

# WE'RE HERE TO HELP

## **Platinum Physiotherapy & Reliance Psychology Services remain open for business!**

Good Morning,

In light of the current COVID-19 situation, I write to reassure you that both Platinum Physiotherapy and Reliance Psychology Services remain open.

In line with the latest health advise, we are continuing to deliver essential services to our community. While the COVID pandemic places an added level of complexity to patient care, it remains our passion to provide access to safe, high quality care.

We continue to work tirelessly as a team in maintaining our clinic and practices as a COVID SAFE environment and keeping well informed of relevant guidelines as they emerge.

My priority will always be with patients, the safety of my practice staff and the continuity of the business'.

### What can I expect in the clinic?

COVID safety plan adherence.

Mask wearing and QR sign in is mandatory for all people entering the clinic.

We have installed barrier screens at front reception.

We now have many clinicians operating via telehealth, which has significantly decreased waiting area bodies.

For those of my staff that continue with face to face consultation, they do so with the upmost commitment to providing optimal hygiene standards as advised by our professional body.

All staff and patients entering the clinic are "screened" for any signs of illness or risk. Allied Health professionals are very well aware of infection control priorities and are taking appropriate steps to keep themselves, our staff and most importantly, our patients, as protected as possible during their session. This includes frequent hand washing, using disinfectant to wipe down hard surfaces, and use of appropriate PPE.

As such we feel that our patients of the central coast community can trust the environment they are entering.

Once again, I thank my team for their efficiency and flexibility during this time. I also thank our patient base for their commitment to their ongoing health needs and respecting our fellow central coast community in remaining diligent and courteous.

We support and encourage you to continue with your treatment in our clinic. Your Physical and Mental Health is paramount. Please remain diligent with our countries fight against COVID-19 and stay at home if you are unwell, travelled to any hot spots within Australia in the last 14 days or have been required to have a COVID test and are in isolation.

My staff will happily assist you via telehealth or when you feel better.

If you have any concerns, please don't hesitate to contact us by phone or email.

Thank you all for your patience and supporting our business' during this time.

Stay safe

Kim Findlay

Director of Platinum Physiotherapy, Reliance Psychology Services & CSS.