

# ***Business As Usual***

**During a Pandemic**

**Terrigal & Avoca Beach Medical Centres**

**COVID-19 Showcase:  
Sharing Success and Supporting Recovery**

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Terrigal + Avoca Beach  
**MEDICAL CENTRES**



# Our Team



## Where it all began

- Practice –“concept” of General Practice
- Keeping our Drs, nurses and staff safe while providing quality care to our patients and the community
- Patients – anxiety, fear, neglect of chronic disease
- Others – volunteers, cleaners, other contractors
- Practice as a Business
- Telehealth and Face to Face consultations
- Flu Vaccines
- Management of patients with respiratory symptoms and potential COVID 19
- Vulnerable communities ATSI, CALD, RACF's, Aged Care, Palliative Care



The then



and now





# The Demountable and Telehealth



## COVID-19 SIMPLE STEPS TO HELP STOP THE SPREAD.

Cough or sneeze  
into your arm



Use a tissue



Bin the tissue



Wash your hands



HELP  
STOP  
SPREAD  
with COVID-19

TOGETHER WE CAN HELP STOP  
THE SPREAD AND STAY HEALTHY.

For more information about Coronavirus  
(COVID-19) visit [health.gov.au](https://www.health.gov.au)



# Practice Management and Admin



- Our reception areas and processes
- Screens and hand sanitiser
- Safe Distancing - minimal people in the waiting rooms
- QR code and manual check in for all third parties





# COVID and Flu Vaccination Clinics



***JF, age 62: Thankyou for being proactive and getting your clinic set up and running. It was running very smoothly and professionally. Congratulations on a job well done.***



New use of  
technology



# Lessons Learned

Working together as a team - it can be done!

Strive for timely access to high quality standards of care for patients whilst keeping our team and the community safe. Strong communication with patients throughout.

Make the most of technology to support business as usual while also continuing traditional ways of contact

Excellent preparation of clinics is key



# Ongoing challenges

Keeping up with demand for GP appointments and vaccinations

Juggling telehealth and face to face appointments

Managing URTIs and potential COVID19 infections

Ensuring we continue to reach the most vulnerable for timely health care and vaccinations

The continuing strain on the workforce

Continuing to learn from feedback and implement further improvement

# Questions?





*Thank You*



*The show must go on.....*