

Pursue Health COVID Safe Plan

7th August 2020

Updated on 25th January 2021

The following document outlines the measures that have been implemented by Pursue Health, part of the Physiosports Group, to minimise the risk of COVID-19 transmission within our workplace. This document will be updated regularly.

Business Name: Pursue Health

Site Location: Suite 2, 1104-1106 Nepean Highway, Victoria 3190

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Attending Appointments or Work at Pursue Health

- Upon entering the building all staff, patients and others will be required to wear a face mask.
- Upon entering the building all staff, patients and others will be required to sanitise their hands. A touchless sanitising station has been placed in front of the reception desk.
- Upon entering the building all staff, patients and others will be required to have their temperature taken.
- Any person who does not wish to follow the above protocol will be asked to leave the premises.
- Any person who records an elevated temperature (>37.5 degrees) will be asked to leave the premises, self-isolate and recommended to seek medical advice and/or a COVID-19 test.
- All staff, patients and others have been advised that there will be no penalty for non-attendance of work or appointments if they are feeling unwell. Any person who reports feeling unwell will be advised to self-isolate and recommended to seek medical advice and/or a COVID-19 test.
- Any person who has reported an elevated temperature (>37.5 degrees) or reported being unwell will not be permitted to enter the premises again until displaying proof from a qualified medical practitioner that they are fit to do so or providing evidence of a negative COVID-19 test.
- All patients will be asked about their health status when booking an appointment and advised of our protocols regarding illness and attendance at the time of the booking.
- All patients will be asked about their recent travel and whether they are required to isolate when booking an appointment and advised of our protocols regarding illness and attendance at the time of the booking.
- Online bookings for appointments will remain open. The booking website has been updated to advise patients of their requirements as per this document to attend an appointment. Reception will contact all online bookings prior to their appointment to ensure that the patient understands their obligations to attend for treatment.



- A phone-based triage service has been established for patients who are unsure whether they require consultation or should attend for treatment to advise of the appropriate course of action. A Pursue Health physiotherapist will attend to these enquiries to ensure that the correct course of management is implemented.
- All patients attending are recorded in the practice management software. If a patient requires a guardian/carer to attend their appointment with them, the guardian/carer's details will be recorded in the patient's appointment notes.
- If a clinical staff member's hours change this must be officially recorded in the appointment diary to ensure it is an accurate reflection of attendance at the clinic for contact tracing purposes.
- If an administration or reception staff member's hours change this must be officially recorded in SLING with the practice manager to ensure it is an accurate reflection of attendance at the clinic for contact tracing purposes.

Social Distancing at Pursue Health

- Pursue Health has reduced the number of practitioners working per session to 5 clinical staff to reduce patient numbers in the clinic.
- Staff members are not permitted to enter the clinic outside of their allocated hours.
- Common staff areas at Pursue Health including the staff room and kitchen are open for coffee and tea with a maximum of two people in the space at anytime.
- The chairs in the waiting room have been distanced at 1.5m apart and extra furniture removed.
- Patients have been requested to attend only for their designated appointment times and must not enter the clinic more than 10 minutes before their appointment time.
- Patients have been requested to wait outside the clinic or in their car where possible until notified by our staff that their practitioner is ready to start their appointment.
- All people attending the premises are required to follow social distancing requirements.
- Markings have been placed on the floor at reception for patients to stand on that are 1.5m apart.
- Signs reminding people of social distancing have been displayed throughout the premises.
- No other person except the practitioner and patient will be able to attend a consult in the clinic. An exception can be made for minors and people that require care/translator to attend their session.
- All unsupervised exercise sessions have been cancelled until further notice.
- Wherever possible Telehealth consults are advised to help minimise patient contact and reduce the number of people entering the premises.



Exercise Spaces at Pursue Health

- As of 1st February 2021 we will commence supervised exercise classes in our 2 designated exercise areas as authorised by the DHHS
- The Gym /Pilates Area is approximately 80m².
- The maximum number of people in a class will be 5 clients and 1 practitioner
- Only one class will run in the space at any time
- Classes will be booked on the practice diary for one hour but will only run for 50 minutes to allow for social distancing on entering and exiting the premises and for the hygiene protocols to be implemented between classes.
- We will adhere to the 8m² space per person for indoor training outlined by the DHHS
- In the gym area there will be no more than 8 people in the space at any one time.
- Each piece of equipment will be thoroughly cleaned by the client with a solution of at least 70% ethanol after each use.
- Client details will be taken for each class and notes will be written in accordance to our Allied Health protocols.
- Masks will be worn at all times by practitioners and clients.
- Clients are not permitted to enter the spaces without the practitioner present.
- Clients must wait for the practitioner in reception/their car/outside prior to commencing the session.
- The session must be booked on the diary and the gym/studio reserved by the practitioner on the practice diary for the corresponding time.

Hygiene at Pursue Health

- All common surfaces will be cleaned (with the products recommended by DHHS) every 4 hours (at a minimum). This includes hand railings, door handles, the reception desk, waiting room chairs, bathroom surfaces.
- Clinical staff will clean all common surfaces in the treatment room after each consult including beds, desk, door handles and chairs and any equipment used during the appointment (with the products recommended by DHHS).
- The appropriate cleaning materials have been supplied in all treatment rooms, common spaces and reception.
- Clinical staff will wash and disinfect their hands between every consultation at a minimum.
- Hand sanitiser has been placed in reception and every treatment room and space in the clinic.
- Perspex screens have been installed on the front desk at reception.
- All payments will be contactless. Cash payments are not accepted.
- All magazines and marketing material have been removed from the patient waiting areas.
- Clinical staff are not to hand any paper products to patients. All communications will be electronically delivered.
- All products available for sale have been placed behind the reception desk or in storage to minimise contact.



Working at Pursue Health

- Any staff member that does not feel comfortable attending work in the current environment is able to take leave or stand down at any time without prejudice.
- Clinical staff members who wish to work from home will be provided with access to Telehealth software to enable remote consults.
- All staff are required to wear a surgical mask at all times within the building. These masks should be changed every four hours or if they become damaged, soiled or damp.
- Clinical staff must work from the space allocated to them for the entirety of their shift. If they are consulting in a different space (i.e. the rehab gym) this must be reflected in the diary.

Pursue Health Response to a Positive COVID Case

- In the instance that a staff member or patient reports a positive COVID test result Pursue Health will immediately notify DHHS, Worksafe Victoria and the entire staff of the clinic.
- Pursue Health will then follow protocols as advised by DHHS with regard to
 - patient notification
 - contact tracing
 - business closure
 - deep cleaning
- business continuity
- If a staff member tests positive then all members within that team will be required to isolate and undertake a COVID test and follow DHHS protocols before returning to work.
- If a patient tests positive then the practitioner/s that was/were in contact with the individual will be required to isolate and undertake a COVID test and follow DHHS protocols before returning to work.
- In the instance that a staff member returns a positive COVID test or is required to self-isolate, their Permitted Workers Permit will be cancelled and not re-issued until they have satisfied the DHHS protocols for return to work.

I acknowledge and understand my responsibilities and have implemented this COVID Safe plan in the workplace.



Steven Whytcross
25th January 2021