

# Support People in SCIP Appointments – COVID-19

7 September 2021



In order to keep you, ourselves, and the community as safe as possible we provide some guidance about support people attending appointments during the COVID-19 outbreak.

- If you are able, please travel to your appointment on your own unless needed to help you with decision making about your care, training in the use of your equipment, or personal cares
- All support people will need to sign in, and must adhere to Alert Level 2 clinic guidelines around physical distancing, PPE, and hygiene
- If adult patients require a support person, please limit this to one person if you are able
- Where children are seen, we would ask one parent, only, attend. However, if this is your child's first visit (for an assessment, for example) or there is a need to make decisions about a change in your child's clinical care (such as a new processor) then both parents may attend
- If you attend with a support person, they must not be sick when travelling with you
- Any support person must go into the clinic appointment with you or wait outside the clinic, where possible, rather than in the reception area
- For families with other children who usually travel to clinic as well, we would prefer you make child-care arrangements if possible. We will try to arrange appointments during school hours or at times that allow to cater for this
- If it is not possible to make alternative care arrangements for siblings, we may ask your children to wait in our family room separate from other patients who may be waiting.

We appreciate this is a deviation from the norm, but we hope to relax these as the situation with COVID-19 improves.

If you have any questions, please do not hesitate to contact our Clinical Manager (Jill Mustard) at [jill.mustard@scip.co.nz](mailto:jill.mustard@scip.co.nz).