

Medical Alert: COVID-19

At Vitalis Family Medical Practice, we take our patients' health very seriously, and therefore, in accordance with the Australian Public Health advice, we have put in place the following robust plans to protect our patients and our practice team:

1. Any patients experiencing symptoms of fever and/or cough, runny nose, sore throat, shortness of breath OR you are well and have travelled abroad in the past 14 days, please call the practice to arrange a telephone consult with one of our doctors.

2. As of Friday 13th March and until further notice, we will be not be seeing walk in patients, in order to minimise the risk to other patients as well as our staff. We ask that you call our reception before presenting to the practice and we will arrange a suitable appointment or a triage process depending on your needs. Please like our Facebook page to get regular updates or visit our Website <http://www.vitalishealthcare.com.au>

3. When calling for an appointment, our reception will ask a series of questions that will help determine if you are suitable for an appointment to see one of our doctors or whether you require a telephone consultation.

Please note that this telephone service is **only** available during the Coronavirus outbreak

We appreciate your cooperation during this time and trust that you understand the precautions we are taking are in our patients' best interests.

Where can I get more information?

- Coronavirus Health Information Line: 1800 020 080
- Public Health Unit: 1300 066 055
- Public Health Information: 1800 004 599
- Healthdirect hotline: 1800 022 222
- Australian Government Department of Health website: www.health.gov.au