

# COVID-19 – SCIP Service with move from Level 1 to Level 2

14 February 2021



From 11.59 pm February 14 the Auckland region will move to alert Level 3 and the rest of the country moved to alert Level 2 after a new outbreak of COVID-19 cases in the community.

The new restrictions will be in place for 3 days, until midnight on Wednesday.

This sheet provides advice about the services the SCIP will be providing at Alert Level 2.

## **Both clinics (Christchurch and Wellington) will remain open.**

The situation will likely change rapidly and we will post notices on our website ([www.scip.co.nz](http://www.scip.co.nz)) and Facebook page if this advice changes. We will also send updates via email if we have these available for people.

If you have any questions about how these changes may affect your cochlear implant care, these can be forwarded to our Christchurch office, through one of these channels;

Email: [reception@scip.co.nz](mailto:reception@scip.co.nz)

Text: 027 355 3041

Website: [scip.co.nz/contact](http://scip.co.nz/contact)

## **Safe Operating**

- Chairs in our waiting room will be spaced 1 metre apart. We've removed anything from the waiting room that might be a source of infection such as magazines.
- You'll not be able to eat or drink while in our clinics.
- There may be new signage and markings reminding people of physical distancing guidelines.
- If you're collecting equipment or paying for parts and batteries, we'll have available contactless payment, or you can pay by invoice over the internet. We won't be accepting cash.

## **Services unchanged**

- Travel around New Zealand (outside of Auckland) is permitted so we can see patients from all centres throughout our region.
- All outpatient services and surgical services in both centres will continue unless we advise otherwise

## Services that may be reduced

- Visiting services will be reviewed on a case-by-case basis
- Visiting services are often hosted by a third-party provider (such as schools, and hospitals)
- Visiting services may be subject to cancellation or re-scheduling if our regional hosts are not able to accommodate us due to their own COVID-19 policies

## Making patient appointments

- We'll be phoning or texting people to discuss appointments before confirming by email or mail.
- Patients who are considered "at-risk" or over 70 years can still be seen in clinic but may be asked to wear a mask or other PPE in the appointment. If you are unsure if you should attend a clinic, discuss this with your GP or other relevant specialist first. See here for more information: <https://covid19.govt.nz/health-and-wellbeing/people-at-risk-of-covid-19/>
- If you don't want to travel to an appointment or clinic at this time, we will look to provide an alternative "remote" service
- Patients with urgent needs without an appointment who in the past have dropped-in to clinic are encouraged to text, phone, or email our clinics first. If you do drop-in, we may not be able to see you that day.
- If you are unwell on the day of your appointment or when you travel, please don't visit us as we won't be able to see you.

## When you arrive

- We'll ask you to use hand sanitizer when you first arrive. You'll be asked to sign-in any support people attending with you.
- We'll ask you a few questions about your health and we may ask you to wear a mask.
- If you have travelled to Auckland within 14 days of your visit **we would ask you to defer your appointment**

## In your appointment

- For some services such as taking ear impressions and fitting ear moulds, and when handling speech processors, staff may wear gloves and other protective equipment
- The guidelines for Level 2 are 1m of physical distancing and we'll try to maintain that unless necessary to fit your equipment to your ear