

Dear Patients and Colleagues,

As the Principle Surgeon of Perth Facial Plastic & Cosmetic Surgery and Medical Director of Churchill Day Surgery, our main priority is the health and safety of our patients, staff, doctors and the community.

With the uncertainties and ever evolving updates regarding COVID-19, our management team would like to share with you the measures we have in place, both as a Medical & Surgical Clinic and as a Private Day Hospital.

Churchill Day Surgery is a licensed Private Day Hospital and has complied with and passed all inspections by The Department of Health of Western Australia (Licencing and Accreditation Regulatory) and Global-Mark assessment of National Safety and Quality Health Service (**NSQHS**) Standards.

We have been working very hard to keep our community and team as safe as possible and to keep up with the latest news, as presented by the Prime Minister, regarding screening and preventing the spread of COVID-19. This includes hand and general hygiene, temperature monitoring, social distancing and deferring all elective or non-urgent surgeries and appointments for the coming few months.

We would like to do everything possible to flatten the curve while doing our best to provide optimal care for you and the community.

Our protective measures include;

- Hygiene: hand sanitisers, regular cleansing of contacted surfaces at risks of droplets and aerosol transmission.
- All magazines and office decorations have been removed. Appropriate timing and physical spacing is in place to reduce patient to patient cross over.
- Pre-appointment phone call to inform patients of the symptoms of COVID-19, screening risk groups and link to WA Department Health advice on testing for Coronavirus.
- Alert Notices are placed at the entry and the Reception Desk regarding COVID-19
- All patients are again politely asked about their risks and travel status on the day of appointment

- As directed by the National Cabinet on COVID-19 we have cancelled all elective and non-urgent cases. Only Category 1 and selected Category 2 cases will be considered. Our team will contact you if you are affected and reschedule to a more suitable time.
- I will arrange for your urgent / emergency procedure to be performed as soon as possible.
- Our office will remain open (with limited hours) for all post-operative reviews and consultations for urgent cases. Where possible, I will consult via Telehealth or Virtual Consultation to minimise your social contact and maximise your social distancing without compromising your care.
- Your General Practitioners or Referring Doctors can still contact my office or myself for any urgent advice.

These are uncertain times and I will do my best to assist you and your family through this. Together with appropriate social distancing, we can minimise the strain on hospital and health resources while still managing urgent cases expediently. We will get through this as a community.

Thank you very much your understanding and I look forward to seeing you again in the appropriate time.

Should you have any concerns please do not hesitate to contact us on 9380 4488 or email info@perthcosmeticsurgery.com.au

Very best regards always,

Dr Tuan Pham.