

The KORU logo is located in the top left corner. It consists of the word "KORU" in a bold, white, sans-serif font, set against a solid black rectangular background.

KORU

KORU NATURAL THERAPIES

The background of the entire page is a large, semi-transparent image of a nautilus shell. The shell's intricate, spiral structure is visible, with light reflecting off its surface, creating a sense of depth and texture. The shell is centered and occupies most of the frame.

COVID-19 SAFETY PLAN

26TH MAY 2021

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A message from the Clinic Director

This COVID-19 safety plan has been created in consultation with DHHS, Osteopathy Australia and our team, to help slow the spread of COVID-19 and reassure our patients that they can safely visit our clinic.

This safety plan will be reviewed and updated regularly in light of the dynamic nature of changing restrictions and advice. This plan is in line with the current COVID-19 Public Health Orders, and will help to manage risks to staff and other people in accordance with Work Health and Safety laws.

The government has outlined that each COVID-19 Safe Plan must set out:

- Our actions to help prevent the introduction of coronavirus (COVID-19) in the workplace.
- The level of face-covering or personal protective equipment (PPE) required for the workforce.
- How we will prepare for, and respond to, a suspected or confirmed case of COVID-19 in our workplace.

Our COVID-19 Safety Plan is set out using 6 core categories and addresses each of the 3 above dot points from the Government.

These 6 core categories include:

1. Hygiene, sanitation and PPE
2. Social distancing
3. Record Keeping
4. Staff and patient communications
5. Procedure for positive COVID-19 test
6. Staff and patient wellness

After each of the core categories content is complete, the proceeding pages show our clinic signage relevant to the specific category. A black swan event is one that is unforeseen, unpredictable and causes extreme consequences. COVID-19 has been just that.

Historically, the challenge for leadership during black swan events is to manage the crisis, whilst simultaneously planning and building for the future.

This is an opportunity to show and work by our core values at Koru Natural Therapies and seizing the opportunity to connect with and support our team and patients by visualising a successful, thriving and healthy future and embracing trust as a catalyst to get us there.

Current Restriction Workplace Obligations

If we return to stage 4 restrictions, please refer to this specifically

As a workplace that remains open, we are obliged to:

- Have a COVID-19 Safety Plan in place that is regularly updated.
- Ensure all team members are well who are working within the clinic - you can not work if unwell or symptomatic
- Collect records of all workers, visitors and clients attending the premises for any length of time via the **QR code**, a note is to be made when adults are accompanied by minors or QR code is not working within clinic on the day of visit. Please include time of visit.
- **One person per two square metres** or enclosed workspace or in shared areas.
- If a staff member is unwell, send them home and direct them to be tested. They must isolate until they have a test result. The eligibility for testing differs for health professionals - please refer to DHHS website.
- **Report any positive cases of COVID-19 to DHHS, WorkSafe, Health and Safety Representatives, and notify your workforce.**
- Regularly clean facilities, shared spaces & provide additional cleaning supplies.
- Undertake risk assessments for cleaning and the potential closure of your workplace in certain situations.
- **There is a responsibility for all team members to remain up to date with current COVID restrictions, mandates, health advice, exposure sites and clinic policy.**
- Clients (and accompanying support person) must be temperature checked as close contact is likely in appointments. No patients with any COVID symptoms, elevated temperature (37.5 for people under 65 and 37.2 over 65 years) are to be treated. This is a clinic policy.

Stage 4 Restriction Workplace Obligations

If we return to stage 4 restrictions, this is our current action plan to be implemented

As a workplace that may remain open, we are obliged to:

- Have a COVID-19 Safety Plan in place that is regularly updated.
- Ensure that any workers that can work from home are able to do so.
- Collect records of all workers, visitors and clients attending the premises for any length of time via the **QR code**, a note is to be made when adults are accompanied by minors or QR code is not working within clinic on the day of visit. Please include time of visit.
- **One person per four square metres** or enclosed workspace or in shared areas.
- Unless an exemption applies, ensure that workers do not work across multiple sites, or for multiple employers.
- Ensure our staff are in good health - workers cannot work if they are unwell and employers must not require workers with symptoms to work.
- If a staff member is unwell, send them home and direct them to be tested. They must isolate until they have a test result.
- **Report any positive cases of COVID-19 to DHHS, WorkSafe, Health and Safety Representatives, and notify your workforce.**
- Regularly clean facilities, shared spaces & provide additional cleaning supplies.
- Undertake risk assessments for cleaning and the potential closure of your workplace in certain situations.
- **There is a responsibility for all team members to remain up to date with current COVID restrictions, mandates, health advice, exposure sites and clinic policy.**
- Clients (and accompanying support person) must be temperature checked as close contact is likely in appointments. No patients with any COVID symptoms, elevated temperature (37.5 for people under 65 and 37.2 over 65 years) are to be treated. This is a clinic policy.

