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?**

To reduce your risk of infection, leave your home only for essential reasons, and keep more than 1.5 metres from other people where possible. Good handwashing technique using soap and water is essential. Avoid touching your face and practice sneezing into your elbow.

**Do I need to wear a mask?**

At Alfred Health, we have measures in place to ensure everyone in our hospital is wearing masks to protect our community, patients and staff. If you are visiting Alfred Health as a patient or visitor regardless of where you live, you will be required to wear an Alfred Health issued mask upon entry to our hospital.

This will be given to you after your temperature is taken at one of our screening temperature stations. Our staff will also be wearing masks.

**Important facts about wearing masks:**

- Always perform hand hygiene before putting on a mask.
- Wear your mask throughout your entire Alfred Health visit.
- Avoid touching the front of your mask when wearing it.
- Never wear your mask around your neck or hang it from one ear.
- Perform hand hygiene before removing a mask.
- Only remove your mask by the loops.
- Place into general waste bin at the exit points.
- Clean your hands after this.

Our staff can support you in putting on a mask, and can also answer any questions or concerns you may have regarding masks.

**Should I have the flu vaccinations?**

The Haematology Service recommends flu vaccination for everyone, although this will not protect you against the COVID-19 virus.
COVID-19: Your Care

Information for Haematology patients

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, runny nose, sore throat, breathlessness or loss of smell or taste, please do not attend your outpatient appointment. Instead, 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?

If you have any of the symptoms above, you must not come to clinic. We are currently reviewing the clinic schedules 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.

Depending on your specific condition and treatments you may be placing yourself at increased risk by not attending essential visits, so please contact us if you are concerned about an upcoming face-to-face appointment.

Please also contact us before your appointment if you are subject to quarantine restrictions due to recent travel or exposure to a confirmed case of COVID-19.

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.