

Title:	Nurture Family Health & Dental Centre – Position Statement
Document Date:	03/03/2022
Audience:	All Nurture Family Health & Dental Centre patients, visitors, employees, and service management
Summary:	The following position statement will come into effect from Friday 4th March 2022 for all Nurture staff, practitioners, visitors, and will explain how we will facilitate and continue care to all our patients.
VERSION: 4	Covid Cases in Townsville / mask restrictions changing

IMPORTANT PLEASE READ WHOLE DOCUMENT.

Nurture Family Health & Dental Centre is a registered private medical facility, which has worked hard over the past 7 years to provide comprehensive health care to families across Townsville and surrounding regions.

Nurture Family Health & Dental Centre has put in place the following policies & procedures to ensure that our patients can continue to access the health services we provide.

All staff, practitioners, patients, and visitors aged 12yrs and older will be required to wear a mask to enter Nurture.

- Nurture will no longer be asking patients or visitors to check in using the “Check in QLD” app
- Nurture will no longer be asking patients to show their vaccination status upon entry to the practice.
- Nurture will continue to have the doors locked and entry will remain through the back carpark entry (Oxford Street)
- Nurture will continue to screen for symptoms.
- Nurture will require all patients and visitors to adhere to the mask policy above. If you are unable to wear a mask (i.e., medical exemption), we will provide you with an alternative consult area to carry out your treatment or service where appropriate.

The processes are in place to protect our staff, practitioners and vulnerable patients and to ensure we can continue to provide comprehensive health care to all of our patients.

We strongly encourage the use of Telehealth services with practitioners where possible. However, we understand this is not always possible with some of our services, therefore we will endeavour to continue to provide your care as above.

Children’s therapy sessions will be dealt with on a case-by-case basis if you have chosen not to wear a mask and your child attends therapy sessions at Nurture, telehealth may be available. As stated, this will be revised on a case-by-case basis and if it is appropriate for your child’s therapy. We have vulnerable patients and practitioner’s that may not be able to facilitate your usual sessions. Please reschedule your appointment if anyone in household is unwell.

Medical Patients: If any patient presents **with** any Covid 19 symptoms (no matter how mild) to see our practitioners, we ask that you please remain in your airconditioned car until the practitioner is ready to see you or Nurture can organise telehealth for eligible patients. Our practitioners will treat you in an alternate consult area.

Allied Health Patients: If a patient presents to see an allied health practitioner with any Covid 19 symptoms (no matter how mild), you will be asked to reschedule your appointment and will be encouraged to go and be tested by Qld Health, or have a RAT (Rapid Antigen test)

Covid 19 most common symptoms include

Fever	Headache, aches & pains
Cough	Rash on the skin
Tiredness	Discolouration of fingers or toes
Loss of taste & Smell	Red or irritated eyes.
Sore throat	

More serious symptoms include

Difficulty breathing or shortness of breath, loss of speech or mobility or confusion & chest pain. It does not matter how mild your symptoms may be, please get tested.

Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility. People with mild symptoms who are otherwise healthy should be able to manage their symptoms at home. If you are unsure, please contact the below number:

Contact type:
Department of Health

Telephone:
1800 020 080

On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Finally, Nurture has a **ZERO tolerance to abusive behaviour** and patients will no longer be seen at Nurture if they are abusive towards staff. This Covid position statement will be reviewed on a regular basis during the next phase of the pandemic, and we will adjust according to the current situation in Townsville.

Important Notes:

All patients and visitors over the age of 12, are required to wear a mask to enter Nurture.

All payments can be made over the phone or via direct debit and a receipt will be emailed to you to claim your rebate from your health fund or Medicare. Until payment of outstanding account is made, no further appointments can be made as per our policy.

Any patient will not be permitted entry into Nurture if they have any symptoms of Covid-19 **NO MATTER HOW MILD.**

Nurture thanks you for your patience and understanding in this matter. If you have any questions, please contact the Practice Manager by email admin@nurturehealthcentre.com