

A warm welcome back to in-person appointments

Medilaw is committed to safeguarding our customers, consultants, and team members as we re-opened our NSW rooms for in-person assessments on Monday, 11 October 2021.

Our COVID-19 related protocols for NSW are regularly reviewed and refined in line with the advice of Federal and State health and work authorities, as we continue to support better health, work, and life outcomes for your clients.

Visitors to our premises:

The following protocols have been developed with this commitment at their heart for all visitors to our premises:

1. All visitors, consultant specialists and Medilaw team members attending our NSW rooms must be fully vaccinated. All visitors will be required to provide a copy of their COVID-19 digital certificate which can be downloaded using their [MEDICARE online](#) account via [myGov](#)
2. Face masks must be worn by visitors at all times while indoors, unless an exemption applies.
3. The NSW Government QR Check-in system is compulsory – so all visitors will need to follow this protocol as soon as they arrive. COVID safe measures including social distancing and other health and hygiene requirements will continue.
4. Where possible, your clients must come alone to their assessment appointment. Please see the exceptions below.
5. We highly recommend that you advise your client of the requirements for vaccination, or medical exemption on the Chief Health Officer's Template, as part of the appointment confirmation process. This will reduce the potential of your client being turned away from their booked assessment and a non-attendance fee being incurred.

Following the same attendance protocols outlined above, one support person may accompany your client when they:

1. Require assistance due to disability or for mobility reasons
2. Require psychological support
3. Require an interpreter as they are Non-English speaking; or
4. Are under the age of 18

Some of our specialist consultants will require proof of a negative COVID-19 test within 72 hours of an examinee's assessment date. Our confirmation e-mail will notify you of this requirement at the time of booking. To assist your client here are a list of NSW COVID-19 [testing clinics](#) people can attend prior to their assessment.

The Medilaw team always strive to put the person being assessed at the centre of our care and can arrange for Telehealth services to connect your client with our independent medical specialist should they not be able to attend an in-person assessment currently.

Our team and our premises:

The following protocols have been implemented for our team and premises:

1. Medilaw team members attending our NSW rooms must be fully vaccinated. Their vaccination certificates have been supplied and are stored in a central register.
2. Face masks are recommended for Medilaw team members and consultant specialists whilst indoors unless an exemption applies.
3. We use QR coding upon entrance to our premises.
4. Hand sanitisers and spacing is used in our waiting rooms and our back office areas.

Our parent company, MedHealth have detailed COVID protocols and plans available on the following website:

<https://www.medhealth.com.au/managing-covid-19/>

Details available include our COVID-19 Safety Management Plan and protocols for cleaning, face to face appointments, safeguarding our visitors and clients.

To make or modify a booking call the Medilaw team on 1300 MEDILAW (1300 633 452) or email us at adminNSW@medilaw.com.au