



To my colleagues, our patients, our partners in health and your families,

In 2020, the world is facing one of the biggest challenges in modern medical history, the outbreak of the COVID-19 virus.

While a health alert of this scale has not been previously issued in my or many of our lifetimes, we must formulate a plan to manage to the very best of our ability. This plan will change as the situation develops, and this document will be updated regularly as new information and procedures evolve. I am committed to maintaining the highest standards of infection control while still providing our essential community-based service; physiotherapy.

I will not place staff or patients at undue risk of contracting coronavirus. We as a company, as a group of people, as friends and as communities, need to look out for each other. We need to demonstrate the basic human social functions of compassion, empathy, understanding and support for all, as we all are, or will be, affected by this virus in some way.

As physiotherapists, we obtain informed consent from our patients, prior to delivering our physiotherapy services. During this time, some patients may choose to delay their appointments for non-urgent matters. This is their decision and we will support this. Some patients may choose to use our tele-health facilities for their appointments. This is their decision and we will support this. Some patients may choose to wear a facemask and gloves during their appointment. This is their decision and we will support this. Some staff may choose to avoid contact with at-risk or all patients. This is their decision and we will support this.

The Australian Physiotherapy Association is our professional association. The Australian Health Practitioners Regulation Agency and the Department of Health are our governing bodies. In a situation such as this, we follow the advice, policies and procedures outlined by these organisations. Information included in this document is sourced from these organisations and applied to Advance Physiotherapy clinics.

I ask that you maintain open and honest communication with me, with your colleagues and your patients. Now is the time to minimise harm, especially to those most vulnerable in our community.

We will endure this pandemic as a team, and we will emerge on the other side when the dust settles. You can always contact me if you have concerns or need guidance during this unusual time.

Yours in health,

Ann-Louise Scheepers
Director, Advance Physiotherapy.