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.

**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?**
Yes. We recommend flu vaccination for everyone, 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 and ensure you have an adequate supply of your usual medications. Please discuss this with your pharmacist as they will have up to date information about your medications.
Information for Oncology patients

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 The Alfred. 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. 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. Contact us before your appointment to advise us 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.