

# PATIENT INFORMATION

## How South City Health will Manage Covid in the Community

As @ January 2022

### Government Traffic Light System

GREEN – Business as usual – no restrictions

ORANGE – Business as usual – limiting waiting room chairs + masks

RED – Business as usual – with further restrictions on numbers in clinic

### SCH Triage System – following traffic light above

## ORANGE

Reception triage Questions

Do you have any cough, sore throat or other cold/flu like symptoms?

Have you been in contact with a known positive Covid case?

Have you been to a place of interest?

Are you vaccinated for Covid?

Are you able to wear a mask?

GREEN

*If you have no symptoms & are vaccinated & able to wear a mask:*

Process:

- 1) Appointments booked as usual
- 2) Patients can wait in waiting room

AMBER

*If you have no symptoms BUT are either unvaccinated OR unable to wear a mask OR have been in contact / been to a place of interest:*

Process:

- 1) Appointments can be booked as usual
- 2) You will be asked to call or come into Reception & check in
- 3) You will then be asked to remain in your car / outside until the Clinician is ready
- 4) When the clinician is ready, the clinician will call & discuss / invite you in – reducing time you are in the clinic/waiting room and exposure (if it is necessary for you to be in clinic)

RED

*If you ARE symptomatic in any way (including hayfever, sinus):*

Process:

- 1) You will be offered ph/video consult with Dr only
- 2) If the Dr requires you to be seen in person – the Dr will book you in clinic with a Dr on-site & the isolation room
- 3) You will be directed to park around the back of the clinic & call reception to be checked-in
- 4) The Dr to gown up and see you either in the red room using the outside door or outside in your car if applicable
- 5) You will be directed NOT to go to reception or elsewhere until no longer symptomatic