

Medilaw Queensland COVID Protocols January 2022 Onward

Medilaw is committed to safeguarding our customers, consultants, and team members.

Our COVID-19 related protocols for Queensland 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 will be requested to provide their vaccination status.
2. All visitors advising they are double or triple vaccinated will be required to show a copy of their COVID-19 digital certificate which can be downloaded using their [MEDICARE online](#) account via [myGov](#) or a certificate of vaccination.
3. Face masks are to be worn by all visitors (examinees and support people) while indoors unless an exemption applies. Proof of a mask exemption will be required to be advised and provided prior to the assessment. Our team will liaise with the specialist consultant to confirm if the assessment may proceed. Face masks and face shields are available from our reception team, if required.
4. Some of our specialist consultants will require proof of a negative COVID-19 test within 36 hours prior to an examinee's assessment date. Our confirmation e-mail will notify you of this requirement at the time of booking.
5. Specialist consultants who will see unvaccinated examinees will require proof of a negative Rapid Antigen Test prior to the appointment. Medilaw will provide a Rapid Antigen Test to be taken on the day of the assessment. We will advise you of the details for collecting the test and where it can be carried out.
6. The Queensland 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.
7. All visitors temperature will be recorded on arrival.
8. Where possible, your clients must come alone to their assessment appointment. Any persons accompanying the examinee may be required to wait off premises. Any support persons will also be subject to the same guidelines as the examinee (show proof of vaccination, negative COVID-19 test or carry out a Rapid Antigen Test as applicable). Our team will liaise with the specialist consultant to ensure the assessment can be carried out following our strict COVID-19 guidelines and it will be at their discretion as to if the assessment can proceed with the support person in attendance. A support person may request to accompany your client when they:
 - Require assistance due to disability or for mobility reasons
 - Require psychological support
 - Require an interpreter as they are Non-English speaking (telephone or video interpreter services may be recommended in some cases); or
 - Are under the age of 18
9. 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.

Customers will be advised if specific consultant specialists have a requirement different to the requirements detailed above, eg visitors (examinee) being double vaccinated.

The Medilaw team always strive to put the person being assessed at the centre of our care and can arrange for Telehealth services, where appropriate, 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 Queensland rooms must be fully vaccinated. Their vaccination certificates have been supplied and are stored in a central register.
2. All consultant specialists attending our Queensland rooms must be fully vaccinated.
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 clientservices@medilaw.com.au