CoVID-19: Your Care

Heart Transplant Service

Information for Heart Transplant Patients

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Cardiac Heart Failure
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We recommend that you seek information only from credible websites such as:

Alfred Health
www.alfredhealth.org.au

Victorian Department of Health and Human Services
dhhs.vic.gov.au/coronavirus

Australian Government
www.health.gov.au

Australian Smart Traveller
www.smartraveller.gov.au

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Thank you for your enquiry regarding Coronavirus (COVID-19). Information is updated regularly and the Heart Transplant 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?
Personal hygiene measures are the most important. Good handwashing technique using soap and water or hand sanitiser is essential. Avoid touching your face and eyes with unwashed hands, and don’t sneeze into your hands or the air – cough or sneeze into the inside of your elbow instead. The use of masks in the community is not required. Masks will be provided in the hospital only if clinically necessary.

Who should I contact if I have symptoms?
If you are unwell AND have come into contact with anyone who has been diagnosed with COVID-19 or have recently returned from overseas, please do not attend your outpatient appointment. Between the hours of 8.30am-4.30pm Mon-Fri, call the Heart Transplant Clinic mobile (0407 203 444) to discuss your symptoms and treatment plan. After 4.30pm or on weekends contact The Alfred switchboard on 03 9076 2000. Depending on the severity of your illness, you may be directed to the Alfred COVID-19 Screening Clinic (8am-6pm, 7 days per week), or the Alfred emergency department or a cardiology department staff member.

Should I come to my outpatient clinic appointment?
If you have an outpatient appointment, please call us before attending. To minimise visits to our sites, we are currently prioritising urgent appointments. However, please contact us beforehand, so we can determine how best to support you.

We may reschedule your appointment to a later date, or use telehealth (i.e. phone or video link consultation) to provide care. This also may require a change to the timing of blood tests and extra pharmacy scripts. Our team will contact you regarding any changes. Your individual care remains paramount, so please contact your Clinic Team if you have any questions. 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 have the flu vaccinations?
We recommend flu vaccination for everyone when it becomes available in April. 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, and where possible, ensure you have adequate supply of your usual medications.

Should I travel overseas?
We recommend avoiding all travel. You can keep updated via the Australian Smart Traveller website.

What do I do if I need a medical letter for work/travel etc.?
If you require an individualized letter or document/s, we recommend that you book an appointment with your GP to discuss your request.