

**> BE COVID SAFE.  
HELP NSW STAY IN BUSINESS.**



## Your COVID-19 Safety Plan

### General practice and other primary health service providers

#### Business details

Business name	Western Imaging Group
Business location (town, suburb or postcode)	Blacktown
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#### Wellbeing of staff and patients

**Exclude staff who are unwell from the premises. Communicate regularly with staff to remind everyone that you should not attend work if unwell with respiratory symptoms or fever. Encourage testing of all staff with symptoms in line with advice from NSW Health.**

All employees are aware they are not to attend work if unwell with symptoms and are to get tested immediately and follow advice from NSW Health. All patients are questioned when making an appointment or presenting for an examination if they are showing any symptoms; if the answer is yes, they are directed to get tested immediately and follow advice from NSW Health.

**Make staff aware of their leave entitlements if they are sick or required to self-isolate.**

All employees are made aware of their leave entitlements. If they are unsure, they are aware they can call our accountant who can inform them of their entitlements.

### **Request that patients call ahead if they have symptoms of COVID-19.**

Our website states that patients are to call ahead if they are showing any symptoms of COVID-19. Anyone showing symptoms, or awaiting results of a COVID-19 test, are asked not to enter any of our locations.

**Have a management plan in place for patients (and carers/family members of patients) presenting with COVID-19 symptoms, including appropriate separation from other patients and requirement to wear a mask. It is important that all patients presenting with relevant symptoms undergo a COVID-19 test to help with the early detection of cases.**

All patients and visitors must answer a set of questions including:

Are they experiencing any COVID-19 symptoms?

(If yes, they are asked to leave the practice and get tested; if they are on the phone, they are asked to get tested and informed that an examination cannot be carried out until a negative test result is produced)

Are they fully vaccinated?

(If yes, and they are not displaying any symptoms, the examination is carried out, or booking is made; if no, they are required to be tested, and a negative result produced before booking can be made or examination performed)

If they are not fully vaccinated, have they had a negative COVID-19 test performed within the last 72 hours, or a negative rapid antigen test performed that day?

(If yes, examination is booked, or performed; if no, they must produce a negative result before examination can be booked or performed)

Have they been directed to self-isolate?

(If yes, we cannot book an appointment or perform examination until NSW Health has directed the patient they no longer need to self-isolate; the above conditions will also have to be met)

### **Display conditions of entry (website, social media, venue entry).**

Our website lists conditions of entry as such:

The patient is not displaying symptoms of COVID-19

A face mask must be worn

Visitors are limited i.e. Children under the age of 18 years are to be accompanied by one adult only in the waiting room and examination room (where radiation does not apply), adults requiring assistance with mobility or communication can have one person present with them in the waiting room and examination room (where radiation does not apply), patients presenting for pregnancy ultrasound can have one person present with them in the waiting room and examination room. All other patients will not be permitted to have a visitor with them, and visitors will be requested to remain outside the practice.

There are also signs posted in the waiting room areas to inform patients of the above.

### **Encourage staff to access COVID-19 vaccination.**

All staff have been mandated to have the COVID-19 vaccination.

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## Physical distancing

**Where reasonably practical, ensure staff and patients maintain 1.5 metres physical distancing at all times. Where possible, assign staff to specific workstations. If staff are not able to physically distance, or work in a role with significant patient interaction, they should follow mask advice while in the workplace, except when working alone. If there is active community transmission, general practitioners should wear a mask for all clinical encounters and general practices should refer to NSW Health guidance that may require mask wearing by general practice staff.**

All staff are required to wear a face mask, unless in an office alone. Radiologists wear a mask for all clinical encounters.

Markers have been placed on the floor in the waiting room to indicate where patients are to sit, or stand when queuing. Staff monitor the waiting room regularly.

**Reduce crowding wherever possible and promote physical distancing, for example by appropriate spacing of chairs or using markers on the floor, where appropriate.**

Chairs have been removed from the waiting room and the remaining chairs have been spaced out to promote physical distancing. Markers are placed on the floor to make people aware of where to stand when waiting in a queue. Patients and visitors are asked to wait outside the practice if necessary.

