**COVID 19 PANDEMIC**

***All consultations will now be condusted via Telehealth (telephone and video consults).*** Kindly contact reception on 96693517 (preferably as early as possible in the morning to give us adequate time to arrange appointments ). ***No "walk in" consultations wil be permitted.*** **DO NOT come into the practice!!**

**Everyone** needs to **phone** the surgery prior to physically arriving . My reception staff will perform the initial triage by phone. Thereafter Dr Shapiro will personally call you to discuss your needs and decide further action.

Please ensure that you provide reception staff with your **correct phone number** and that **you are available throughout the day** at this contact number.

Face to face consultations are **still available for certain conditions provided they are assessed previously by telephone triage**. Patients will be provided with an appropriate time slot bearing in mind practice work flow and patient safety requirements (social distancing etc)

Patients will need to attend in person for Flu vaccines, childhood immunisations (which should not be delayed or deferred) Care Plans, Mental Health plans and reviews can also be provide via Telehealth . Medicare has put in place temporary bulk billing item numbers to cover most (but not all ) patients for the above services. Please refer to the ***Fees and Billing*** section of this website for the billing of Telehealth items.