



THE
HOBART
CLINIC

Excellence in Mental Health

Consumer Information - Coronavirus update as at 10 August 2020

Over the last few months, many changes have had to occur at The Hobart Clinic (the Clinic) due to the potential impact of the Coronavirus (COVID-19) Pandemic. Some restrictions on how the Clinic can operate are starting to ease, we continue to be guided by the Tasmanian Government and Public Health Department. Our focus has always been and will continue to be about the safety for our patients, staff, and approved visitors.

Visitors

- In late June, we increased our visitor policy from 1 to 3 visitors per patient at any one time
- Our visiting hours are 2pm – 6pm; social distancing requirements are still in place (1.5m or two arm lengths)
- All visitors will be required to use Alcohol Based Hand Rub on entry and exit of the Clinic, be temperature tested and answer the Screening Questions
- Visitors are not to attend the Clinic if they are acutely unwell, e.g. cold type symptoms, fever, or fever over the past couple of weeks, sore and itchy throat, fatigue, cough
- If your Visitor is unsure about whether they can or should attend the Clinic, please ask them to contact the Clinic who will provide guidance
- We strongly encourage all our inpatients to continue to remain in contact with their friends, family and carers via phone calls and if possible, video calls as a way of staying in contact.

Inpatient Leave

- Only your treating Psychiatrist can approve day leave, please speak with your doctor if this is required.

During Your Inpatient Stay

- If you do develop cold type symptoms, or symptoms that may indicate you have COVID-19, you will be isolated immediately in your room or our designated isolation room.
- Nursing staff will provide you with instructions and a surgical mask
- Nursing staff will contact your psychiatrist and a discharge plan will be commenced in consultation with you
- Your psychiatrist will work with you as an outpatient, via e.g. telemedicine / phone or video calls
- Unfortunately, you will not be able to be readmitted, until you have been medically cleared.

Outpatient Consultations

- Please be aware that once you are discharged from the Clinic and are followed up by your Psychiatrist, the Clinic has limitations on the number of face-to-face consultations that are to occur each day
- The number of our outpatient face to face consultations is limited, but our Psychiatrists are still using telehealth (telephone and video calls), so this is another way you can remain connected with your Psychiatrist
- Depending on number of people in our waiting room, you may be asked to wait in your car when you arrive. When it is time for your appointment, one of our staff will come out to get you or call / text you on your mobile phone. This is to comply with social distancing requirements
- Screening questions and temperature testing are in place for all people entering the Clinic
- Your Psychiatrist will discuss with you your ongoing care needs and preferences.

Day Programs

- Our day programs for face to face at our Rokeby Clinic have commenced
- We are also holding face to face day programs at our Collins Street Clinic



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- When appropriate, the Clinic is continuing with Zoom (video), for some of our programs, this has been based on practicalities re: social distancing requirements and your feedback to continue with video sessions
- If you would like more information about Day Program options, please speak with a member of the Programs team and check out The Hobart Clinic website for updates.

General Information

Infection Control

- We have maintained our expanded cleaning program to accommodate the need to clean more frequently, such as high touch surfaces
- Cleaning staff have put in place a calling card to let you know when your room is cleaned.
- If you have any concerns about the cleanliness of your room or have any special requests, please talk with your nurse who will let the Domestic Supervisor know
- To assist our Cleaners, please remember to remove any items off the floor and clear items from the bathroom vanity
- As restrictions are eased, it is still important to practice good hygiene, with regularly washing your hands, and cough / sneeze etiquette and of course the 1.5m social distancing rule (where practicable).

Dining Room

- As it is still recommended by the Health Department to maintain 1.5m social distancing, we will be continuing with our current processes of meal trays
- All patients have a choice of where they would like to eat their meals, e.g. dining room, bedroom, outdoors (when we have nice weather)
- If you have any food preferences, re: diet and/or allergies, please remember to let the nursing staff know and you can always have a chat with our Chef – Marilyn.

Medication Room

- Thank you for being patient and understanding regarding the changes that the Clinic had to put in place for the administration of medications, we know there have been delays with receiving your medication
- Our medication room was too small for nursing staff to work safely and our expanded medication room is almost finished. Thank you for your patience, especially with the noise.

Art and Exercise

- Improved access continues re: variable hours to the Art Room
- Yoga classes and massages restarted (July 2020), Yoga is held on Wednesday morning at 9am
- Vicki our personal trainer is still attending the Clinic. If you have not attended one of Vicki's classes, please do
- Our therapy dog Maya, has not returned officially back to the Clinic, Delta Dogs who run the dog therapy program are currently completing their Worksafe plan for their human and furry clients, hopefully we will see Maya and her handler really soon
- If anyone has any other ideas, suggestions, better ways of providing services for you, please talk to one of the Programs staff, or you can have a chat with the Quality Manager, Alison, or complete a feedback form near that are located with our consumer feedback boxes.

If you have any questions about this information leaflet, please talk with your nurse and thank you for your patience and understanding