



Our Coronavirus Practice Policy

Dear valued client

Please support us in our efforts to reduce the spread of Coronavirus as well as the indirect impacts upon our valued team and clients by adhering to the following:

- If you or someone with you has flu-like symptoms (i.e., coughing, sore throat, fatigue, shortness of breath), we ask that you do not come into the clinic. Please contact the clinic informing us of the situation.
- If you are well and do attend the clinic in person, please uphold good hygiene and infection-control measures (i.e., shield coughs and sneezes with a tissue, wash hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitiser). We would ask all people who attend the clinic, upon entry, to use the provided hand sanitiser immediately.
- **If you wish when you arrive, you can remain in your car and call the clinic to say that you have arrived. When your therapist is ready, they can come out to your car and escort you to their room if you prefer not to wait in our reception area.**
- Chairs will also be placed just outside our entrance if you wish to use these instead of sitting in our reception area. Please also note that we have removed some chairs and also all toys/magazines from our reception area in order to reduce the potential spread of Coronavirus.

Until we receive clearer directions and guidance from health authorities, NCYP is adopting a "*better to be safe than sorry approach*".

We appreciate that many of the people whom we support, attend our clinic in medically-compromised states and it is our upmost priority to protect their health and safety. We also understand the importance of protecting the service that our clinic and our people provide and want to ensure this support remains uninterrupted for the many individuals who rely upon it. In the event that you are unable to attend your face to face appointment, please contact the clinic to discuss alternative options. In some cases, we may be able to offer phone/video appointments, however please be aware that this may not be covered for a Medicare rebate.

If you have any questions or concerns about any of the information contained within this post, please do not hesitate to contact our practice on (07) 3106 5447 or info@ncyp.com.au.

We thank you for your support, and understanding during this period

NCYP TEAM.