



Dear Birch Tree Psychology clients

Re: Coronavirus Update

As you would know, there has been a lot of media coverage recently regarding the Coronavirus or COVID-19. Please be assured that Birch Tree Psychology is actively monitoring the situation and following the guidance provided by the Australian Department of Health and the Victorian Department of Health and Human Services.

We are currently requesting that anyone who has travelled to an affected area or been in close contact with anyone who is suspected to have COVID-19, within the last 2 weeks, that you notify your clinician and/or reception staff and we will make arrangements to provide a remote session for you.

We already have a number of robust procedures in place to manage infectious disease and outbreaks at Birch Tree. If the situation changes in relation to the Coronavirus, we are preparing to respond in a timely and effective way. This is a good opportunity to remember to enact thorough hygiene practices, which reduce the risk of infections. These include:

- Regularly and thoroughly cleaning your hands with an alcohol-based hand rub or wash them with soap and water for 20 seconds;
- Avoiding touching your eyes, nose and mouth;
- Covering your mouth and nose with your bent elbow or a tissue when you cough or sneeze. Then dispose of the used tissue immediately;
- Maintaining distance between yourself and anyone who is coughing or sneezing.

Further information can be found at:

- Department of Health
- Department of Health and Human Services

We will continue to provide you with updated information as it comes to hand. If you have any questions or concerns, please do not hesitate to speak to Birch Tree Psychology Reception on (03) 5454 3958.