



Sunday, 15 March 2020

Head Office

ABN 97 007 293 478

Ground Floor
136 Mt Alexander Rd
PO Box 193
Flemington Victoria 3031

T 03 9376 1122

F 03 9376 8138

E admin@wintringham.org.au

I www.wintringham.org.au

Dear Residents, Visitors and Staff.

Use of Telehealth for Doctor Consultation

Wintringham have been informed that many General Practitioners (GPs) will commence using Telehealth in the coming week, instead of visiting their patients directly. This is being done to reduce everyone's chance of exposure to potential sources of COVID-19. We have been informed that GPs will visit residents physically if the GPs deems it necessary.

Wintringham are establishing specific mobile phone's just for telehealth. Many GPs will 'visit' by telehealth on their normal planned days; instead of being in the facility, they will be at the end of a line via a mobile phone with video ability. They will be able to see a resident and a resident will be able to see them through the mobile phone's video camera. They will also be able to talk with each other.

We have been also been informed many GPs will manage changes to documents and drug charts by a combination of email and fax and electronic document signing. This methodology is supported by the Chief Medical Officer of the Australian Government.

Wintringham also have plans in place to reduce the risk of residents in aged care being exposed to COVID-19 and the following actions have been taken to minimise the risk to residents:

- Monitoring staff and contractors for respiratory illness;
- Closely monitoring all health updates from Australian Government regarding Covid 19
- Managing staff returning to work from holidays overseas;
- Closely monitoring residents for signs and symptoms of COVID-19;
- Reviewing and activating our infection control plan; and
- Actively promoting good hand hygiene and good cough etiquette among our staff, residents and visitors.

Wintringham staff are well informed of how to manage a resident who is unwell with a respiratory illness.

Key to containing the spread of this virus, I would also like to remind all visitors to practice good personal hygiene; please wash your hands regularly and use hand hygiene solution as you move through our facilities when you are visiting your loved one or friend. If you are a visitor and are showing any signs of illness, please do not visit our aged care homes.

Yours Sincerely

Phillip Goulding
General Manager – Aged Care Services - Wintringham

