

A big thank you to community members who have endorsed our key messages of practicing good hygiene, social distancing and staying at home if you can. These measures play a major role in limiting the impact that coronavirus could have on our small community and keeping our vulnerable community members safe.

As Norfolk Island is currently in “Lockdown” the main entry to NIHRACS is locked for the duration of the “Lockdown” period. Only emergency patients or those with specific appointments and staff are able to access NIHRACS. There is an exception for visitors to enter the hospital on compassionate grounds for close family members if a patient or resident is extremely unwell. If this is the position you are in then as a close family member you can call the hospital (22091) for approval to visit and you will be given further instructions at this time of the process involved.

The General Practice clinic is still open for business for all your health care needs and our emergency department is still running. However to decrease the risk of COVID-19 our processes of practice have changed and Medicare is providing us funding to continue practice by having telephone consultations where our Drs can meet your needs without you having to present to NIHRACS. If the accessing Dr decides you need further essential medical intervention they will instruct you on what to do next. To book appointments please phone our reception on 24134. Please continue to help us limit the impact of coronavirus on our small community by taking advantage of our telehealth service.

Dental services have been suspended at this time in alignment with directions from the Australian Dental Association. For any dental emergency please phone (24134) to book a telephone consult with your treating General Practitioner for further assessment.

Allied health services including Physiotherapy, Psychology, Social Work and Dietetics will be working by telehealth appointments only. Each service will be reviewing the need for continuing service for their current patients and will be providing service only for acute/emergency patients. If you wish to speak to one of the Allied Health team, please call the hospital on 22091 and ask for a message to be passed on to the relevant staff member.

If you require any assistance with NIPTASS forms please call our social work on 50593 or the hospital 22091. Residents have up to 12 months to lodge their NIPTAAS claim so if the refund is not urgent please delay lodgment of forms during the lockdown period.

Stay safe everybody.

### **GP Clinic Hours of Operation**

Monday- Thursday 8.30am – 5pm

Easter long weekend Closed

*Please note the clinic is closed for lunch from 12.30 – 1.30pm.*

*Please call 24134 for appointments only during opening hours.*

If you require medical assistance outside business hours please phone the hospital on 22091. In cases of emergency please dial 000.

**All patient information is treated as confidential.**