

COVID-19 | How we are keeping you safe within our centre

新型冠状病毒感染 | 我们如何保证您在我们中心的安全

As we continue to face the COVID-19 (Coronavirus Disease 2019) global pandemic, we want to reassure you that we are undertaking the most stringent hygiene practices and screening measures to ensure your safety within our centre. We also need to protect the health of our staff so that they can remain with you during your treatment journey.

随着我们继续面对新型冠状病毒感染的全球性流行，我们再次向您保证，我们正在采取最严格的卫生措施和筛查措施，以确保您在我们中心的安全。我们还需要保护我们工作人员的健康，以便他们能够在您的治疗过程中陪伴您。

First and foremost, we must screen for anyone who might be infected before they arrive at our centre. As you know you will have been sent a text message asking you to contact us if you:

- a) have travelled in the last 14 days
- b) have had close contact with a confirmed case of Coronavirus
- c) have a fever, sore throat, shortness of breath or a cough
- d) if you are living with someone in self-isolation

首先，我们必须在任何可能被感染的人员到达我们中心之前对他们进行筛查。如您所知，您将收到一条短信，要求您如果有以下情况请联系我们：

- a) 在过去 14 天内曾有过旅行
- b) 曾和新型冠状病毒确诊病例有过密切接触
- c) 有发烧、喉咙痛、呼吸急促或咳嗽症状
- d) 如您和正在自行隔离的人员生活在一起

Because of this first line screening measure, we are fielding many calls from your fellow patients who are generally being cautious and wanting to do the right thing to keep themselves, other patients and our staff safe. We review this screening measure every day in line with the changes in government advice.

由于这是第一道筛查措施，我们接到了许多来自患者的电话。大家都很谨慎，希望能正确地保护自己、其他患者和我们工作人员的安全。我们每天会根据政府建议的变化来对筛查措施进行审查。

We also have signs at the entrance to all our centres in an effort to ensure that no-one with COVID-19 enters.

我们在所有的中心入口处贴有标示，以确保没有新型冠状病毒感染患者进入我们的中心。

Within our centre, our staff are vigilant for anyone displaying symptoms. You may be provided with a mask and assessed in one of our consulting rooms if you display symptoms or if anyone accompanying you does. At present we have put in place several additional precautions to how our centres operate including:

- Limiting our visitors so that we can provide more space in our waiting area
- Removed frequently handled magazines and other items from the waiting area
- Fast tracking patients in waiting areas to ensure that close contact periods (see below) with individuals other than your treating staff are not exceeded

Continued over page

Version 2

- Providing additional hand sanitising stations for all. Hand sanitiser has been identified as the best alternative to handwashing. You should use our hand sanitiser when you arrive, when you leave and before eating

在我们的中心里，我们的工作人员会对任何出现症状的人员保持警惕。如果您或陪伴您的人出现了症状，我们可能会提供给您口罩，并在我们的诊室对您进行评估。目前，我们已经对中心的运作采取了一些额外的预防措施，这包括：

- 对访客数量进行限制，以保证我们能在候诊区提供更多的空间
- 移除在候诊区提供的杂志和其他访客经常会接触的物品
- 快速追踪候诊区患者，以确保您不会与治疗人员以外的人群有过多的密切接触(见下文)
- 为所有人提供额外的手部消毒设施。免洗手部消毒液被认为是替代洗手的最佳方法。您应该在到达、离开和吃东西之前使用我们的免洗手部消毒液。

A team of our senior medical staff are meeting daily to monitor the situation, review our policies and discuss how Icon should respond to the evolving situation in order that we provide the safest possible environment for patients and staff. This group are continually reviewing the latest government recommendations and amending our response as necessary.

我们的高级医务人员小组每天开会来监测情况，检查我们的制度，并讨论 Icon 应针对不断变化的情况作出的反应，以便我们为患者和工作人员提供尽可能安全的环境。这一小组正不断跟进政府的最新建议，并在有需要时对我们的反应措施作出修订。

If you as a patient or visitor see anything you believe to be causing a risk to you or other patients, please mention it to our staff. We also remind you that the most important way you can keep yourself and others safe is to stay home if you have any symptoms or if you have any signs of respiratory illness.

如果您作为患者或访客，看到任何您认为会对您或其他患者造成风险的事，请向我们的工作人员说明。我们还需提醒您，如果您有任何症状或呼吸道疾病的任何迹象，您能够保证自己和他人安全的最重要的方法是待在家里。

Please phone ahead for advice if you have any respiratory symptoms or fever.

如果您有任何呼吸道症状或有发热症状，请提前致电以获取建议



COVID-19 | How our patients can reduce their risk – FAQs

新型冠状病毒感染 | 我们的患者如何降低他们的风险-常见问题

Should I do anything differently?

Unless advised otherwise by your doctor, please continue to attend treatment as normal and practice good personal hygiene when travelling to and from your appointments.

我应该对什么事做出变化吗？

除非您的医生另有建议，否则请继续照常接受治疗，并在往返诊所时保持良好的个人卫生。

Should I be wearing a mask?

Surgical masks in the community are only helpful in preventing people who have coronavirus disease from spreading it to others. If you are well, you do not need to wear a surgical mask. Regularly washing your hands and practising strict personal hygiene is the best way to reduce your risk of exposure.

我应该戴口罩吗？

在社区内佩戴外科口罩只能帮助预防新型冠状病毒感染者将病毒传播给他人。如果您的身体状况良好，您不需要戴外科口罩。经常洗手和保持严格的个人卫生是降低接触风险的最好方法。

What can I do to reduce my risk of contracting coronavirus?

