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COVID-19 PRECAUTIONARY MEASURES FOR PATIENTS

We request your co-operation with the following measures* to help reduce the risk of COVID19 to you, our practice staff and the community:

1. **Safety measures instituted** including physical spacing of seats, screen installation at reception, regular surface cleaning, availability of hand sanitiser, spacing out bookings
2. **Whenever suitable, we will arrange for teleconsultation.** Our fees for teleconsultation are the same as for face-to-face (F2F) attendance, despite it needing more work from our staff to arrange and follow-up. Currently, Medicare rebates for teleconsultation are equivalent to F2F consultation
3. **Please do not attend for F2F consultation or procedures (call to reschedule) if:**
 - a. You or a close contact have been diagnosed with COVID19
 - b. You have any symptoms suggestive of COVID19 (eg fever, runny nose, sore throat, cough, breathing difficulties)
 - c. You have been advised to self-isolate for any reason
4. **When attending for F2F consultation:**
 - a. Please attend alone (or with a limited number of family members if absolutely needed) to minimise numbers
 - b. Each person should wear a suitable mask (mandatory from 23rd July 2020)
 - c. Please use hand sanitiser provided on entry and after touching any surfaces
 - d. You will be asked screening questions and have a temperature check to ensure safety of proceeding – if not you will be asked to leave and rescheduled
 - e. Please adhere to limits on numbers within waiting rooms and consulting rooms as guided by staff – on occasion you may need to wait in your car until called in
 - f. Please adhere to physical distancing, hand and face hygiene
5. **Planning and booking of procedures** will occur based on current restrictions and balancing clinical urgency of the procedure against COVID19 transmission risk. It may sometimes be necessary to defer planned procedures if restrictions change
6. **When attending for procedures:**
 - a. Please undertake pre-procedure COVID19 swab as advised, at least 5-7 days prior (a negative test is a prerequisite since 15 July 2020)
 - b. Please adhere to admission timing and procedures as advised from the hospital where your procedure has been booked
 - c. During your inpatient stay, visitor numbers and timing will be restricted in line with DHHS guidance and hospital policy

* Based on current DHHS guidelines, and will be updated as they evolve – if DHHS updates have not yet been incorporated, it is important to prioritise them over this advice