

## COVID-19 Protocols – May 2022

Next Health is committed to safeguarding our customers, consultants, team members and visitors.

Our COVID-19 related protocols for Western Australia 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.

**Next Health continues to accept referrals for the vaccinated and the unvaccinated whilst maintaining the highest level of safety. We understand the important role an Independent Medical Examination has on the claims process and how it can impact treatment and return to work.**

Next Health COVID-19 safe measures include:

- Screening of all visitors
- Social distancing
- Stringent hygiene practices and cleaning protocols
- Wearing of masks
- The use of HEPA filter air purifiers
- Face shields for physical examinations
- Gloves

### Visitors to our premises

The following protocols have been developed with this commitment at their heart for all visitors to our premises:

- Your appointment can not proceed if you have COVID (or have tested positive to COVID in the past 7 days), have been instructed to isolate or are exhibiting flu-like symptoms.
- Face masks must be worn whilst in waiting areas and in the assessment with the consultant.
- Sanitiser is available and all visitors are required to sanitise their hands upon arrival.
- Where possible, examinees must come alone to their appointment. Any persons accompanying the examinee may be required to wait off premises. Any support persons will also be subject to the same guidelines as the examinee. Our team will liaise with the specialist consultant to ensure the assessment can be carried out following our strict COVID-19 guidelines and it will be at their discretion as to if the assessment can proceed with the support person in attendance.
- A support person may request to accompany the examinee when they:
  - ✓ Require assistance due to disability or for mobility reasons
  - ✓ Require psychological support
  - ✓ Require an interpreter as they are Non-English speaking (telephone or video interpreter services may be recommended in some cases); or
  - ✓ Are under the age of 18

**We highly recommend that customers advise their client of the requirements as part of the appointment confirmation process. This will reduce the potential of examinees being turned away from their booked assessment and a non-attendance fee being incurred.**

You will be advised if specific consultant specialists have a requirement different to the requirements detailed above.

The Next Health team always strive to put the person being assessed at the centre of our care and can arrange for Telehealth services, where appropriate, to connect examinees with our independent medical specialists should they not be able to attend an in-person assessment.

#### **Our team and our premises**

The following protocols have been implemented for our team and premises:

1. Next Health team members attending our WA rooms must be fully vaccinated. Their vaccination certificates have been supplied and are stored in a central register.
2. All consultant specialists attending our WA rooms must be fully vaccinated.
3. Next Health team members will be subject to regular Rapid Antigen Testing.

Our parent company, MedHealth have detailed COVID-19 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 people, our customers and our visitors.

**To make or modify a booking call the Next Health team on 08 9201 3300 or email us at [info@nexthealth.com.au](mailto:info@nexthealth.com.au).**