



**BE** COVID**SAFE**

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**Receptionist checklist**

during COVID-19 Pandemic

Can be used for allied health professionals or other client services

* Get in touch with clients before their appointment.
* **Ask** if they have been potentially exposed to Coronavirus (COVID-19) or have any symptoms, such as fever, cough, sore throat or shortness of breath.

or

yes

If they report either symptoms or potential exposure, offer the client a telehealth appointment (if available) and recommend they get tested for Coronavirus

(COVID-19) or speak with their GP.

no

If your client reports no symptoms and no potential exposure, they may still have a telehealth appointment (if available), or choose to come into the clinic.

* On arrival, remind your clients to wash their hands and physically distance themselves.

Check they have no symptoms of Coronavirus (COVID-19).

* Inform the client that the practitioner has been practising effective hygiene.
* If asked about Personal Protective Equipment (PPE), inform them PPE is only required to be worn when treating patients with symptoms, or suspected or confirmed cases of Coronavirus (COVID-19).
* Support your client’s treatment by making follow-up appointments if required.

Remember!

* Clients should feel confident and comfortable in seeking treatment.
* Practise good hygiene always, including:
  + washing your hands with soap and water for at least 20 seconds
  + coughing or sneezing into a tissue or your elbow and washing your hands
  + staying 1.5 metres from others when not providing direct care
  + cleaning and disinfecting frequently touched surfaces and objects