

COVID-19 Update

To our valued patients and referrers,

Firstly, we extend our thoughts to you and your families at this difficult time.

Here at Hand Works our clinics will remain open and we are continuing to see patients in all our clinic locations. Of course, we are modifying our practice as directed by the Government guidelines as well as the World Health Organisation (WHO) and will update this page accordingly should things change.

To reassure you that we continue to be a safe and necessary option for the treatment of hand and upper limb conditions and injuries, we have listed below a few FAQ's we hope may assist.

Does the physical distancing rule apply to health services?

At this stage this ruling does not apply to health services, however, we have put measures in place within our clinic rooms and waiting/reception areas to minimise contact other than with your therapist.

What measures is Hand Works Occupational Therapy taking to ensure our patients, therapists and administration staff are safe?

- All staff in clinics are fit and well.
- Three measures of patient screening prior to treatment: 1. Time of booking over the phone; 2. SMS reminder 2 days prior to appointment; 3. on entry to our clinics.
- All therapists and patients to wash/sanitise their hands before AND after entering the treatment room and during consultation when required.
- No unnecessary physical contact.
- All surface areas and equipment are cleaned with hospital grade disinfectant thoroughly between patients, as well as beginning and end of day.
- The use of disposable clinic consumables.
- Use of medical grade disposable gloves where appropriate.

What about patients who are in self-isolation or do not wish to visit our clinics?

For some people the safest place for their health is to isolate in their home and limit their movement in public areas. We offer confidential online consultations via video conferencing or telephone with a therapist. Not all patients are able to be seen remotely for consultation, however, your therapist will be able to discuss the best treatment option available to you.

When should a patient not attend a Hand Works clinic?

- If they have travelled outside Australia within the past 14 days (implemented 15/3/20)
- If they have travelled interstate within the past 14 days (implemented 24/3/20)
- If they have been in contact with someone in current self-isolation
- If they have been in contact with someone who is a confirmed case of COVID-19
- If they are not feeling fit and well for the appointment

Seeking treatment for your hand injury in a timely manner, is imperative to achieving the best outcome. Our therapists will be able to discuss available treatment options that suit your needs. This will prevent risk of you developing complications such as persistent pain, weakness and stiffness, if your condition is left untreated.

Should you have any questions or concerns, please do not hesitate to call us on 1300 887 798.

Thank you for your continued support and stay well!

