

headspace Youth Health Clinic Dandenong and Narre Warren

COVID-19 patient information 2020

headspace Dandenong and Narre Warren have taken significant measures to protect young people, their families, carers, friends and staff from COVID-19. The Youth Health Clinic maintains its commitment to providing quality and accessible health care, whilst minimising exposure to COVID-19.

What is in place to keep patients of the Youth Health Clinic safe?

COVID-19 screening questions whenever a Youth Health Clinic appointment is made:

- “Do you have cold/flu symptoms?”- Cough, fever or chills, sore throat or difficulty breathing?
- “Is anyone you live with unwell?”
- “Have you returned from overseas recently or been in contact with anyone who has returned from overseas recently?”
- “Have you been in contact with anyone with confirmed COVID-19?”

If YES, please contact the Coronavirus hotline 1800 675 398 and not attend the centre

Patients are also advised by medical staff to use the COVID-19 Symptom Checker <https://www.healthdirect.gov.au/symptom-checker/tool/basic-details> to assess need for medical assistance screening locations.

Making an Appointment

headspace Youth Health Clinic appointments are made in the usual way, including a COVID-19 screen, as outlined above

headspace Youth Health Clinic now offers patients access to telehealth consultations with a Doctor or Nurse via phone or video call.

Patients can request a telehealth consultation, however in some cases the Doctor or Nurse may deem it clinically necessary to have a face to face consultation.

Paperwork including prescriptions, referrals, pathology and medical certificates can be arranged via telehealth.

If you have a booked face to face appointment and develop cold or flu symptoms including sore throat, cough, shortness of breath, fever or chills, loss of taste or smell or vomiting or diarrhoea please contact headspace reception.

Attending a Youth Health Clinic headspace centre appointment

When attending headspace Youth Health Clinic for a face to face appointment you will be triaged upon entry, including a sign screening for COVID-19 and a request to use hand sanitiser and undertake a non-invasive, no touch temperature check before proceeding to reception.

Waiting Room

Barriers and physical distancing measures are in place including minimal seating in the waiting area. You are welcome to choose to stay in your car until contacted by phone at your appointment time.

In addition ipads and handouts have been removed.

Consultations (face to face)

Your doctor or nurse will call you from the waiting room or your car. Your doctor or nurse may choose to wear a mask and gloves during the consultation and/or additional personal protective equipment (PPE) during a procedure.

Cleaning

headspace Youth Health Clinic take infection control seriously and extra measures are now in place for daily cleaning.

All high touch surfaces are cleaned twice daily with a medical grade disinfectant and staff undertake hand hygiene throughout the day.

Doctors and Nurses undertake disinfecting of surfaces in the GP consulting and treatment rooms between each patient.

Influenza Vaccination

headspace Youth Health Clinic has limited supply of Government funded influenza vaccination. Free influenza vaccination is available for certain people including, Aboriginal or Torres Strait Islanders, people with chronic medical conditions and pregnant women at any stage of pregnancy. Please speak to your doctor or nurse.

COVID-19 Consumer information

Headspace Youth Health Clinic staff encourage patients to stay up to date with COVID-19 related information from credible sources including:

Department of Health and Human Services Victoria

[Factsheet – getting tested for COVID-19](#)

[Factsheet – About COVID-19](#)

Better Health Channel

[Coronavirus \(COVID-19\)](#)