Information for Oncology patients

The Alfred
55 Commercial Road,
Melbourne VIC 3004
T 03 9076 2000

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

Last updated: 24 March 2020

Thank you for your enquiry regarding Coronavirus (COVID-19). Information is updated regularly and our Oncology service is in communications 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 metres 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.

Should I have the flu vaccinations?
Yes. We recommend flu vaccination for everyone when it becomes available in April, although this will not protect you against the COVID-19 virus.

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

Who should I contact if I have symptoms?
If you are unwell, particularly with a fever, runny nose, sore throat, cough or difficulties in breathing, please do not attend your appointment. Rather, contact us to discuss your symptoms and treatment plan. After hours, contact The Alfred on 03 9076 2000 for advice about your illness.

Should I come to my outpatient clinic appointment?
As above, if you feel sick, you must not come to clinic. Rather, please ring us, cancel your appointment, and leave a message for your doctor to call you and recommend what you should do.

Even if you are well, 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.

If you are subject to quarantine restrictions due to recent international travel or exposure to a confirmed case of coronavirus, do not come to clinic. Rather, please contact us before your appointment to advise of this.

Otherwise, you should come to clinic as per your booking.

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 this. If you require a detailed letter or document/s, first see your GP to discuss your request.