

How things are working now...

For most consultations you will have a phone or video call with the doctor.

These will be 15 minutes long and only deal with one problem. If there is more than one problem to discuss you will need to request a double appointment. If the doctor thinks that you then need to also be seen in person for an examination they will arrange an in person consultation, usually later the same day at the Pyes Pa Clinic.

In person consultations will be provided to patients with significant symptoms.

Please call and ask for a 15 minute in person appointment if you have been having:

- Chest pain
- Shortness of breath with no fever or cough
- Palpitations or an irregular pulse
- New weakness or difficulty talking
- Blackouts or faints or collapsing episodes
- Severe headache
- Persistent abdominal pain
- Severe pain
- Abnormal bleeding
- Confusion
- Are injured
- Your child is unable to eat or drink, is in significant pain, has a rash or seems very unwell

YOU MUST INFORM RECEPTION STAFF WHEN BOOKING AN IN PERSON CONSULT IF YOU HAVE A RUNNY NOSE, SORE THROAT, COUGH OR SHORTNESS OF BREATH, OR HAVE BEEN IN CONTACT WITH A COVID-19 CASE (even if this is not why you are coming to the doctor). THIS ALLOWS US TO DIRECT YOU TO THE CORRECT ENTRANCE AND WEAR PROTECTIVE EQUIPMENT while we deal with your urgent problem.

Please tell the receptionist if your main problem is that you may have COVID-19 infection, so we can help you be seen at the appropriate assessment centre elsewhere:

- If you have been in any contact with a suspected or confirmed case of COVID-19 infection and are now unwell with a new respiratory illness
- If you have been in contact with a person who has been overseas in the past 14 days and are now unwell yourself with a respiratory illness
- A respiratory illness means that you have fever or cough or shortness of breath or a sore throat.

Do NOT attend the Lakes Clinic for doctors appointments or if you are unwell in any way. This is our wellness centre for vaccinations, cervical screening and well child checks, and will be staffed mainly by nurses. Do NOT bring additional family members to these appointments - please come in on your own. If the appointment is for a child they can be accompanied by one caregiver.

If you are not sure what to do or book please call our reception staff. They will advise you, or allocate you a phone call from a clinical staff member to help decide on the best plan for you.