Practicing strict personal hygiene and social distancing are some of the best ways that you can reduce your risk of exposure to coronavirus. Here are some ways that you and those around you can keep you safe:

- Wash your hands thoroughly with soap and water for at least 20 seconds. Dry your hands.
- Cough or sneeze into your arm, use a tissue, bin the tissue, wash your hands
- Stay 1.5 metres away from others and avoid shaking hands, hugging and kissing others.
- Avoid crowds and gatherings where it's difficult to maintain distance from others eg. parties
- Reduce your contact with others to 15 min of close 'face to face contact, or less than two hours in the same room.
- Limit all visitors during this time and avoid those that are unwell in any way.
- If someone in your house is unwell they should use a different bedroom and bathroom if possible.
- Consider telehealth consultations for your medical appointments. Many care providers including Icon can arrange for your consultations to be held over video or telephone. Talk to your doctor about this.

我能做什么来降低感染新型冠状病毒的风险？

保持严格的个人卫生和保持社交距离是减少接触新型冠状病毒的最好方法。您和您身边的人可以通过以下方法保证你们的安全：

- 请用肥皂和水彻底洗手，每次洗手至少 20 秒。擦干双手。
- 咳嗽或打喷嚏时请用手臂挡住，或者使用纸巾盖住。请将用过的纸巾扔进垃圾桶，并洗手。
- 请与他人保持 1.5 米以上的距离。避免握手、拥抱和亲吻。
- 请避免人群和聚集等难以与他人保持距离的场合，例如聚会等。
- 请将您与他人的接触时间减少至面对面的密切接触在 15 分钟以内，或在同一房间少于两小时。
- 在此期间限制访客来访，并避免身体有任何不适的访客来访。
- 如果您的住处有人身体不适，如果可以的话，他们应该使用其他卧室和洗手间。

- 请考虑通过远程健康咨询来处理您的医疗预约。包括 Icon 在内的许多医疗服务机构可以安排您通过视频或电话进行咨询。请和您的医生进行讨论。

Should I avoid public transport and large gatherings of people?

If possible, patients receiving treatment for cancer should not travel using public transport. Talk to your care team about available transport to treatment options. Visiting crowded places can increase your risk of COVID-19, so limiting close interactions is encouraged.

我是否应该避免使用公共交通和参加大型的人员聚集活动?

如果可能，接受癌症治疗的患者不应使用公共交通出行。请与您的医疗团队谈谈关于到诊所的可行交通方式。访问拥挤的场所可能会增加您接触新型冠状病毒的风险，所以我们建议您减少密切接触。

What do I do if I think I may have COVID-19 and have a fever or flu-like symptoms?

If you're undergoing treatment for cancer, it is important to always contact the centre immediately or go to the nearest emergency room if you develop a fever. Many of the known symptoms of COVID-19 can be confused with general symptoms and side-effects experienced by cancer patients. We advise you to closely monitor your health, looking out for new or worsening symptoms, and call your centre if you are feeling unwell. For further information and advice on COVID-19, the Coronavirus Health Information Line is open 24 hours a day, seven days a week on 1800 020 080.

如果我认为我可能感染新型冠状病毒，或出现发热或类似流感的症状，我应该怎么做?

若您正在接受癌症治疗，如果您发烧了，请务必马上联系中心或者去就近的急诊室。新型冠状病毒感染的许多已知症状可能会与癌症患者所经历的一般症状和副作用相混淆。我们建议您密切留意自己的健康状况，留意是否有新的或恶化的症状。如您感到身体不适，请致电中心。如果您需要进一步了解关于新型冠状病毒疾病的信息和建议，新型冠状病毒健康咨询热线每周 7 天、每天 24 小时开放，电话是 1800 020 080。

What will happen if I contract COVID-19 during my treatment?

At Icon, we manage many conditions with a wide variety of treatments. It is not uncommon for our patients to develop seasonal flu and other infections during active treatment cancer care and we are well prepared to manage your safety and the safety of our staff if you do develop COVID-19. At this point in time you may need a temporary break from treatment, treatment afterhours or in a dedicated protected treatment area, or treatment at another site. Your doctors will carefully consider what is the best approach in your circumstance.

如果我在治疗期间感染了新型冠状病毒，会发生什么呢?

在 Icon，我们通过许多治疗方式来应对各种状况。我们的患者在接受积极的癌症治疗期间出现季节性流感和其他感染并不罕见。如果您感染了新型冠状病毒，我们已做好充分准备来应对您和我们工作人员的安全问题。有时，您可能需要暂时离开治疗、在工作时间以外接受治疗，或者在专门受保护的治疗区域或其他中心接受治疗。您的医生会仔细考虑根据您的情况，采取最好的方法。

We want to reassure our patients and families that Icon Cancer Centre are following all government direction and advice, and continuously reviewing our screening and hygiene practices to keep you as safe as possible while in our centre. Please continue to follow our hand hygiene instructions and the advice of your treatment team. Most importantly, do not attend our centres with cold or flu like symptoms. Phone ahead for advice.

我们希望向我们的患者和其家属作出保证，Icon 癌症中心会遵从政府的指示和建议，并不断审查我们的筛查和卫生措施，以确保您在中心期间的安全。请继续遵循我们的卫生提示和您的治疗团队的建议。最重要的是，如您已经出现了感冒或类似流感的症状，请不要前往我们的中心。请提前致电进行咨询。