



## **COVID-19 (CORONAVIRUS) PATIENT UPDATE #3**

21 March 2020

Dear Valued Repromed Patient,

As the COVID-19 pandemic is developing rapidly across Australia, Government and scientific advice shifts, so too must we alter our processes to be on the forefront in limiting the spread of this virus.

I am writing today to update you on how, as of this Monday (23 March 2020), processes at Repromed will be adjusted to ensure the continued safety of our patients and staff.

I appreciate these changes may cause apprehension for some, however I hope you will understand that we are putting these measures in place to limit the potential spread of the virus amongst our community.

The below changes are in alignment with the Government's recent social distancing guidelines.

### **1) A concierge will now be positioned at our clinics' front door.**

The concierge will take all patients and visitors' temperature prior to them enter the building. If their temperature is above that of 37.4 degrees C, we will respectfully decline access to our clinic.

This concierge will also monitor the number of people per waiting room to ensure we are conforming to the Government guidelines on individuals gathering in public spaces.

To minimise the number of people within our building at any time, we will be **enforcing a strict no partner, child/ren or support person policy at scan and blood visits, embryo transfers or ultrasound procedures.**

### **2) Doctor appointments.**

All appointments with doctors will be moved to phone consults were deemed appropriate. If you have an up and coming appointment with one of our doctors, a member of the Repromed Team will contact you (by phone and/or SMS) to advise you of this change. Your appointment day and time will not alter, it will simply now be held over the phone.

### **3) Counselling appointments.**

All appointments with our Counselling Team will be moved to phone consults or Skype (or similar) were deemed appropriate. If you have an up and coming appointment with one of our counsellors, a member of the Repromed Team will contact you (by phone and/or SMS) to discuss your specific circumstances prior to your scheduled appointment.

### **4) Waiting Room Capacity.**

If at any time our waiting rooms at any of our clinics (Dulwich, Mawson Lakes or Darwin) are at capacity you will be asked to return to your car until the number of people in the waiting room reduces.



**5) Use of the elevator at our Dulwich clinic.**

To ensure we assess all patients and visitors entering our Dulwich clinic, we ask that ALL patients (even those visiting our Day Surgery) to arrive via our front entrance.

If you do require the use of our elevator, information is available upon arrival as to how to access the elevator to enter our clinic.

Please be assured we are continually reviewing the medical evidence relating to the Coronavirus and will keep you up to date with any new developments.

Stay safe and best wishes for your treatment.

Professor Kelton Tremellen  
Medical Director