

17 March 2020

Dear valued patient/ parent,

The Coronavirus or COVID-19 has had a severe and unexpected impact on us all. Our priority is the health and wellbeing of our patients and colleagues. Here is a quick guide on how we deal with this situation:

Services during lockdown:

- We as a practice adhere with the National lockdown regulations in inhibiting the spread of the virus. The practice will be closed to outpatients during this time.
- As health professionals we may perform hearing evaluations in case of emergency and provide speech therapy services to hospital patients.
- Our telephone line is still operational and diverted to our receptionist cellphone. Feel free to still use this number for any enquiries.
- If you have an emergency with your hearing aid or in need of batteries please contact us and we will see where we can assist.
- We have created a terrific online therapy platform and we continue to receive positive feedback from our patients that continued with their speech therapy sessions online. The HPCSA and medical aids has given formal authorization for allied health professionals to use telehealth as way to continue delivering services during this time.

Services after lockdown:

- We will still adhere to the guidelines the government provide on the reopening of business after lockdown.
- We strive to care with excellence by ensuring that our infection control measures create the safest possible environment for you and your families.
- We will limit the number of patients that enter our practice at a time. Allowing only one patient and their parent to be seen at a time for a consultation.
- Temperatures of staff will be taken daily, and all patients and staff will be provided with hand sanitizer and masks.

We are also taking the following actions:

- It is compulsory for all entering our practice to wash and sanitize their hands. This includes therapists and employees. Your cooperation is greatly appreciated.
- All surfaces and equipment are sanitized regular.
- All frequently used equipment will be wiped down with surface disinfectant between uses.
- All therapist and clients will be expected to wash their hands before and after a therapy session.
- Anyone, employees and therapists included, who experience symptoms of fever, runny nose or sore throat will be advised to stay home until their symptoms resolve. You are advised to contact the NCID hotline of 08000 029999 where you will be advised further.
- We kindly ask that you please cancel your therapy session in advance should you or your child display any symptoms of the virus.
- If you or a close contact are diagnosed with COVID-19, we ask that you please inform your therapist immediately so that we can put additional responses in place.

With these measures in place we feel comfortable to continue evaluations, consultations and therapy. Our online therapy option will continue as an option to patients.

We appreciate your continued support and we are committed to help our patients reach their therapy goals that we have set to achieve in this challenging situation.

Warm Regards

Ilouise, Christine, Chelsea, Jani, Angela and Riki
Ilouise le Roux Speech therapy and Audiology team