

Protocol for clients that present with health issues or high temperature

Task:	Provide supportive responses to clients presenting with health issues and or high temperature
Responsibility:	All staff
Frequency/ Timing:	Each time a client is answers yes to a question, or temperature is tested. (ie: temperature above 37.5 degrees, cough, sore through, loss of taste or smell, body aches or the like)
First Response:	After supplying women with a mask, the following steps will consider respectful and supportive responses to clients while maintaining worker safety. May include providing information on nearest testing option / process. Support to arrange transport if needed. Following up / maintaining contact by phone. Planning a response / new contact once testing has been carried out.
Next Steps / Process:	<p>Provide client with detailed information on Hawkesbury COVID testing facilities</p> <ol style="list-style-type: none"> 1. The testing van that has been at Hawkesbury Hospital is now at HAWKESBURY SHOWGROUND AT CLARENDON. Now it is the same process meaning you can just present there with no referral. Info via Hawkesbury Hospital 4560 5555 Enter via gate 3 Racecourse Rd Clarendon. Mon – Fri10 am to 12:30 pm then 1:00pm to 3:00pm. This clinic requires you to go alone. 2. Now there is a DRIVE THROUGH testing facility behind Hawkesbury Family Practice, in the carpark, located at 86 Lennox St Richmond. This is run by Laverty pathology and requires a doctor’s referral. You must also stay in your car. This operates 8-12 mon to Friday. Ph Laverty 45787898 or Ph Hawkesbury Family Practice 45789399 3. Medicare card is required for both to be free otherwise a charge will be incurred. Approximately \$110 (financial assistance can be provided if a client does not have a Medicare card). 4. Kath Willes Practice manager has agreed to assist. If someone presents and needs testing and the online bookings are full for the day at Windsor. Call Kath and she will make sure that it can be done that day: 4577 5622. This clinic is in Windsor and does not require a referral. Attending alone is proffered but not essential. https://www.nbmphn.com.au/Community/Coronavirus? <p>It is recommended if sending clients or needing to go yourself to one of these that you ring beforehand to make sure, all info is still current.</p> <p>As required, The Women’s Cottage will:</p> <ul style="list-style-type: none"> • Pay for train or taxi to attend clinic. • Maintaining contact with client by phone. • Plan a response / safety plan / new contact once testing is carried out. • Provide funds for accommodation and/or arrange for a police / hospital response if it is not safe to go home until longer terms options can be arranged.