

## COVID-19 protocols for our Victorian premises and people

Medilaw is committed to safeguarding our customers, consultants, and team members as we remain open for in-person assessments in Victoria.

Our COVID-19 related protocols for Victoria 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. Our Medilaw Team will complete COVID screening questions with each person that is booked to attend an assessment with one of our consultant specialists.
2. Face masks must be worn by visitors, consultant specialists and Medilaw team members indoors at all times unless an exemption applies.
3. The Victorian Government QR Check-in system is compulsory – so all visitors will need to follow this protocol as soon as they arrive.
4. COVID safe measures including social distancing and other health and hygiene requirements will continue.
5. Where possible, your clients must come alone to their assessment appointment. Please see the exceptions below.

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 team will advise you of this requirement if it applies to one of your bookings.

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 Victorian rooms must be fully vaccinated. Their vaccination certificates have been supplied and are stored in a central register.
2. Face masks must be worn by Medilaw team members indoors at all times 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 [melbourne.reception@medilaw.com.au](mailto:melbourne.reception@medilaw.com.au)**