SECTION 1 – Measures for Hygiene and Sanitation

Hand sanitiser: Provided at multiple locations throughout the workplace, including in the hallway on entry, at the reception desk and in each treatment room. Each consultation room has hand sanitiser present for both practitioner and patient use.

Hand Washing: Hand washing is undertaken on entry, exit and between each staff or patient interaction. No shared towels are used. All hand drying is performed with disposable paper towel and disposed of immediately into a specified bin.

How to wash and dry hands with soap and water



During the lather, pay particular attention to the backs of hands and fingers, fingernails, fingertips and the webbing between fingers.

Hand hygiene is crucial in reducing transmission of infections. It includes both hand washing with plain or antimicrobial soap and water, and use of alcohol-based products (gels, rinses, foams) containing an emollient that do not require the use of water.

If hands are visibly soiled or contaminated with respiratory secretions, wash hands with soap (either non-antimicrobial or antimicrobial) and water.

In the absence of visible soiling of hands, approved alcohol-based products for hand disinfection may be used. Ensure you have facilities for hand washing (i.e. sinks with warm and cold running water, plain or antimicrobial soap, and disposable paper towels) and hand disinfection (i.e. alcohol-based products) readily accessible.



SECTION 1 – Measures for Hygiene and Sanitation

Industrial grade cleaning disinfectant: Available to clean workstations and equipment such as treatment tables, desks, computer tablet/monitor, phone, keyboard and mouse. Also provided for all surfaces in the reception area (inclusive of bench-tops, HICAPS, pens, chairs and other surfaces), treatment rooms, staff room, bathroom and storage area of the clinics. Bathrooms are well stocked with hand soap and paper towels, and have posters with instructions on how to wash hands. Industrial Clean of frequently used areas at least twice daily. Maintain disinfectant solutions at an appropriate (full) strength and use in accordance with the manufacturer's instructions. Currently using Clinicare, TGA approved to kill coronavirus in 2 minutes. Treatment rooms will be wiped down with disinfectant on all touched surfaces between every client and left to air dry.

Waste Management: Sharps waste are placed into the sharps container within each treatment room and disposed of by independent collectors. Treatment rooms bins are only used for gloves, empty sanitizer bottles, cleaning wipe, bagged surgical masks to ensure easy disposal at the end of each shift.

Infection Prevention: Pre-screening to assess patient's health prior to being treated with common questions relating to patient signs/symptoms, travel or recent contact with a symptomatic/positive COVID-19 patient. Temperature screen each staff member and patient who enters the clinic setting. Social distancing is to be maintained between staff and patients wherever possible.

To w e l s , L i n e n : Replace towels (if using) between each patient. Ensure used towels, protective pillow case and regular pillow care are properly placed into laundry bin in the room and used gowns are placed in the allocated basket for washing. Bins of dirty / used laundry will be moved away from the treatment room into the washing machine. All washing will be washed at a minimum of 60 degrees for 1 hour + with the use of laundry detergent. Wet washing will be transferred into a specific clean laundry basket and transferred to the washing dryer. Appropriate hand washing and sanitizing procedures must be performed at each step.

SECTION 1 – Measures for Hygiene and Sanitation

PPE: Use of a surgical mask and protective eyewear in the form of a face shield or safety glasses at all times within the clinic (except while eating / drinking).

Prescription glasses do not constitute appropriate safety wear. Both masks and face shields/glasses are worn for up to four hours. We are replacing/cleaning earlier if these become contaminated/soiled, or after assisting with an aerosol generating procedure. Clean and reusable cotton gowns are to be used for each clinical appointment. This reduces the chance of accidental transmission from your clothing to the home environment. Staff are welcome to wash their work clothing on site if they prefer, this is currently optional.

