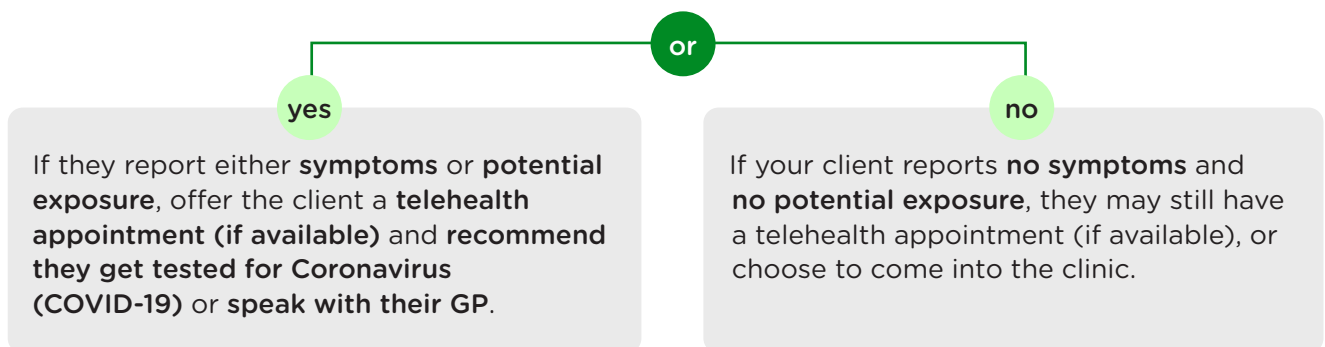




# Receptionist checklist during COVID-19 Pandemic

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**.



- ✓ 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

## BE COVIDSAFE

For the latest advice, visit [australia.gov.au](https://australia.gov.au)  
Download the **COVIDSafe** app

