



**Things look and feel very different here at Pioneer at the moment .....**

Due to the significant risk of COVID disease in the community we are trying to protect our patients, as well as our staff from exposure while you are with us.

**How your appointment today will work:**

1/ You have been asked to wait in the car, and the doctor will call you when they are ready

2/ They will take your history over the phone and work out what you are here for. They will use this information to choose the best place to assess you that is safest for them and for you.

They may decide to:

- Not see you in person at all, and complete the whole consultation via the phone
- Come to check on you while you are in your car
- Invite you in to the practice to be assessed
- Ask you to move to our isolation room for examination
  - o This is located out the front, in the separate brown brick one story building – it has a white door and a sign “Respiratory Examination Room”. Please wait outside and the doctor will join you there.

3/ After your consultation, if you have not come inside the staff will phone you to arrange payment. If you have come inside the building you are able to process your payment at the front desk as usual.

Please be patient and kind – we are all under a lot of pressure trying to provide the best service we can, while maintaining our high standards of safety. **Non compliance could mean all our staff and clinicians will be at high risk of developing Covid19, be in isolation and unable to help you.**

If you feel unwell and unable to remain in your vehicle, please let us know immediately and we will arrange appropriate care.

**REMINDER: IT IS MANDATORY TO WEAR A FACE MASK (CORRECTLY) WHEN IN THE PRACTICE.**

**At all times you can contact reception on: 8396 2522**

Thank you for assisting us to keep our doctors, staff and patients protected. Your continuing assistance will mean that our practice can remain open to providing care to our community.

**On behalf of Doctors, nurses and staff of Pioneer Medical Centre.**