

As at Wednesday 16 September 2020, 9.00 am:

Gold Coast Spine is closely monitoring Australian and QLD Government COVID-19 directions for control and containment of the virus.

We are open, at this time, during our usual hours of operation 8:30am - 4:30pm Monday to Friday. When necessary, will update our website and Facebook page with any changes to our operations.

Patients with scheduled surgery:

At this time, elective surgery is still going ahead as usual. All patients will be required to wear a mask. Pindara Private Hospital is not allowing visitors, unless pre-approved by the Hospital. They will only be approving visitors in exceptional circumstances (e.g. visiting a relative at end of life).

Queensland border closure:

The QLD border is now closed to residents of VIC, ACT, and NSW (there are exceptions for NSW border residents).

Details regarding the border restrictions, quarantine, permits, exemptions, etc may be found [here](#).

You find a helpful summary on entering QLD for essential health care [here](#).

Queensland border zone residents:

If you are a border zone resident you can generally cross the border so should be able to attend appointments at Gold Coast Spine. However, there are specific rules that apply to border residents that you need to comply with.

The border zone has recently been updated. A map of the latest border zone can be found [here](#).

Make sure you are familiar with the requirements of the QLD government regarding NSW border residents staying in the border region and other requirements that need to be met before you can cross the border.

The rest of NSW - entering Qld for essential medical care:

The rest of NSW (other than the border zone) has been a declared COVID hotspot. However, you can enter Qld to receive medical care that cannot be provided in your local area.

You will need to apply for a border pass at the below link and bring a copy of your appointment letter and a copy of your GP referral when entering Qld. If you have a QScan or Corbett + Associates appointment on the day, make sure you bring proof of those appointments as well. Border pass: <https://www.qld.gov.au/border-pass/general>

We have contacted the Qld Government Hotline, to gain more information. We have been advised:

- patients and their support person, may be required to visit a quarantine hotel for more information before attending their appointment.
- The patient and support person must then remain in the confines of the medical practice they visit. After the appointment/s, they must leave Queensland by the most direct route without stopping.

More information and clarity will hopefully be available over the next few days.

<https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/border-restrictions>

If you have scheduled surgery and live in a declared COVID hotspot, we will contact you to discuss arrangements.

COVIDSafeApp:

Gold Coast Spine encourages all our patients with smart phones to download the COVIDSafe App and keep it on while you are out and about.

It will assist us in helping keep you safe as you attend your appointments and come in contact with our staff and other patients. For further details about the App, its use and security, visit:



<https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>

Our most vulnerable patients:

The federal government advice for people over 70, people with chronic illness over 60 and Indigenous people over 50 is currently:

As we move towards a COVIDSafe Australia, it is important for people at greater risk of serious illness if they get COVID-19 to take extra steps to protect themselves. You should maintain good hygiene and take care when interacting with other people. These are the best defences for you and your family against coronavirus.

For more information you can visit:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-older-people>

Looking after our patients and staff:

Our priority is safeguarding the health of our patients and staff.

To assist with this, patients and their support people are not able to come to their appointment if:

1. You or your support person have symptoms of fever, sore throat, cough, fatigue, difficulty breathing, or have lost your sense of smell or taste; OR
2. You or your support person have returned from overseas in the last 14 days; OR
3. You or your support person have returned from Victoria, ACT or NSW (except the designated NSW border suburbs); OR
4. You or your support person have tested positive for COVID-19; OR
5. You are awaiting the results of a COVID-19 test (a clearance will be required); OR
6. You or your support person have had close contact with a confirmed COVID-19 case in the last 14 days; OR
7. You or your support person are otherwise unwell (e.g. common cold symptoms).

Please note we are limiting entry to Gold Coast Spine to our patients and one support person. If you are able, we ask that you do not attend with children.

We ask everyone to maintain social distancing (minimum 1.5m) while at Gold Coast Spine.

Heightened safety measures:

We have implemented heightened hygiene processes in our practice, which include:

- Hand sanitiser is available throughout the clinic for staff and patients. Please use it on entry to Gold Coast Spine.
- We undertake hourly surface sanitisation processes through our premises each day.
- In addition to their usual practices, the surgeons will wash their hands before and after they examine you.
- Our surgeon's examination beds are sanitised after each examination.
- Our commercial cleaners have updated their practices based on Australian Government recommendations.

We have also implemented our internal action plan to minimise the risk of unwell staff members attending for work.

Where to find more information:

We recommend anyone with flu-like symptoms or concerns about their health to contact their GP or phone 13 HEALTH for advice. You can also contact the 24/7 Coronavirus health information line: 1800 020 080.

Please help us by following the advice from the Australian Government and supporting the nationwide efforts to control the spread of COVID-19.

More information on COVID-19 can be found here: [health.gov.au](https://www.health.gov.au)