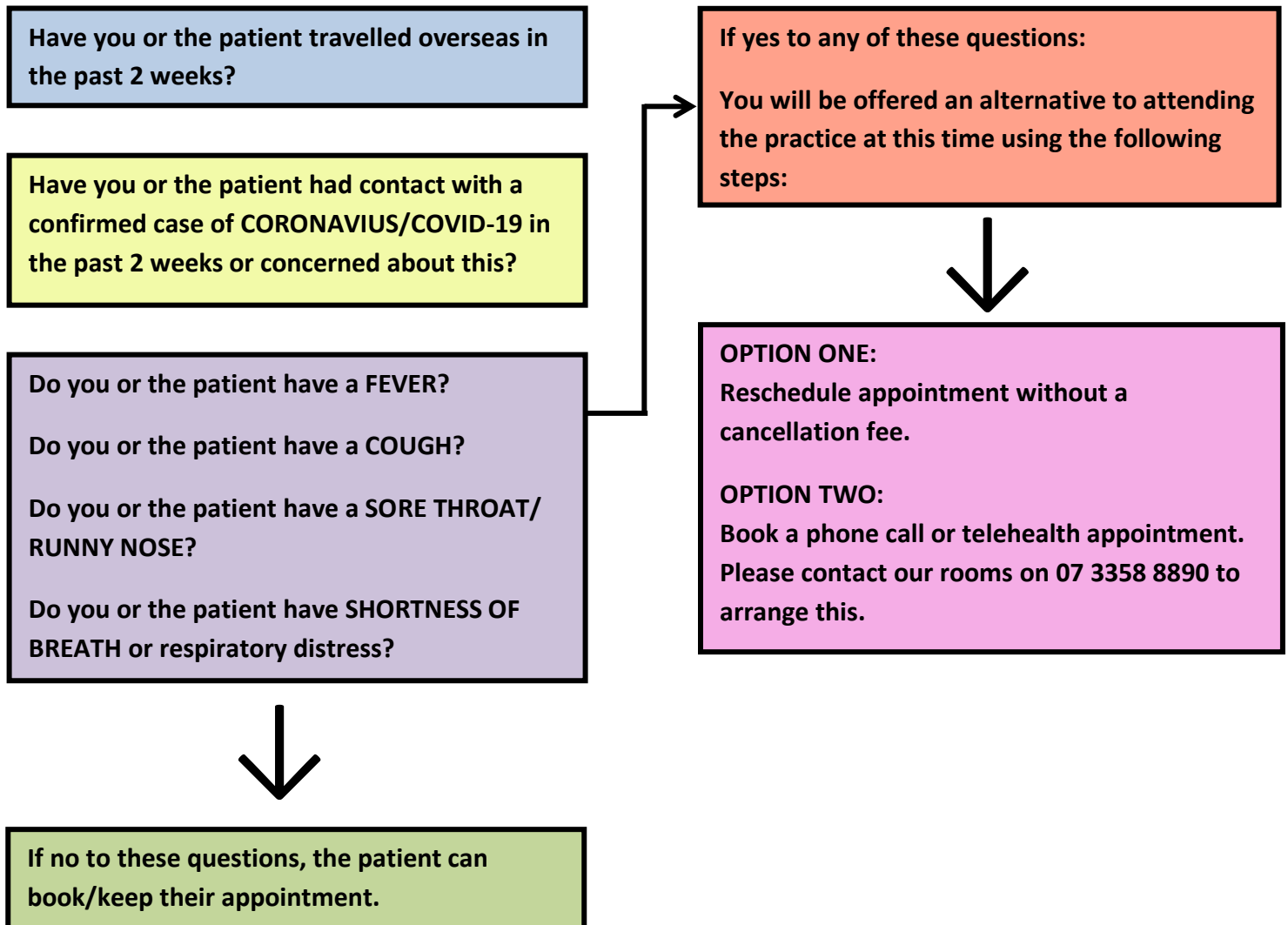


Critical Reception Questions

Administration staff must ask these questions in this order for consistency with patients to minimalise the impact of panic, miscommunication and risk for staff and other patients.



Walk in patients

Administration staff must ask these questions in this order for consistency with patients to minimise the impact of panic, miscommunication and risk for staff and other patients.

We ask each patient and associated others walking in to the practice to:

Use the hand sanitiser on the reception counter

Be screened with the CRITICAL RECEPTION QUESTIONS

If any of the questioning is positive:

You will be calmly asked to wait in your car or outside away from other people until a doctor is available to see you.



We will check your mobile number, and car model and colour.



**If you are visibly unwell and require urgent attention:
you will be directed to Mater Emergency or an ambulance will be called.**