

**Being a patient on Wallaby Ward**

**during the COVID-19 Pandemic**

During the current 2019 novel coronavirus (COVID-19) pandemic some aspects of Wallaby Ward have been updated to maintain the safety of our patients and staff members. Our priority at this time is to provide ongoing excellent care to all of our patients, as well as responding to changing demands on the health care system.

**What we need you and your family to do**

* Prior to admission all families will complete a screening questionnaire to assess risk of exposure to COVID-19. You will continue to be asked these questions prior to each visit on Wallaby Ward. Please notify us immediately if any of these change – in particular if a household member returns from overseas or if you have contact with a suspected or confirmed case of COVID-19

*Note: this does not mean we are unable to care for your child on Wallaby ward but would alert our staff to the need for extra precautions to reduce the risk of spread of COVID-19.*

* If any members of your household are currently in self-quarantine due to DHHS requirements, we request that these members are not in the same room during the visit
* Please limit to one parent/carer in the room during the visit where possible
* If any members of your household are currently unwell with fever, sore throat or a cough, we request that these members are not in the same room during the visit

**What Wallaby is doing and the changes you may see**

Wallaby has multiple measures in place to prevent COVID-19 exposure to our patients. These include:

* Wallaby are using telehealth (video call) appointments wherever possible to maintain social distancing. Your Wallaby coordinator will advise you which appointments will be via telehealth and which appointments will be in person. We’ve had great feedback from families that the telehealth platform is easy to use and works on all devices.
* If your child develops symptoms of respiratory infection (fever, sore throat, runny nose, cough, difficult breathing) or other clinical symptoms consistent with COVID-19 while on Wallaby, we will assess whether they meet current testing criteria and discuss next steps with you.
* For patients with suspected or confirmed COVID-19, Wallaby Ward staff must use personal protective equipment (masks, gown, gloves) to protect the staff member and also stop transmission to other patients. For other patients staff wear masks.
* Although we do our best to accommodate every family's needs, visits/consults will be scheduled according to medical need and during this time there will be limited ability to reschedule

*We are frequently updating our processes in line with government and health authority directives and we will keep you informed of any changes that may affect the care of your child.*

*We understand that this may be a stressful time for your family, particularly if your child is unwell. If you have any questions or concerns about your child’s care on Wallaby Ward, please contact us on* ***9345 4770****.*