Patient arrival: Patients are informed to wait in their vehicle prior to attending their consultation. Initial patient questioning occurs over the phone while they remain in their vehicle. This includes COVID-19 prescreen questions if form has not been completed prior to appointment. Presenting complaint and medical history taking questions to be conducted over the phone. Temperature screening will be performed while they are in their vehicle or on entry into the clinic. The patient will immediately be directed into the specific treatment room to minimise interaction with other people within the building.

Treatment room: All consultations with patients will occur in rooms 1 or 4, as they have the better airflow, with the use of the split system air conditioning unit. Note taking: Laptops and phones are not permitted in the treatment office. Note taking will occur in offices 2 or 3, which will ensure privacy and reduced patient contact in multiple offices. Patients will be provided with a surgical mask.

Payment: We have removed cash as a payment option. Contactless payment is encouraged via the HICAPS machine, medipass or direct transfer into our bank account. Patients swipe their own private health insurance cards when able. The HICAPS machine is covered with cling wrap, which is removed after each use and replaced.

Additional items: Non essential items have been removed from clinic rooms, such as toys, reading material and most decorative items. The water and tea station has been removed, however patients may request a drink, which we can supply from our kitchen.

Patient Education: We continue to provide useful and up to date information for our patients, including advice on how to apply and safely remove a face mask, where to seek additional health information from reliable sources and where to seek local testing. **Signage:** We have signage on the front door, in the hallway and at the reception desk regarding COVID-19 and important considerations.

SECTION 1 – Measures for Hygiene and Sanitation

KORU COVID-19 ALERT

The infographic is a vertical poster with a central illustration of a doctor in blue scrubs with arms crossed. The background is divided into colored sections: pink for the top two measures, light blue for the middle two, and teal for the bottom two. Each measure is accompanied by a simple illustration.

- Temperature check**: Illustration of a white digital thermometer.
- Wear a mask**: Illustration of a woman with dark hair wearing a white face mask.
- Maintain social distance**: Illustration of two people, a man and a woman, standing apart.
- Clean hands**: Illustration of a hand being washed with blue soap suds.
- Isolate & stay home**: Illustration of a simple house with a green roof and orange door.
- Get tested**: Illustration of a healthcare worker in a white coat and blue cap testing a patient's nose.

ANY SYMPTOMS OR VIRUS EXPOSURE

KORU

SECTION 1 – Measures for Hygiene and Sanitation

STOP!

Please call 03 9736 9408
before entering the clinic

We need to perform a covid-19 pre-
appointment screening, and a
treatment urgency assessment before
your appointment

We are only permitted to see urgent
cases

KORU

SECTION 2 – Social Distancing

WE ACTIVELY ENSURE PEOPLE ARE SPACED 1.5M APART AND REMIND PATIENTS, VISITORS, AND OUR TEAM MEMBERS WHEN THIS IS NOT BEING PRACTICED.

IN ADDITION, WE ENSURE THERE ARE NO MORE THAN 1 PERSON FOR ANY 4m² AT ANY TIME WITHIN THE BUILDING.

Waiting room seating: There are currently 2 chairs, 2 benches and the couch that are all separated further than the social distancing guidelines. All seating will be cleaned as soon after a person has moved as practically possible. Patients sitting on any chairs in waiting room is to be reduced where ever possible by maintaining patients waiting outside of the building.

Practitioner treatment: Practitioners can no longer have treatment with other clinicians within the clinic. This is to minimise contact between our team and reduce the impact of any potential positive cases in the practice.

Patient treatment: 1 parent or guardian is able to attend the appointment of a child. We currently can not accommodate other family members within the clinic at this time. Vulnerable people may bring 1 support person with them.

Kitchen: A maximum of 2 people in the kitchen space at any time (ideally 1).

Reception: An absolute maximum of 4 people in the reception space at any time.

SECTION 3 – Record Keeping

Put plans and systems in place to monitor and control the numbers of staff and patients on site at any given time:

All patient appointments are logged on our cloud based software system and departure times can be monitored by the receipts issued.

Keep name and mobile number or email address for all staff, patients, visitors and contractors for a period of at least 28 days: Records are only to be used for tracing COVID-19 infections and are stored confidentially and securely at our clinic or on our online cloud based software system when the QR code system is not working.

