

Community Newsletter



Danila Dilba Chairperson,
Carol Stanislaus

Message from the Chairperson

This is a special newsletter to keep you up to date on Coronavirus and what we are doing to keep our clients, community and staff safe.

At this time there is no community level spread of infection in Darwin.

All NT confirmed cases of Coronavirus are people who have recently returned from overseas or interstate, or related cases (people who have been in close contact with returning travellers).

Danila Dilba has a plan for how we will continue to provide services during this time. We will post regular updates on our website and Facebook page. Information will also be available in our clinics – check out our brochures and posters!

You will see some changes at our clinics such as reducing the number of seats in waiting areas and new waiting areas outside. This is 'social distancing' – keeping people away from close contact with another person.

The best protection against Coronavirus is good handwashing, staying a safe distance from other people and away from groups or crowds. It is best to stay at home unless you need to shop or do other essential business.

Danila Dilba has experienced some big challenges before, but perhaps none as big as this one. On behalf of the Board, I thank the staff for rising to this challenge and their hard work and commitment in making sure Danila Dilba continues to provide high quality services to our clients and community through this difficult period.

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Special Coronavirus edition

Board Members



Sue Roman



Shannon Daly,
Deputy Chairperson



Michael McGregor



Deborah Butler



Bronwyn Rossingh



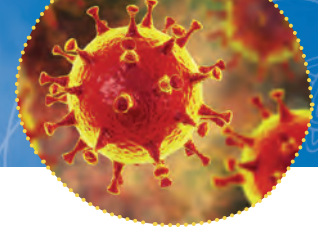
Vanessa Harris



Camille Lew Fatt



Samantha Crossman



Gearing up to deal with Coronavirus

Even before the first cases of Coronavirus started to appear in the Territory, Danila Dilba began preparing our staff and clinics for the possibility of the pandemic reaching us in Darwin.

While many businesses and services have had to close, Danila Dilba's first priority is to continue to provide services to our clients and community.

Regular clients will notice many changes, including a new telehealth service and changes to our clinics to ensure safe distancing.

We are well prepared to make sure we keep everyone as safe as possible, and especially to be prepared in the event of

community spread, as shown in our Pandemic Response plan opposite.

We are training staff to take on new jobs, such as operating telehealth by phone and video, or for redeployment if we need them to step into a different role.

Some of our staff are working from home. We are especially concerned for staff who are older or have chronic conditions that put them at greater risk, and we have planned for work

from home options or redeployment if they work in front line roles.

This is a period of uncertainty and some anxiety, but we are confident that Danila Dilba is ready to meet this challenge.

Danila Dilba's first priority is to continue to provide services to our clients and community.

Olga Havnen

Get your **flu** vaccination!

Everyone should have their flu vaccination as usual this year, especially if you are over 50 or have a chronic health condition.

Fluvax won't prevent

coronavirus because it is a vaccination for a different strain of virus, but it will reduce your risk of having seasonal flu and the risk of becoming more ill if you were to get Coronavirus on top of the flu.

Our clinic managers are checking our client lists to make sure that clients with chronic conditions are given their vaccination. As well as through clinics, in some cases we will be delivering vaccinations through the Mobile Clinic and home visits. Fluvax stocks are expected to arrive this month (April), so check with your clinic.

Look after your health and **get a flu vaccination**



Clinic opening hours

All Danila Dilba clinics remain open from 8.00 am to 4.00 pm.

Saturday mornings and extended weekday hours:

- Saturday morning clinics continue at Malak, Rapid Creek and Palmerston
- Extended hours during the week at Palmerston were discontinued for a short time, but we expect to resume this service from 5th May.

The Mobile clinic is still operating.

Danila Dilba COVID-19 Response plan: 4 Phases

As at 7 April 2020

We are
here

Phase 1: Prevention

Triggers:

- Virus epidemic emerges
- WHO declares global pandemic (before confirmed community transmission in Australia)

- Risk assessment for the organisation
- Surveying staff risk, needs and capacity
- Planning of how to deliver services with social distancing
- Review of infection control policy and procedures
- Staff education of COVID-19
- Communications plan established:
 - Staff
 - Clients
 - Community

Phase 2: Preparedness

Triggers:

- Sporadic and linked infections
- Government response measures change
- Changes to testing criteria

