

NQPHN Q&A

1. Question: What do we do if we have a positive case?

- o If the person has been in the business/workplace in the 48 hours prior to developing symptoms, you will need to contact your local Public Health Unit (<https://www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units>) to seek instruction managing possible exposure to other patients/customers and staff (if they have not already been in contact with you).

Require actions depend on a number of variables, including when the patient/customer/team member attended the business/practice/last worked, the nature of the appointment/service/work they performed, the interactions they had with others (security cameras, roster and work allocations assist), vaccination status, PPE worn.

If the affected person has not been in the business/practice/workplace in the 48 hours prior to developing symptoms, no further action maybe required – you will be guided by the PHU.

The person who tests positive must self-isolate and therefore not return to the business/practice/workplace until they meet the criteria for release from isolation in accordance with CDNA Guidelines.

2. Question: How often do I need to clean the workplace?

- o The frequency of routinely cleaning your workplace will be based on risk assessment, probability of contamination with pathogens, vulnerability of the population to infections and potential for exposure. Frequently touched versus should be cleaned at least daily, when visibly soiled and after every known contamination by a likely pathogen. The risk of transmission of particular infections should be assessed and the cleaning schedule adjusted if a known infectious agent is present; single case, community cases, escalating community transmission.

3. Question: How do I contact my Public Health unit?

- o Public Health Units (PHU) are located within Hospital and Health Services (HHSs) across the State. Contact details of the closest Public Health Unit (PHU) to your business/practice can be found at <https://www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units>.

4. Question: Should we start ordering extra PPE for our business?

- o Personal Protective Equipment (PPE) is one strategy in the COVID-19 hierarchy of controls. All other measures should be taken to remove or control the risk to staff and patients where it is practicable to do so. You should ensure your business/practice has adequate PPE for Standard Precautions with the ability to respond to the PPE escalation levels as informed by the Chief Health Officer and State Health Emergency Coordination Centre (refer https://www.health.qld.gov.au/___data/assets/pdf_file/0007/1100500/pandemic-

[response-guide-ppe-healthcare-facilities.pdf](#)). This means shoring up your procurement processes for ready access.

Over the past 18 months, Australia has experienced PPE supply chain disruptions due to outbreaks occurring globally. In anticipation that supply of some or all lines of PPE may become depleted, you should consider strategies to reduce and rationalise the use of PPE, and conserve the amount of stock that remains available (refer

https://www.health.qld.gov.au/_data/assets/pdf_file/0032/946373/covid19-ppe-conserving.pdf

5. Question: How do we get set up for Telehealth?

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-the-health-and-disability-sector/providing-health-care-remotely-during-covid-19>

- o Videoconferencing is the preferred way to do a telehealth consultation. However, you can offer telephone services if video is not available. You do not need specific equipment to provide Medicare-compliant telehealth services. Make sure your chosen telecommunications solution meets your clinical requirements and satisfies privacy laws. See the Australian Cyber Security Centre for [advice on how to select a web conferencing solution](#).

<http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-TempBB>

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/e-health-telehealth>

<https://www.digitalhealth.gov.au/initiatives-and-programs/telehealth>

Question: Can we get a link to a PPE calculator please

- o PPE burn rate calculators can help health service organisations to plan and optimise the use of PPE for response to COVID-19. Some calculators that are available that maybe of assistance in determining your requirements:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/burn-calculator.html>

https://www.youtube.com/watch?v=E_mhrROqJh0

<https://www.halyardhealth.com.au/products/infection-prevention/pandemic-preparedness/stockpile-calculator.aspx>

<https://www.covidstaffing.org/modules/daily-ppe-calculator/>