

# COVID-19 Management Plan

WA has been fortunate not to have been impacted by COVID-19 in the same way as other states, however with the Omicron variant now present in WA, the State Government has conceded that the virus is here to stay.

Concept Fertility and Day Hospital (“Concept”) is taking proactive steps to minimise risks, as much as we can, for the safety of our patients and staff, while still continuing to provide our quality services.

For Concept and many other healthcare service providers, we have had to rethink the way we do business. Importantly, we have had to remain responsive and flexible as circumstances and processes have rapidly changed. This whole time, the wellbeing of our patients and our staff has been at the forefront of every decision we’ve made and every process we’ve introduced or reformed. Admittedly, we may not have always been perfect, but you, our patients and consumers, have been integral in helping us to navigate through this and we cannot thank you enough for that.

Our COVID-19 Management Plan that will become active from the 14<sup>th</sup> of February 2022 will be quite different to what many of you are used to, but in order to remain viable we are requesting your understanding and cooperation with these changes.

Our incoming Management Plan will detail that it is of the utmost importance that you do not attend the clinic if you are experiencing cold or flu like symptoms including but not limited to: runny nose, headache, fever, and loss of smell or taste (that can’t be explained by any other illness). If you call us and let us know early then your treatment need not be affected.

We ask when attending the clinic that you please: wear a mask; be honest in answering screening questions; use hand hygiene; sign in using your QR Safe WA Application; display proof of vaccination; socially distance where possible; and remain polite to staff. You may be asked the same questions on multiple occasions by our

staff, but remember, these processes are beyond the norm for them as well and are being mandated for good reason.

We hope that the FAQ's attached will offer clarity and answer most, if not all, the questions you will have about the processes that will need to be introduced to protect us all. Changes may need to be made at short notice; however, we remain committed to ensuring that you are kept updated and interruptions are avoided where possible.

Our website (new in February 2022), social media platforms, and email correspondence are the avenues that we will use to advise you of any important updates. We do encourage you during these times to register to receive updates via email from us. If you are interested in subscribing to these emails please email [feedback@conceptfertility.com.au](mailto:feedback@conceptfertility.com.au).

If any changes are likely to affect your current cycle a member of our team will contact you. Please wait for their call to avoid any frustrations with not being able to reach the team when attempting contact. Please be assured that you are a priority and will hear from us in a timely manner.

We all need to remember that we are in this together and only together can we ensure a reasonably smooth transition into living with COVID -19.

Thank you most sincerely for your continued support.

Jen Chambers  
General Manager  
Concept Fertility Centre and Day Hospital