- Planning of COVID-19 Clinic
- Planning and implementing Telehealth:
 - Training and resources
- Prioritise core services:
 - List of essential and urgent health services
- Redeployment Plan for staff to support those priority services
- Staff training on PPE, mock drills
- Transport preparedness
- Communication of Pandemic Plan
- Business continuity plan including financial viability

Phase 3: Response

Triggers:

- Change in infection locally, cluster and/or community spread
- Changes in Government response measures

Stage 1: Locally acquired cluster

- Operation of COVID-19 Clinic
- Review of services and delivery arrangements, close clinics where necessary
- Essential transport only
- Triage of clients before accessing services (PPE if required)
- Working from home maximised where appropriate
- Review of work arrangements and minimum staff requirements to maintain services

Stage 2: Community Spread

- Downsize number of Clinics
- Operation COVID-19 Clinic
- Reduce service hours and client load

Phase 4: Recovery

Triggers:

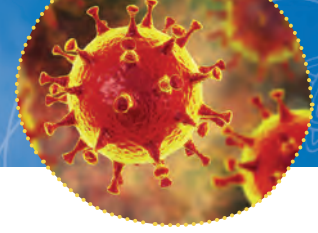
- CDC advise the pandemic has reached a level where it can be managed under seasonal influenza arrangements
- Staged return to service
- Removal of COVID-19 signage
- Monitor for second wave of COVID-19
- Review processes and procedures for future pandemic planning
- Communications:
 - to key stakeholders that DDHS is transitioning to seasonal influenza arrangements
 - to clients, that DDHS will resume pre-pandemic services

When a pandemic is declared because of the wide spread of a highly infectious disease, such as the current Coronavirus (COVID-19) pandemic, governments, businesses and health systems plan what changes they need to make and how to respond to the changing situation.

Danila Dilba's plan was developed according to guidelines recommended by the World Health

Organisation and the Australian and Northern Territory Centres for Disease Control.

At the time of sending out this newsletter in late April 2020, we are in Phase 2 of the plan, which is about training and preparing in case the disease becomes more widespread. If there continues to be no spread of Coronavirus in the community, we will not have to move to Phase 3 and will be able to move to Phase 4, Recovery.



What's **happening** in our clinics?



Danila Dilba's 'Telehealth Heroes' completing a training session on operating our new telehealth service.

Telehealth

During this time Danila Dilba is encouraging our clients to stay at home and avoid coming to the clinic where possible.

We are now offering Telephone Telehealth for many clients who can have a health consultation with their doctor or clinician over the phone. Telephone telehealth started Monday 30th March.

Telehealth will not suit everyone. Some clients will still need to come to the clinic to see their doctor in person, for example, people who need:

- pregnancy care
- special injections
- blood clotting tests

If you would like to have a telephone consultation, ask the receptionist when you call to make your next appointment. The doctor will ring you back at the time of your appointment.

If you would like to have a **telephone consultation** ask the receptionist.

Video telehealth

All Danila Dilba clinics are being fitted out with equipment that will enable us to hold video telehealth consultations and this service is now being trialled for some specialist clinics.

Dr Kanga's specialist heart clinic was held by video for the first time on 27 April. When video telehealth is fully up and running, you will be able to have a video health consultation on your phone, tablet or computer.

What happens with my medication?

If you need medicine, the doctor will fax your script to the pharmacy and your medication will be delivered.

What about other services like AOD and Social and Emotional Well Being?

We can still do these over the phone.

Transport

The clinic transport service will continue for clients who are eligible, but we have had to discontinue transport services to Royal Darwin Hospital.

Remember to call the clinic and let the driver know if you are feeling unwell.

If you are not well with symptoms of a cold or the flu, you should not get on the transport bus. Tell the driver, and we will make sure the clinic contacts you to arrange a telehealth call or a home visit.



Social distancing

To keep our clients and our staff safe, we have introduced new practices such as social distancing.

Social distancing means avoiding close contact with another person by being at least 3 footsteps (1.5 metres) away from each other, or about the length of a shopping trolley between people.

When you come to our clinics, you will see that we have fewer chairs in our waiting areas and you will be asked to wait outside until you are called to see the doctor.

If you have any cold or flu symptoms, it is important to tell our staff straight away and wait for a clinician to see you before you come into the clinic.

Social distancing at Palmerston Clinic

Safety First!

Call before you get on the bus or come to the clinic.

If you have any symptoms like having a cold or the flu, do not get on the bus or come to the clinic.

Call your clinic and we will advise you what to do.

