In response to the coronavirus (COVID-19) pandemic, we have changed the way we do things in order to keep you, your family and staff safe.

This fact sheet explains these changes and what you need to do.

If you have any questions or if there is anything you do not understand, talk to the staff caring for you

Changes to our service

A staff member will call you every day prior to any home visits to complete a coronavirus screening assessment of you and any household members.

For any additional visits that day, each staff member will ask you if there are any changes to how you are feeling before they enter your home.

Symptoms include:
- Shortness of breath, cough, sore throat, runny nose
- Fever or chills
- Loss of sense of smell or taste

If you are unwell, you must notify the Better at Home who will organise testing if required.

You will have to self-isolate until the results are back.

Your healthcare team will provide ongoing support and care to you during this time.

Each day the team will consider the minimum number of staff required to visit you face to face, but still provide you with the best care.

Wearing a face mask

Wearing a face mask provides an additional physical barrier and helps reduce risk of infection

Staff caring for you will be wearing a mask as well as a face shield.

Where safe and practicable to do so, all patients/ household members receiving care by Alfred Health community services are required to wear a mask.

If you do not have your own appropriate mask, your healthcare team will provide you with one and show you how to wear it.

Maintain 1.5m physical distance wherever possible. Staff caring for you will be wearing a mask.

Struggling to hear staff when they are wearing a mask?

Tell them you can’t hear and ask them to repeat what was said.
Ask them to write or draw what they are trying to tell you.
COVID-19: Your Care

Being cared for by Better at Home during the COVID-19 pandemic

Our response to coronavirus (COVID-19) continues to develop as we learn more about the infection.

We will update this fact sheet regularly as there are further changes.

Wash your hands
Wash your hands often with soap and running water, for at least 20 seconds. Dry with paper towel or hand dryer. Alternatively, you may use the hand gel.

The most important time to clean your hands is:
- Before eating and drinking
- After using the toilet.
- After coughing, sneezing, or blowing your nose.

Cough or sneeze into your upper sleeve or elbow, or use a tissue to cover your nose and mouth

Get involved in your care
Communicating with you in new ways
We may use secure video conferencing to communicate with you in response to the challenges faced by physical distancing measures. This will reduce the risk of infection.

Staff will guide you through the process of using video conferencing and provide you with a device to do so.

Clinical staff may use video conferencing for:
- Medical Reviews with your Treating Doctor
- Pharmacy Reviews
- Allied health assessments
- Nursing updates
- Family/Carer meeting

Keeping your family and friends up to date
Your healthcare team can provide a care update to a contact person nominated by you. This may take longer than usual as we are increasingly caring for more patients.

Tell a staff member visiting you if you would like this to occur.

Ask your contact person to update other family members or friends you want kept informed about your progress

Your emotional wellbeing is important
We understand being in hospital is a stressful time and the pandemic may be creating additional concerns for you. It is important to look after your emotional wellbeing during this time.

Talking about how you are feeling with your family and friends may help. You can also talk to the staff looking after you.

Remember – you can talk to the Better at Home staff caring for you if you have any worries or fears

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)

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