Thank you for your enquiry regarding Coronavirus (COVID-19). Information is updated regularly and the Haematology Service is in communication 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?**
Personal hygiene measures are the most important way to reduce the risk of infection. Good handwashing technique using soap and water is essential. Avoid touching your face and practice sneezing 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, in line with the hospitals Infection Prevention Guidelines.

**Should I have the flu vaccinations?**
The Haematology Service recommends flu vaccination for everyone when it becomes available in April 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?**
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 AND 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.

**Should I come to my outpatient clinic appointment?**
We are currently reviewing the schedule for routine/non-urgent appointments to minimise visits to our sites. We may reschedule your appointment to a later date, or use telehealth (i.e. phone or video link consultation) to provide care. Our team will contact you regarding any changes. Please also contact us before your appointment if you are subject to quarantine restrictions due to recent international travel or exposure to a confirmed case of coronavirus.

**Should I travel overseas?**
We recommend avoiding all “non-essential” travel. Information will constantly change, so keep updated via the Smart Traveller website. We suggest if you are planning to travel you contact your insurance provider.

**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.