

# Oakdale Practice March/April 2020

## Corona Virus: COVID-19

Oakdale Practice will remain operational but as we face the impact of Covid-19 we would like you to know the following:

1. We would very much like to support all as we face the effects of this pandemic.
2. We would like to confirm that we will continue to provide psychotherapy via telecommunications during this difficult time, to both new and established clients.
3. This will apply whether the client or therapists have been exposed to risk of infection or not, so that therapy can carry on regardless of isolation or quarantine requirements, while limiting the risk of exposure for all.
4. By working this way we can contribute towards “flattening the curve” of infections and adhere to any legislation.
5. There is no need to cancel your appointments as they **can** and **will** be conducted via telecommunication.
6. Doing psychotherapy online is an established and effective channel for providing therapy.
7. Please discuss the online protocol applicable to you with your therapist in order to be clear on how this will work for both of you.
8. If you are too ill to attend a session via telecommunication please make the necessary arrangements with your therapist in accordance with what you and your therapist have arranged and agreed on regarding this.
9. We know that these concerns about the virus add to the many other worries and concerns you may have. Please know we understand that and we will all gladly process this with you in your session online.

10. Please feel free to discuss all of the above and the way forward with your therapist or the therapist you would like to see. All our details are on the website and we can be contacted directly.
  
11. Most importantly please look after yourself, make sure you are telling us about your concerns and doing whatever is necessary to look after yourself and others.
  
12. We will in turn work accordingly on our own process assuring you of our optimal health and wellbeing as we take care of you.

Important:

It is important to note that you can contact the **Covid-19 Hotline: 0800029999 or other available hotlines set up for this purpose** for advice and guidance regarding the process ahead of us.

If you are ill, symptomatic or exposed please allow yourself to follow whatever the current protocol is for us in South Africa. This will enable you to establish the best outcome for you and those around you.

Please do not go to your General Practitioner or to any Hospital if you require testing rather phone the Covid-19 Hotline, the GP or Hospital to establish the procedure.

We want to, very importantly, **absolutely limit potential infection** and would like to appeal to you to follow all governmental and other protocols and regimes to ensure you and others are safe and protected.

**The period of self-isolation or quarantine is currently between 14-21 days and is essential to ensuring that you and those around you are safe.**

By taking the necessary precautions we can contain the effects of Covid-19 and limit the destructive and devastating effects of the virus for you but also on extremely vulnerable groups in our communities.

We would also like you to note that it is essential to avoid risks of contamination so please stay away from all likely risk contamination settings.

Please also note it is essential to make use of multiple hygiene processes: use hand sanitizer, wash hands properly and ensure no cross contamination!