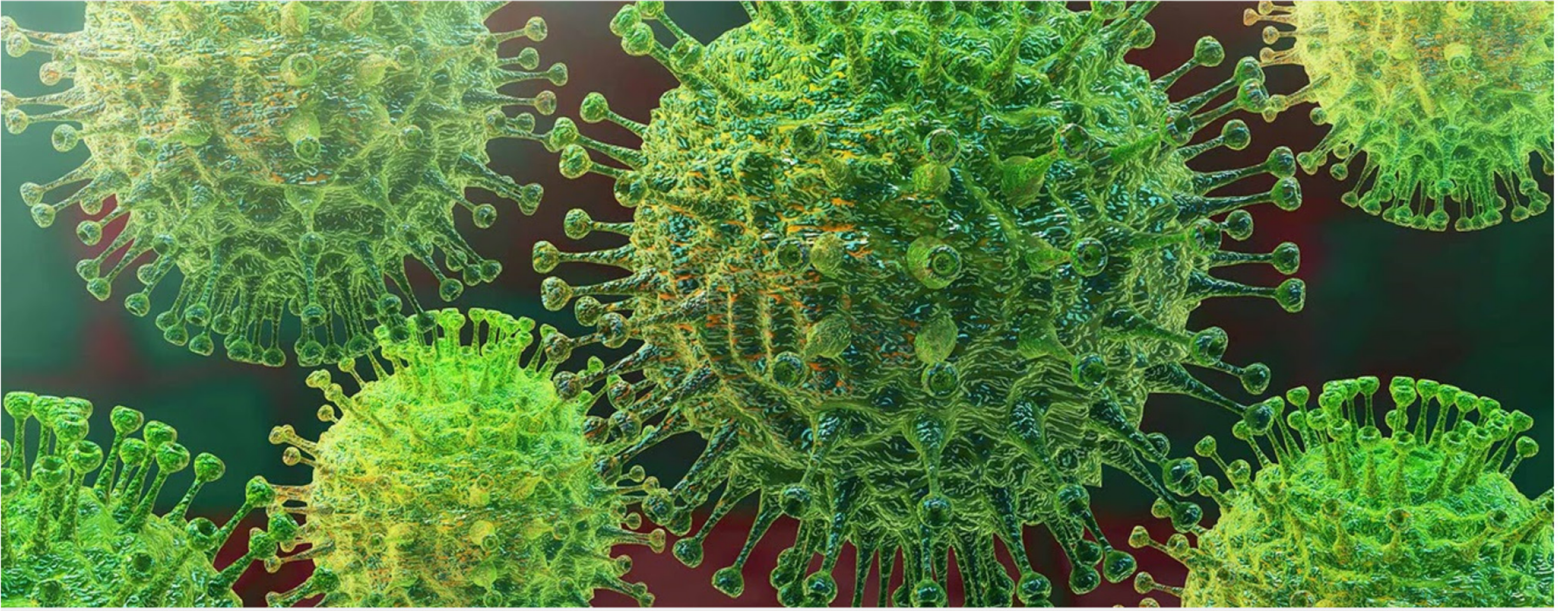


# COVID-19

NEWSLETTER MARCH 2020



Casey Hearing is monitoring the Coronavirus situation closely and we are listening carefully to the questions and concerns we receive from our patients.

I would like to reassure our people, patients and the broader community that Casey Hearing always had, and will continue to have, high clinical standards.

The recent events associated with Coronavirus have seen Casey Hearing develop an additional comprehensive policy specifically considering the virus. We are pleased to say we already had an infection control policy in place which has now been adapted by our team.

We consider you part of the Casey Hearing family and your health and safety, together with that of our team's, remains our highest priority.

We look forward to welcoming you on your next visit and will continue to update you on any further developments. If you would prefer not to come into the office for hearing aid batteries, these can be posted to you. Please call our office on (03) 9037 7010 to arrange this.

Repaired hearing aids can also be posted to you.

In the unlikely event that I may need to quarantine, we have a locum audiologist on standby to continue looking after our patients so there will be minimal interruption to you or the practice.

In the interests of our collective wellbeing, if you have or are at risk of having Coronavirus, please follow the DHHS guidelines

<https://www.dhhs.vic.gov.au/coronavirus>

If you have any further questions, we can be contacted at [caseyhearing1@gmail.com](mailto:caseyhearing1@gmail.com)

Kind regards

Khatija Halabi

MARCH

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# Ten ways to reduce your risk of coronavirus

- ✎ **WASH** hands often with soap and running water, for at least 20 seconds. DRY with paper towel or hand dryer.
- ✎ **TRY** not to touch your eyes, nose or mouth.
- ✎ **COVER** your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue cough or sneeze into your upper sleeve or elbow.
- ✎ **ISOLATE** yourself at home if you feel sick. If you take medication ensure you have adequate supplies.
- ✎ **PHONE** your GP first if you need medical attention. They will tell you what to do.
- ✎ **CONTINUE** healthy habits: exercise, drink water, get plenty of sleep, and now is the time to quit smoking. Call the Quitline 137 848.
- ✎ **DON'T** wear a face mask if you are well.
- ✎ **BUY** an alcohol-based hand sanitiser with over 60 per cent alcohol.
- ✎ **GET** the flu shot (available April).
- ✎ **SHAKING HANDS** is optional!



Find out more  
[www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)

If you are concerned, call the  
**Coronavirus hotline 1800 675 398 (24 hours)**  
 Please keep Triple Zero (000) for emergencies only

To receive this publication in an accessible format email [COVID-19@dhhs.vic.gov.au](mailto:COVID-19@dhhs.vic.gov.au)  
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## Self-assessment for risk of coronavirus (COVID-19)



### Additional information for healthcare workers and residential care workers

In addition to the above steps, the following information applies to healthcare workers and residential care workers who have direct contact with patients or residents.

**If you have an influenza-like illness**, which is a fever above 37.5 and symptoms of an acute respiratory infection (shortness of breath, cough, coryza and/or sore throat):

- do not go to work
- ring the COVID-19, 24-hour hotline 1800 675 398, or a GP or emergency department, to arrange for testing and appropriate care.

If you test negative you can return to work when well, at the direction of your treating doctor.

A healthcare worker who has worn appropriate personal protective equipment while treating a patient does not become a close contact as a result of that care. They may be a casual contact as a result of that care so should monitor themselves for 14 days.

\*The most common symptoms of COVID-19 are fever, cough, shortness of breath, muscle pain and fatigue.

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## Arrangements around Covid 19 at Casey Hearing

Your health and safety is our top priority at this time.

- From Thursday, there will be 15 minute gaps between appointments to reduce the number of people in the waiting area.
- Hearing aid batteries and repaired hearing aids can be posted to you, if required.
- Phone consultations can be arranged for review appointments.



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