COVIDSafe App: All staff are aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

Cooperating with DHHS: If contacted in relation to a positive case of COVID-19 at our workplace, cooperate fully. If we identify a case prior to DHHS knowledge, notify the dedicated COVID-19 helpline on 1800 675 398 and follow our procedure for a positive test result on page X.

Vaccination: As health care workers, all team members are aware they are eligible under stage 1A eligibility. We will remain updated regarding current advice and access to vaccines.

*****NOT CURRENT – BUT MAY BE REAPPLIED IN THE EVENT OF STAGE 4 RESTRICTIONS*****

Managing the “5km rule” for patients: As we are considered “care givers,” it is considered legal to travel outside of a 5km radius from home to receive treatment at our clinic, for our existing clients. New patients are strongly advised to seek alternative care arrangements within a location within the 5km radius. We are advising patients to have proof of appointment via sms and or confirmation email and to take a receipt with them to prove this to enforcement if questioned. We also have all appointment times and payments recorded in our cloud based software.

Managing the “5km rule” for staff: Workers from permitted industries are allowed outside their homes to travel to or from work, even during the 8:00pm to 5:00am curfew. Victorian Premier Daniel Andrews says employees will be required to carry a worker permit when they travel to their workplace or home from work. We have provided all employees with a work permit.

SECTION 4 – Staff & Patient Communications

Team Communications

Slack: Live, on the minute updates to our entire staff via our slack messaging group.

Email and text message groups: Rapid staff updates by email or text relating to any changes to our COVID-19 safe protocols.

Google Drive: All staff have access to up to date documents via google drive and koru tribe websites.

Zoom: All “group” meetings hosted on Zoom with no face to face get togethers to limit exposure and adhere to physical/social distancing requirements.

Patient Communications

Website: COVID-19 devoted page with all information relating to pre-screening, in clinic/out of clinic requirements to be treated, with the most essential information for our patients.

Treatment confirmation and reminders (text and email): Both emailed booking confirmation (at the time of appointment being made) and SMS appointment reminders (24 hours prior) have an immediate link to our devoted COVID-19 webpage which outlines all important information relating to our COVID-19 safety plan.

CRM – Kartra: Mass audience email to our entire staff and patient list to update and inform them of any changes to our COVID-19 safety protocols and measures, especially in the event of a local cluster.

Social Media: Essential information may also be provided via our social media pages – linkedin, facebook, instagram, however these are in addition to our other communication platforms and not in replacement of.

SECTION 5 – Procedure for POSITIVE COVID-19 Test

Procedure if during a pre-screening process, a staff member or patient presents with risk factors that may indicate a high COVID-19 exposure risk:

IF NOT SHOWING SYMPTOMS, BUT MEETING RISK CRITERIA:

The patient should not attend their appointment and be informed that in line with government protocols they are to self-isolate at home for 14 days from the potential COVID-19 exposure.

Ensure that the patient leaves the practice as soon as practically possible and that any contamination risks that arise as a result of their visit (surfaces touched etc) are addressed with environmental cleaning methods immediately.

IF SHOWING RESPIRATORY SYMPTOMS OR FEVER:

Follow the same process as above but additionally inform them to seek medical advice by calling their GP and one the following relevant health advisory line:

VIC: Dedicated COVID-19 helpline on 1800 675 398

National Coronavirus Health Information Line: 1800 020 080

If it is confirmed that a patient has tested positive for the virus, cooperate fully with health authorities once contacted and adhere to all relevant protocols.

We outline our procedures if a positive COVID-19 test arises from day to day operations or immediate family members of a staff member on the following page.

Positive in a staff member who has been attending work: Shut the clinic immediately – clinic admin and practitioners to contact patients on the day of notice + patients who are booked in for the following day (likely a 48 hour closure period). All close contacts will require testing and 14 day quarantine.

Organise cleaning service to perform an industrial clean. All staff members in close contact with the positive case to be tested prior to return to work (and be asymptomatic). Contact DHHS for further advice regarding patients who have attended the clinic – do they need to be tested? Self-isolate? Once DHHS is contacted and all information is gathered, send mass patient email with transparent messages and clear step-by-step requirements of what they need to do.

