



## **Resident attendance at external medical or dental appointments – Resthaven Residential Services**

Released 1 May 2020

The Directions issued by the Chief Executive of the SA Department of Health and Wellbeing under the Emergency Services Act (Residential Aged Care Facilities No 3 COVID-19) Directive 2020, Section 5 states:

- *Subject to subclause (7), a resident of a residential aged care facility who leaves the premises of the residential aged care facility after this direction commences operation is prohibited from re-entering those premises.*

The Direction does, however, provide exemptions from the above-mentioned restrictions; in particular, (8)(a)(i) states a resident is permitted to leave the facility:

- *For medical or dental treatment of the resident.*

Resthaven strongly discourages residents from leaving the home for any reason, and is able to assist with access to Telehealth where the Medical Practitioner is able to do so:

- During a Telehealth consultation a support person may be present with the resident during specialist medical Telehealth consults: for example, Oncologist, Neurologists. These consults can occur in the site meeting room.
- Any support person must meet the Resthaven entry screening requirements, including providing evidence of having had the 2020 Seasonal Influenza vaccination.
- At the conclusion of the Telehealth consult, the support person must immediately leave the site.

If a Telehealth consult is not an option, the following must occur:

- Minimise the time the resident is at the medical appointment to reduce the time of exposure.
- Please consider transport options; for example, how many people will be in the car? Can social distance be maintained? Ideally, we recommend that the resident is the sole passenger, seated in the left side of the back seat.
- Follow strict infection control guidelines that include frequent hand washing, cough etiquette and observing social distancing at all times.
- Resthaven will provide you with hand sanitiser (alcohol gel) for frequent use.
- Please ensure there is minimal touching of surfaces such as door handles, hand rails, etc, and remember to use hand gel to sanitise your hands if you do touch those surfaces.
- Ensure social distancing of 1.5 metres is maintained at all times during the service.
- Please consider minimising the interaction of the resident with persons under the age of 16 years. Persons under the age of 16 years present a higher risk of exposure to the resident, as they generally do not adhere well to strict infection control regimes.
- On return, we will undertake an assessment of the resident to ensure the resident is well, and not displaying any signs of acute respiratory illness and/or fever greater or equal to 38°C.

Thank you for your cooperation.