

Visitors, outpatients and support people presenting with COVID-19 symptoms or risk factors



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

You have presented with symptoms or risk factors for COVID-19

COVID-19 screening has found that you have symptoms or risk factors for COVID-19 which include one or more of the following criteria:

- You have a temperature higher than 37.5°C OR chills
- You have symptoms of a cold or a cough such as shortness of breath, cough, sore throat, runny nose, or loss of taste or smell
- You are awaiting COVID-19 test results
- You have had contact with someone who has COVID-19 within the last 14 days (except while at work wearing correct PPE)
- You are required to self-isolate or self-quarantine under the Quarantine, Isolation and Testing Order

What do I do if I have symptoms of COVID-19?

We strongly recommend you seek immediate testing for COVID-19 at the closest COVID-19 testing site. A list of COVID-19 testing sites are available via this link

<https://www.coronavirus.vic.gov.au/where-get-tested-covid-19>. We will provide you with a mask which you should wear immediately and as you travel to the COVID-19 testing site. If you have concerns, you can contact the coronavirus hotline on 1800 675 398, 24 hours every day.

Can I visit a patient in hospital or provide support for an outpatient appointment today?

Because you have symptoms or risk factors for COVID-19 you are not able to visit Western Health today. This is to keep our vulnerable patients safe.

In rare exceptional circumstances some visitors may still be permitted to enter, such as for the birth of your baby or to visit a close relative for end of life care. Approval to enter may only be granted by Western Health's senior management. Please discuss with the screening staff if you feel this applies to you.

What do I do if I have an outpatient appointment?

Contact the outpatient clinic immediately. Tell them you have symptoms or risk factors for COVID-19 and ask them whether you should proceed or postpone your appointment.