SECTION 5 – Procedure for POSITIVE COVID-19 Test

A recent patient reports a positive test: Contact DHHS immediately to discuss the last time the patient attended the clinic and timeframe to a positive test – this will guide our next moves. If necessary, shut the clinic immediately – clinic admin and practitioners to contact patients on the day of notice + patients who are booked in for the following day (likely a 48 hour if tier 2 site or 14 day closure period if tier 1).

Organise cleaning service to perform an industrial clean.

Treating practitioner and other team members who have had contact with the patient to self-isolate for 14 days and be COVID-19 tested prior to returning to work (and be asymptomatic). Once DHHS is contacted and all information is gathered, send mass patient email with transparent message and clear step-by-step requirements of what they need to do.

Positive test in an immediate family member of a staff member or patient: Staff member to self-isolate until we understand the specifics of the case in question. If necessary, staff member is COVID-19 tested prior to returning to work (and be asymptomatic). Likely 14 day quarantine required, unless advised otherwise by DHHS.

If a staff member, any staff members in casual contact with the positive case and presenting with even the mildest SSx of COVID-19 to be tested prior to returning to work (and be asymptomatic).

If a staff member, contact all patients of that staff member to be rescheduled for 2 weeks. Contact DHHS for further advice regarding tier 1 or tier 2 site.

Once DHHS is contacted and all information is gathered, send mass patient email with a transparent message and clear step-by-step requirements of what they need to do. A close contact of an immediate family member of a staff member/patient who reports a positive test and we are made aware: Contact DHHS for further advice regarding practitioner who treated the patient and other patients who have attended the clinic to see that practitioner – and get clarification on current guidelines such as; do they need to be tested? Self-isolate?

SECTION 6 – Patient and Team Health & Wellbeing

CURRENT

Patient Prescreening – All patients must be pre screened prior to face to face appointments with a practitioner, including; COVID prescreening questions, temperature check and face mask.

****STAGE 4 RESTRICTION PRESCREENING – if we are deemed essential – if non-essential, the clinic will close and all patients postponed for face to face appointments until further notice. Patient Prescreening: All patients must be prescreened prior to face to face appointments, with a practitioner.

This is in 2 parts, firstly the patient must be screened to determine if their care is urgent.

While the definition of urgent has not yet been clearly determined by the DHHS. We interpret this as the following, until further clarification has been provided.

If without assessment and treatment, the patient is at high risk of deterioration of the physical, mental or emotional wellbeing, with either significant impact on ADL's (such as not being able to care for children or themselves adequately within the home) or would likely require assessment at an emergency department, then a face to face appointment may proceed, as long as they are cleared by the COVID-19 pre-screening process.

In addition, if the patient is currently being managed via the NDIS, DVA, Worksafe or TAC and there is likely to be a significant decline in function, the appointment may be considered urgent.

The nature of the "urgent" appointment must be documented in the clinical notes. If a patient presents for an urgent appointment and the practitioner determines the patient does not meet the "urgent" criteria, then the patient must be advised that they can not be seen for a face to face consultation. Alternative arrangements should be made in order to maintain appropriate care for this patient.

Practitioners must use their clinical judgement in regards to face to face treatment. It is worth noting that the individual practitioner as well as the clinic may be liable if these restrictions are not adhered to. This is a judicial requirement by the public health officer under the State of Disaster declared by the Victorian Government.

Complaints and investigations may occur by Fairwork, AHPRA, Worksafe or the Department of Health and Human Services. This form must be completed for urgent appointments, as always, the practitioner may add additional information in the clinical notes.

SECTION 6 – Patient and Team Health & Wellbeing

Covid-19 Pre-appointment Screening

⌕ Settings > Patient form templates > Showing patient form template

For your safety and ours

Please inform us of any changes between when you submit this form and your appointment on 9736 9408.

This section has no questions. Would you like to [edit it?](#)

Your Health

Have you been experiencing of the following:

- Increased temperature/fever
 Coughing/sneezing (not related to allergies)

 Sore scratchy throat
 Shortness of breath
 Difficulty breathing

 Excessive Fatigue
 Loss of taste or smell
 None of the above

Please note if you have any of these symptoms or a temperature over 37.6 on your arrival at the clinic we cannot treat you. We would highly encourage you to get tested if you have any of these symptoms.

- I understand

Your Actions

Have you returned from overseas or had contact with anyone returned from overseas in the last 14 days?

