

Information for Referrers and Key Partners

(2 pages)



We are Open for Business

AccessHC will remain open during the COVID-19 Pandemic. Our intake teams are still taking referrals.

Call us on [9810 3000](tel:98103000)



Checking for COVID-19 symptoms

Before your appointment we will check that you don't have COVID-19 symptoms and find the safest way to care for you and your family. We are also screening our staff for their risk as well.



We are using telehealth

Where possible and where it is clinically safe, we are offering clients and patients appointments via telehealth. Clinical safety and privacy are our key priorities here.

	Medical	Dental	Adult & Child Allied Health	Mental Health, AOD & headspace	Camcare	Community Programs	Carer Respite	Health Promotion
Outreach & Home Visits	N/A	Outreach suspended	Essential outreach services for children available following risk assessment. Adult services available following risk assessment Phone advice and telehealth for clients where outreach can't be provided.	Limited community outreach available following risk assessment. Needle and Syringe program open.	Most outreach (Integrated Family Services and Parent Outreach Support) services provided via telehealth. Outreach offered where necessary and safe.	Volunteer transport services suspended.	Flexible respite still available. No excursions or outings.	Promoting Testing & COVIDSafe practice in community. Webinars and videoconferencing being used.
Onsite Services	All patients screened for COVID-19 symptoms & risk factors. We are using telehealth phone / video appointment system. Face to face consults with GP or Nurse only available if deemed	Providing problem based dental care. Routine care that is likely to create aerosols deferred. Triage & Telephone consults. Limited clinical interventions. Suspected or positive COVID-19 cases being	Child Services Primarily telehealth Essential face to face services offered based on result of risk assessment. Adult Services Clients offered services face to face or via telehealth based	All clients risk screened for COVID-19 & suitability for telehealth. Clients offered services via telehealth, or face to face if required (based on result of risk assessment) headspace: GP telehealth bookings available online.	Community Info & Support and Emergency Relief appointments ongoing based on risk screen. Wellbeing Counselling and Case Management continue via telehealth.	All Neighbourhood House Programs being provided virtually though phone or video. Men's Shed is available online. every Wednesday and Friday. Call 9840 1681 to register. Childcare is available on Monday,	Some Social Support classes based at Richmond-Art/Drawing, Tai Chi, Qi Gong, Gentle Yoga and Gentle Exercise being provided virtually through video. Centre based carer respite remains open based on risk assessment. Transport based on risk screen for client & staff.	Wednesday Drop in Lunch suspended until further notice.



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COVID-19
Service
Updates

necessary by
doctor.

referred to
hospital

on result of risk
assessment.

Wednesday and
Thursday. Call
[9819 2629](tel:98192629) to
enrol

Online bookings
available for phone
appointments only.
Call 9810 3000 to
make video
appointment or if
you are a new
patient.

Group Programs		Groups via Telehealth and Clients being offered phone based contact or home-based alternatives. No face to face groups currently available. Groups are running online only.						
Referrals?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes