



# We are Open

## But some of our services have changed

Current at 31 March 2020

<p>We will call you before your appointment to check risk of COVID-19 &amp; find the safest way to care for you &amp; your family.</p>	<p>Where possible, we are providing appointments using phone or video link.</p>	<p>We can still see you in our clinics when this is the best and safest way to provide you &amp; your family with care.</p>

### Medical Services (GP and Pathology)

- Our medical practice in [Richmond](#) and [Hawthorn](#) is open and providing services to patients. We are providing services by video and telephone where possible. A doctor will call you before your appointment to assess if you need to come into the clinic.
- Telehealth is bulk billed with Medicare card. Otherwise it is \$40 for a standard telehealth consultation.
- We have moved to a telehealth appointment to keep staff and the community safe. Your GP will then determine if a face to face consultation is needed such as immunisations.
- Please call [9810 3000](tel:98103000) and press option '1' to make an appointment.
- Our pathology services provided by 4Cyte Pathology remain open.

### Dental Services

- Our [dental practice](#) is open, but we the treatments we can provide are limited.
- Please call [9810 3000](tel:98103000) and press option '2' to make an appointment.

### Mental Health & Alcohol and Other Drugs (AOD) Service

- Our [mental health](#) and [AOD treatment services](#) are open and providing services using telephone or video link where possible. We are still providing services face to face. Your clinician will call you first to discuss the best way to provide you care.
- Our Needle & Syringe Program (NSP) remains open at [Hawthorn](#) and [Doncaster East](#).
- Our group programs have been suspended, but staff can provide phone support.
- Please call [03 9810 3070](tel:0398103070) to make an appointment or visit [www.thefirststop.org.au](http://www.thefirststop.org.au)

## Child Allied Health & Early Childhood Intervention Services (ECIS)

- Our [Child & Family](#) and [ECIS](#) team are continuing to support children and their families through telephone and video link. Your clinician will call you first to discuss the best way to provide your child and family with care.
- All our clinical and parenting groups have been cancelled.
- Please call [9978 8698](tel:99788698) for more information and to make an appointment.

## Allied Health services for Adults

(Physiotherapy Podiatry, Dietetics, Occupational Therapy, Speech Pathology, Audiology, Diabetes Education)

- Our Allied Health Professionals are still seeing clients but are doing this by telephone or video link where possible. We are working hard to see time-critical patients as soon as possible to prevent hospital admissions. Our can sometimes provide you services in your home. Your clinician will call you first to discuss the best way to provide you care.
- All of our exercise and clinical groups have been suspended, but our staff can provide you with phone support.
- Please call [9810 3000](tel:98103000) and press '3' to change an appointment or press '4' for new appointments.

## Neighbourhood House and Men's Shed Programs

Our Neighbourhood House and [Men's Shed](#) programs have finished for the holiday break. We are planning for a revised program commencing on April 14<sup>th</sup>.

## Carer Respite

- Our [carer respite](#) service is open and providing respite for people in their homes and at our centre in Richmond. Our staff will contact you first to discuss the best way to provide you and you loved ones with care.
- We have suspended all excursions until further notice.
- Please call [9810 3000](tel:98103000) for more information, or to arrange respite.

## Camcare Services

- Camcare's Emergency Relief and Community information & Support services are still running but are only available between 10am-2pm Monday - Friday.
- Counselling services are open and providing services using telephone or video link where possible. We are still providing services face to face. Your clinician will call you first to discuss the best way to provide you care.
- Integrated Family Services and Parent Support programs are supporting families via phone or video link. Your worker will call you first to discuss the best way to provide your child and family with care.
- For more information, visit [Camcare](#) or call [9831 1900](tel:98311900).

## Health Promotion

- Health Promotion services in the community have been suspended, but support is available using telephone and video link. Community training is still being offered through webinars. The Health Promotion community grants round is still open.
- For more information email [health.promotion@accesshc.org.au](mailto:health.promotion@accesshc.org.au).

### Protecting Yourself & Others

- ✓ Wash your hands with soap & water or alcohol hand rub with at least 60% alcohol.
- ✓ Keep 1.5-2 metres distance from other people.
- ✓ Cover coughs & sneezes with a tissue or in your bent elbow. Throw used tissues away.
- ✓ Only leave your house for essential reasons like grocery shopping or medical appointments.
- ✓ If you think you have coronavirus call [1800 675 398](tel:1800675398) for advice on what to do.