

To our valued patients,

Novel Coronavirus (COVID-19) – An important Message

During this difficult time with the current pandemic of COVID-19, we would like to give you an update as to how our practice will be running and the procedures and policies we currently have in place.

We would like to assure our patients that Albany Hills Radius Medical Centre is still functioning and operating as per our normal business hours to ensure our patients receive the best care possible provided by our GPs and staff.

We still hold the safety of our patients and staff with the upmost importance so this is why our current waiting room setup has changed. It is now policy for all patients to wait outside the surgery and take a seat on the chairs provided or for you to wait in your car in the carpark.

Please remember that this is not the time to ignore your health. People with any chronic condition that is managed well will be more able to cope with any infection particularly COVID-19. Please still book in for your routine health assessments, diabetes checks, immunisations and driver medicals as per normal. We strongly advise that you keep regular appointments with your Doctor.

Why are we taking these measures? COVID-19 is a health challenge that we have not seen in Australia for over 100 years and we need to be prepared. COVID-19 will spread and the number of cases in Australia will increase. We all need to do our part to ensure we keep this spread to a minimum.

When you phone the practice to book an appointment, booking online or when receiving your initial screening phone call prior to your GP allowing you to enter the practice, you will notice that we have screening mechanisms in place to ensure the safety and wellbeing of all staff and patients.

We do stress to all our patients to be upfront and honest when answering our screening questions from Reception staff and Doctors in order to protect everyone.

It is important to understand that Coronavirus is an unprecedented challenge and that things are changing all the time. We will ensure that all our patients are kept up to date as soon as we can as things develop. As always, we are guided by our state and federal public health experts and any directives issued by the Government.

We thank you for your patience and understanding as we all try and handle this situation as best we can to ensure everyone stays safe and our patients keep receiving the care they need.

Stay safe!

Kind regards,
All the Team at Albany Hills Radius Medical Centre.