Information for Radiation Oncology patients

Information about Coronavirus (COVID-19) is updated regularly and our Radiation Oncology service is working with Alfred Health and Infectious Disease Experts to keep you up to date.

Frequently Asked Questions

What precautions should I take for my personal protection?
The most important things you can do are to practice careful social distancing and good personal hygiene. Keep more than 1.5 meters away from people as much as possible. Good handwashing using soap and water is essential. Avoid touching your face and sneeze into your elbow.

The use of masks in the community is not required as they provide minimal benefit over personal hygiene measures. Masks will be provided if clinically necessary and advised by Alfred Health and Victorian DHHS guidelines.

Should I have the flu vaccinations?
Yes. We recommend flu vaccination for everyone to protect you in the coming winter flu season, however, this vaccination will not protect you against COVID-19.

Should I have a contingency plan?
Yes. Have a contingency plan in case of widespread disruptions or illness, where possible, ensure you have adequate supply of your usual medications. Please discuss this with your usual pharmacist as they will have up to date information in regards to your medications.

Who should I contact if I have symptoms?
If you are unwell with fever, cough or breathlessness or have come into contact with anyone who has been diagnosed with COVID-19, please do not attend your outpatient appointment. Please contact us to discuss your symptoms and treatment plan. After hours, contact The Alfred on 03 9076 2000, who will provide advice depending on the severity of your illness. If it is a medical emergency, go to your nearest emergency department.

Should I come to my radiation oncology clinic or treatment appointment?

Patients attending for daily treatment:
Treatment will proceed as scheduled, however please contact us before coming in for your appointment if you are feeling unwell.

Patients attending for a consultation:
We may reschedule non-urgent appointments to a later date, or use telehealth (i.e. phone or video link consultation) to provide care. We will contact you if this occurs.

Your individual care continues to be our priority, so please contact us if you have any questions.

Should I travel overseas?
No.

What do I do if I need a medical letter for work/travel etc.?
We will be able to assist with a generic letter, but please allow up to 1 week for your letter to be sent to you. If you require an individualised letter or document/s, we recommend that you book an appointment with your GP to discuss your request.
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The Alfred
55 Commercial Road, Melbourne
VIC 3004
T 03 9076 2000

Latrobe Regional Hospital
10 Village Avenue, Traralgon
VIC 3844
T 03 5173 8000

What measures are Radiation Oncology additionally taking, to minimise COVID-19 risk to patients and staff?

- You will have your temperature checked at the entrance and be asked by Reception some standard questions about recent travel, contact with known COVID-19 cases and if you have any respiratory symptoms similar to a cold or flu. Our staff also go through the temperature and symptom checking process prior to the start of each shift.
- We have separated chairs in waiting rooms. Where chair separation has not been possible, you will see ‘Do not sit here’ signs on some chairs to maintain social distancing as much as possible.
- We have removed magazines, books, toys, jigsaws, tea and coffee and snacks from the waiting rooms.
- Only staff who are well will be providing your care. All staff are trained in hand hygiene and equipment cleaning for infection prevention.
- The Alfred is adhering to DHHS guidelines regarding the wearing of personal protective equipment (PPE) such as masks and gloves. This includes wearing PPE for suspected or confirmed COVID-19 patients. Staff in Radiation Oncology may additionally wear masks where deemed appropriate for an individual’s clinical situation.

What do we also request of our patients?

- If you do find yourself unwell, please ring first before attending the hospital.
- If you need to bring someone with you, limit this to one carer.
- For patients who get changed, bring your own bag to put your clothes in. Some baskets will still be available if you forget but please let staff know when you’ve finished for the day so we can give each basket a clean.
- Please bring your own water bottle, however if you forget and need some water please ask reception for a cup.

If you have any concerns, please speak to a member of staff.

Thank you for your patience and understanding. We appreciate it’s a difficult time however we are doing everything we can to keep you safe and continue to provide our excellent service to you. We will be updating information as it comes to hand so will keep you posted with any updates.

Staff and Management of Alfred Health Radiation Oncology