

Medilaw Queensland COVID Protocols December 2021

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 vaccinated will be required to provide a copy of their COVID-19 digital certificate which can be downloaded using their [MEDICARE online](#) account via [myGov](#)
3. Some of our specialist consultants will require that face masks are to be worn by visitors (examinees) while indoors unless an exemption applies. 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 72 hours of an examinee's assessment date. Our confirmation e-mail will notify you of this requirement at the time of booking.
5. 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.
6. Where possible, your clients must come alone to their assessment appointment. One support person may 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; or
 - Are under the age of 18
7. 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 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