

THE  
HOBART  
CLINIC

*Excellence in Mental Health*

## Consumer Information - Coronavirus update - 6 October 2020

In 2020, 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 will always be guided by the Tasmanian Government and Public Health Department. Our focus has always been and will continue to be about the safety of our patients, staff, and visitors.

### Information for Inpatients, Day Program clients, Outpatients and Visitors

- Our visitor policy remains at three visitors per patient at any one time, visiting hours remain in place from 2pm – 6pm
- Social distancing requirements where practical are still in place (1.5m or at least two arm lengths)
- All visitors are expected to practice good hand hygiene and use the Alcohol Based Hand Rub on entry, throughout their visit and on exit from the Clinic
- All people who want to enter the Clinic will be temperature tested and must answer the Screening Questions
- Visitors are not to attend the Clinic if they are acutely unwell, e.g. cold type symptoms, fever, fever over the past couple of weeks, sore and itchy throat, fatigue, or cough
- **New screening questions** have been added to what is already asked by our staff. You will now be asked if you have any 'hay fever' type symptoms. If you do, let us know. You will not be allowed to enter the Clinic and will need to have a Coronavirus test. Please stay at home until you have received a negative result
- If you suffer from chronic hay fever symptoms, please speak with your GP about getting a clearance certificate along with your negative COVID-19 test result. You will need to provide this information to the Clinic
- If you or your visitor is unsure about whether they can or should attend the Clinic, please contact the Administration staff at 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.

### Information for Inpatients: Leave

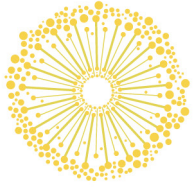
- Only your treating Psychiatrist can approve day leave, please speak with your doctor if this is required.

### During Your Inpatient Stay

- If you do develop cold / hay fever 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 to inform them that you have symptoms and will need testing. Any changes to your inpatient stay, e.g. discharged, will be done in consultation with you
- Your psychiatrist will work with you as an outpatient, via e.g. phone calls or video calls
- Unfortunately, if you are discharged you will not be able to be readmitted, until you have been medically cleared.

### Outpatient Consultations

- To safely manage visitor numbers at the Clinic, your Psychiatrist is required to limit the number of face to face appointments with patients. These limitations may impact on the number of in person appointments that the Clinic can offer
- Alternatives for how you connect with your Psychiatrist are in place, e.g. telephone, or video conference



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- Patients attending outpatient appointments will be asked to wait in their car on arrival. Administration staff will let you know your Psychiatrist is now available, via a text message, phone call on your mobile or in person. This is to reduce crowding in the reception area and consult wait room
- Your Psychiatrist will discuss with you your ongoing care needs and preferences for future appointments.

## Day Programs

- We continue to have day programs at our Rokeby and Collins Street Clinics
- We are still expected to limit the numbers of people in each of our program rooms and follow the 1.5m social distancing rule where practical
- If you would like more information about Day Program options, please speak with a member of the Programs team or your Psychiatrist. Get online 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, 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 with cleaning your room, 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, patients have options where they would like to eat their meals, e.g. dining room, bedroom, other communal patient spaces 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

- We have completed the expansion to our medication room and now have two dispensing windows, do not forget about social distancing (and confidentiality), please only one person at a time at the dispensing window

### Art and Exercise

- Improved access continues re: variable hours to the Art Room, we have now added Ceramics
- Yoga classes and massages have restarted
- Vicki our personal trainer is still attending the Clinic. If you have not attended one of Vicki's classes, please do
- We should know soon when our therapy dog Maya is returning to the Clinic
- If anyone has any ideas about programs / activities they would like to see on offer, please talk to one of the Programs staff, or fill out one of our Consumer Feedback cards.

**If you have any questions about this leaflet, please speak with your nurse, or ask to speak with the Quality Manager. Thank you.**