If you come to the clinic when you are unwell with cold or flu symptoms, we will give you a face mask and ask you to wait outside until the clinician has seen you. This is so we can look after you and keep all our clients and staff safe.

PLEASE DO NOT ENTER THE CLINIC UNTIL THE CLINICIAN HAS SEEN YOU





STOP SAFETY FIRST!

Tell us if you have:
a **FEVER** or a **COUGH** or
any of these symptoms



Fever



Cough



Sore throat



Shortness of breath

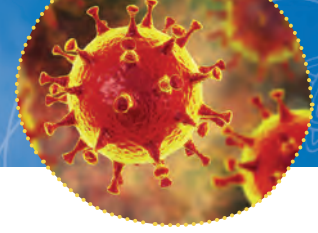


We will give you a **face mask** to put on.
This will keep **everyone** safe.

Please wait here!
The **nurse** or **health worker**
will come to see you.

Please **DO NOT** enter the clinic





COVID-19 clinic



Left to right:
Khoa Le,
Jill Turner,
Dr Aathi
Selvanayagam,
Carmen
McCarthy and
Emma Brown.

In the space of about three weeks, the Vai Stanton building on the corner of Knuckey and McMin Streets has been transformed into a Coronavirus testing clinic.

The building is hard to recognise now, with two large marquees at the front to act as outdoor waiting rooms.

It was intensive work to get the clinic operational quickly and prepare staff, but we were ready to open on 22nd April.

The five Danila Dilba staff members who volunteered to work at the COVID clinic are GP Registrar, Dr Aathi Selvanayagam, Registered Nurses Khoa Le and Jill Turner, Aboriginal Health Trainee Carmen McCarthy as Client Flow and Education Officer, and Receptionist, Emma Brown.

The clinic will provide Coronavirus testing for anyone who needs a test, not only Danila Dilba clients.

Opening hours will be from 8.30 am – 12.00 noon and 2.00 – 4.00 pm, Monday to Friday.

New Danila Dilba Clinic opening at Humpty Doo

Danila Dilba will soon be opening a new clinic on Skewes Street in the heart of Humpty Doo.

The new purpose-built clinic has five consulting rooms, an emergency treatment room and a counselling room. It will offer a full range of comprehensive primary health services.

Like other Danila Dilba clinics, it aims to provide a 'one stop shop' where clients can access all the services they need, close to where they live.

Danila Dilba CEO, Olga Havnen, said. *"A large proportion of our clients live in the rural area and we're very pleased that we will soon be able to meet that need for a local clinic."*

Palmerston Regional Manager, Tiana McCoy, said *"The feedback from the community has been fantastic and very positive. We are already getting clients calling to book in!"*

Due to the Coronavirus pandemic, the opening date has not been set, but the clinic is expected to be fully operational within the next in two or three months.













Spreading the word – not the virus



With all outdoor gatherings restricted, some of our health promotion activities are 'on hold' at present and so Danila Dilba Community Services workers have been heading out to the streets to make sure that everyone in the community is well informed about coronavirus and how to stay safe.

How is **Coronavirus** (COVID-19) different from the cold or flu

SYMPTOMS		COVID-19	COLD	FLU
		Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
Fever		Common	Rare	Common
Cough		Common	Common	Common
Sore Throat		Sometimes	Common	Common
Shortness of Breath		Sometimes	No	No
Fatigue		Sometimes	Sometimes	Common
Aches & Pains		Sometimes	No	Common
Headaches		Sometimes	Common	Common
Runny or Stuffy Nose		Sometimes	Common	Sometimes
Diarrhea		Rare	No	Sometimes, especially for children
Sneezing		No	Common	No

If you are concerned that you might have Coronavirus (COVID-19) call the National Coronavirus Helpline or the NT Coronavirus Testing Hotline .

**National
Coronavirus
Helpline**
1800 020 080

**NT
Coronavirus
Testing Hotline**
1800 008 002

Coronavirus

Keeping safe and keeping well

1. SOCIAL DISTANCING

The health and safety of our staff and clients is important to us.

This is why we have a waiting area outside the clinic. Sit away from the next person.



Keeping a safe distance from other people helps stop the spread of the virus.

A safe distance is 1.5 metres.



CALL before you come into the clinic

2. KEEPING WELL

No hand shakes



No crowds



No hugging



Cover your cough



Wash hands often



Look after your health and get a flu vaccination



Danila Dilba
Health Service