COVID-19
Collection Centre Protocols

AUSTRALIAN Clinicallabs

To ensure continued and safe collection services during this period, Clinical Labs has implemented the following:

Triage Process

1. Signage is displayed on clinic and collection centre doors directing patients to not enter if they are experiencing symptoms of respiratory illness, coughing, fever or recently returned from overseas. These patients will be advised to contact their GP or attend a Clinical Labs COVID-19 collection centre.
2. Patient waiting numbers will be replaced with sticky notes that can be thrown away after each patient.
3. Waiting room chairs will be arranged to adhere to social distancing policy.
4. Patients will be provided with contact numbers and appointment times (where applicable) to manage patient volume throughout the day.
5. Patients may be asked to wait in their car to minimise person to person contact. Patients will be asked to provide our collector with their contact number and they will be called or sent a text when it is their turn.

Collection Centre Cleaning Protocols

1. Patient waiting numbers will be replaced with sticky notes that can be thrown away after each patient.
2. Collectors will ensure separate pens are used for staff and patients.
3. All surfaces and equipment will be wiped down after each patient episode.
4. Door handles, waiting room chairs, handrails and other common touch points will be wiped down at regular intervals throughout the day.

Infection Control

1. All collection staff follow Clinical Labs policies and procedures in regard to infection control.
2. Appropriate PPE is worn as per policy and procedure.
3. All staff are trained in 5 moments of Hand Hygiene.

Clinical Labs COVID-19 Collection Centres

Clinical Labs has available select COVID-19 collection centres in Vic, NSW, ACT, SA, NT ans WA. These collection centres will be exclusively for COVID-19 testing - no other pathology tests will be collected at these sites.

To find the Clinical Labs COVID-19 collection centre nearest you visit **clinicallabs.com.au/location**

Where health care facilities are implementing their own Coronavirus Pandemic Plans, we request that any information relating to or impacting pathology services be discussed with their primary contact points. Clinical Labs appreciates your understanding and cooperation as we navigate these uncertain times.