- Yes No

Have you been directly in contact with anyone with signs and symptoms above?

- Yes No

Are you awaiting the result of a Covid-19 test?

- Yes (Note: this means we cannot see you until you have proof of a negative test) No

Although the team and staff are doing everything they can to protect my safety, I understand that there is an increased risk of infection from COVID-19 by having a face-to-face appointment. I agree:

- Yes No (note: this means we cannot treat you)

In the event that a patient or practitioner in the clinic tests positive, I am aware that my name and contact details may be shared with DHHS for contact tracking. I agree:

- Yes No (Note: this means we cannot treat you)

Declaration - I can confirm to the best of my knowledge that I do not have the Coronavirus and am not awaiting test results for Covid19.

- Yes No

Please remember to notify us of your arrival and wait in your car until your practitioner is ready for you. Wear your mask on entry, use the sanitization station provided and your temperature will be checked. We are no longer accepting cash within the clinic, payment can be made by eftpos, credit card, medipass or bank transfer, we apologise for any inconvenience. If you need us for anything prior to your appointment, please do not hesitate to give us a call. We are here to support you - Koru Team

SECTION 6 – Patient and Team Health & Wellbeing – Stage 4**

Covid-19 Appointment Urgency Assessment

⊞ Settings > Treatment note templates > Covid-19 Appointment Urgency Assessment

Do you (as the patient) consider this appointment to be urgent?

Yes No

Is your condition preventing you from performing essential activities of daily living, such as caring for yourself or a family member?

Yes No

If you could not attend your appointment with me would you consider attending at an emergency department for care?

Yes No

Is your emotional and or mental health at risk?

Yes No

Is there another reason why this appointment is considered essential and cannot be held via telehealth?

Have you completed a Covid-19 Pre-appointment Screening questionnaire?

Yes

Alternatively, telehealth appointments are available for non urgent cases, routine consultations, chronic disease management and rehabilitation consultations.

Patients may also be referred to GP's, psychologist / mental health support or other healthcare providers where appropriate and with patient consent. Secondly, the patient must complete the COVID-19 pre appointment screening form, either prior to or at the time of their appointment.

Patients may be screened thru screening templates as provided PLUS the use of patient outcome measures where appropriate to make clinical decisions regarding if face to face appointments are appropriate.

SECTION 6 – Patient and Team Health & Wellbeing – Stage 4**

Covid-19 Stage 4 Baby Feeding Appointment Urgency Assessment

[@ Settings](#) > [Treatment note templates](#) > Covid-19 Stage 4 Baby Feeding Appointment Urgency Assessment

This form is created with consideration of Triage for infants - emergency consultations for Osteopaths, developed by Dr Kirsty Greenwood (Osteopath), Ass. Prof. David Todd (Neonatologist), Dr. Kar Mun Chan (Paediatric Dental Specialist).

Do you (as the parent) consider this appointment to be urgent?

Yes No

(1) Is your baby at risk of poor feeding with no weight gain, failure to thrive or dehydration?

Yes No

(2) Is there Risk to loss of breastfeeding where the infant refuses the breast?

Yes No

(3) Is there Risk to loss of bottle feeding where breastfeeding has not been established?

Yes No

(4) Has your baby been referred by a lactation consultant, general practitioner or specialist, been diagnosed as urgent and referred to an osteopath for urgent care?

Yes No

(5) Is this appointment post-frenotomy, or does osteopathic treatment form part of post-frenotomy breastfeeding rehabilitation?

Yes No

(6) Are you concerned about your breastfeeding, and have no access to lactation consultant, midwife, or maternal health support?

Yes No

If you could not have an appointment with me would you consider seeking help from a GP or the hospital?

Yes No

Do you feel like your emotional or mental health is at risk if this issue is not addressed?

Yes No

Is there another reason why this appointment is considered essential and cannot be held via telehealth?

Any other relevant information?

Have you completed a Covid-19 Pre-appointment Screening questionnaire?

Yes

Have you completed a NRS - Mothers Experience of Breastfeeding scale?

Yes No N/A

Have you completed a Breastfeeding self-efficacy survey - Short Form?

Yes No N/A

Date this assessment completed

Will a face-to-face treatment go ahead?

Yes No

Legal Notices

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