**Consider ways to minimise congestion in the waiting room, for example by moving or removing seats and furniture, having patients wait elsewhere if possible, staggering bookings and limiting walk-in patients.**

Chairs have been removed and the remaining chairs spaced out. Patient are also asked to wait outside to prevent crowding.

**Consider physical barriers such as plexiglass around counters with high volume interactions with patients.**

Plexiglass barriers have been installed in reception areas.

**Encourage telehealth appointments where practical.**

Telehealth appointments are not applicable to diagnostic imaging.

**Use telephone or video for essential staff meetings where practical.**

Zoom is being used for any essential meetings where there is a high volume of staff.

**Where reasonably practical, stagger start times and breaks for staff members and encourage breaks to**

**be taken outside. Ensure physical distancing is maintained in common areas, such as break rooms or meeting rooms. Surgical masks should be worn where physical distancing cannot be maintained.**

Break times are staggered and masks are worn by staff.

**Review regular deliveries and request contactless delivery and invoicing where practical.**

Contactless delivery is requested where practical.

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## **Hygiene and cleaning**

**Adopt and support good hand hygiene practices.**

All staff are required to maintain good hygiene. Signs are placed in staff and patient bathrooms reminding of the importance of hand washing.

**Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.**

Bathrooms are checked twice daily for soap and paper towel levels.

**Have hand sanitiser at key points in the practice, such as entrances and exits, patient rooms and waiting areas.**

Hand sanitizer is provided throughout the practice for staff and patients, including at reception and in examination rooms, and within each office.

**Ensure staff wear PPE appropriate to the patient presentation and in line with the most recent advice from NSW Health. Ensure staff complete relevant PPE and infection prevention and control training. There are resources available from the Department of Health, the Australian Commission on Safety and Quality in Health Care, and the RACGP.**

Doctors wear PPE appropriate to the patient presentation.

**In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).**

Air conditioner filters are changed regularly. It is not possible for us to change air conditioner settings and our windows do not open.

**Clean frequently used indoor hard surface areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.**

Reception surfaces are cleaned several times per day. Examination rooms surfaces are cleaned

after each patient.

**Maintain disinfectant solutions at an appropriate strength and use in accordance with the manufacturers' instructions.**

All disinfectant solutions and wipes are medical strength and used in accordance with the manufacturer's instructions.

**Staff should wash hands with soap and water before and after cleaning.**

Staff are required to wash hands before and after cleaning.

**Encourage contactless payment options.**

Contactless payment is encouraged by reception staff.

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## **Record keeping**

**Keep a record of the name, contact number and entry time for all staff, patients (including all people who accompany a patient to an appointment) and contractors for a period of at least 28 days. Contact details should be collected using a contactless electronic method such as the NSW Government a QR Code system or similar. Ensure it is possible to distinguish between in-person and telehealth appointments.**

Note: A person entering any health or medical facility, other than a pharmacy, as a patient, is not required to provide contact details under the *Public Health (COVID-19 Gathering Restrictions) Order (No 2) 2021*.

QR codes are provided at entry points and reception areas and all patients are asked to check in. Patients who are unable to check in via QR code are checked in by staff using the Business online check-in form.

**Processes should be in place to ensure that people provide the required contact information, such as by checking phones for the green tick to confirm they have checked in (keeping 1.5m physical distance between staff and patrons). QR codes should be clearly visible and accessible including at entrances to the premises.**

QR codes are clearly placed at entry points and reception areas. All patients are asked to check in and show the green tick to staff.

**If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If it is not possible for check-in to occur, keep a record of the name, contact number and entry time for all staff, customers and contractors for a period**

**of at least 28 days. These records must be provided in an electronic format such as a spreadsheet as soon as possible, but within 4 hours, upon request from an authorised officer.**

If a patient is unable to provide contact details, those details are obtained from another person. Our patient records require contact details for all patients and are kept on our RIS.

**General practices and other primary health service providers should consider registering their business through [nsw.gov.au](https://nsw.gov.au)**

We are registered as a COVID safe business.

**Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.**

We will cooperate with NSW Health and follow all advice, and notify SafeWork NSW.

**I agree to keep a copy of this COVID-19 Safety Plan at the business premises**

Yes