



Unite against COVID-19

Voluntary COVID-Safe Plan

A. Conducting business

1. As an essential service, Mylne Street Mental Health (MSMH) remained operational during the period of heightened restrictions that impacted many Queensland businesses and consumers.
2. A COVID Safe Plan is voluntary for our business type, however, the safety of our workers and visitors is very important to us, therefore this document outlines our measures to conduct a best practice COVID Safe business in terms of social distancing, public health, and good hygiene.
3. MSMH displays signs and posters to remind workers and visitors of the risk of COVID-19.
4. All workers and visitors are advised to complete free Infection Control Training provided by the Australian Government at <https://covid-19training.gov.au/login>
5. Stay up to date with the **COVID Safe App** (<https://www.health.gov.au/resources/apps-and-tools/coronavirus-australia-app>).

B. Conditions of entry

1. Visitors to our clinic should confirm an appointment by phone or email, admin@msmh.com.au.
2. On arrival and prior to departure from our rooms, please use our Reception Desk sanitizer to thoroughly cleanse your hands. Please do not consume food or drinks in the Reception area.
3. MSMH has the right to refuse a service. All visitors displaying symptoms of ill health will be respectfully asked to leave the premises, to seek medical opinion and testing for COVID-19. Visitors will be asked:
 - *Have you travelled recently?*
 - *Have you been in contact with a person having COVID-19 in the last 14 days?*
 - *Are you or your child experiencing any flu-like symptoms?***If “yes” to any of the above questions, please postpone your visit to our office.**
4. All workers with any ill-health symptoms (cough, sore throat, shortness of breath) are to stay at home. They must self-isolate until they present a negative result for COVID-19.
5. Always wear shoes in our rooms please; and have a jacket as our air-conditioning has cool settings.

C. Social distancing

1. Our professional offices have limited capacity for non-essential visitors. Our Reception Room has the capacity for 2 staff members and a maximum of 3 visitors. Most of our consultation offices have capacity for a maximum of 3 people per room. The group room allows for 6 occupants, in total.
2. If arriving by car at 4 Mylne Street, you may park in designated Council carparks and call the clinic on **4638 8464** to advise of your arrival. A staff member will return your call when it is safe for you to enter the building to attend your appointment.
3. Visitors who arrive at our Reception in Suite 4, may be asked to wait in the building foyer if more than two visitors are already present in our waiting area.
4. Some services are available via telehealth (online or phone). Please enquire.
5. Non-essential visitors may join consultations via webinar link, if needed. Ask your provider.

D. Completing service and payments

1. Our Reception Desk may only receive one client at a time. Please stand back and wait patiently.
2. If possible, finalise your appointment bookings and payments on arrival so that you may leave immediately following your session.
3. Where possible, we request touchless payments. You may request invoices to be sent via email and you may complete payments via contact less 'pay wave' or by verbally sharing your credit card details for our admin team to process while you wait.
4. Our practice software, Halaxy, has the capacity to secure your credit card or banking details for automatic account payments. Please enquire if you would like this service to be enabled.

E. Neuropsychological Assessments & Neuromodulation Services

1. During the heightened restrictions for social contact, our QEEG brain mapping and EEG/HRV Biofeedback services were suspended or transitioned to remote-training options if possible.
2. We are planning to resume these services, in July, with increased safety measures.
3. There will be limited capacity to accept new clients into neuro-services for the foreseeable future.
4. We will accept referrals and expressions of interest for our Clinical Manager to review and prioritise to vacancies arising in our schedule.
5. As with standard clinical practise, we will continue to comply with standard techniques for sterilisation and disinfection of clinical items.
6. Cleaning will be extended to equipment that may not involve physical contact with the client, given that the coronavirus can be airborne, and contagion can occur through touching infected non-clinical equipment. For example, neurofeedback practitioners may focus on cleaning the parts of sensors that touch the head, and now consideration will also be given to the sensor leads, desk, chair, computer and monitors, etc.
7. Skin preparation agents will be decanted into a small single-use container for each client then discarded.
8. Hand hygiene is essential. Providers and visitors must hand-sanitise before and after neuro-services. Disposable gloves will be used to protect the technician/clinician and clients during neuro-services.
9. Gloves may be used when performing head measurements, cleaning of sensor sites, application and removal of EEG electrodes, cleaning of electrodes, and environmental cleaning. Gloves will be discarded after each use. Hand hygiene is then carried out following glove removal.
10. Technicians/clinicians and clients are advised to face wear masks if working within a 1.5m radius.

**Thank you for working with our COVID Safe Plan
to ensure our business remains open and
available to provide essential services.**