

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.

Have you or the patient travelled overseas in the past 2 weeks?

Have you or the patient had contact with a confirmed case of CORONAVIUS/COVID-19 in the past 2 weeks or concerned about this?

Do you or the patient have a FEVER?

Do you or the patient have a COUGH?

Do you or the patient have a SORE THROAT/RUNNY NOSE?

Do you or the patient have SHORTNESS OF BREATH or respiratory distress?



If no to these questions, the patient can book/keep their appointment.

If yes to any of these questions:

You will be offered an alternative to attending the practice at this time using the following steps:



OPTION ONE:

Reschedule appointment without a cancellation fee.

OPTION TWO:

Book a phone call or telehealth appointment. Please contact our rooms on 07 3358 8890 to arrange this.

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Walk in patients

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.

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.

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