

COVID-19 Response: Continuity of Care

1. Definition: Continuity of Care

Enhance OT provide the following information for public statement on continuity of care.

Our practice continues to operate and are well prepared to continue to support our clients and their needs.

In accordance with all current legislation and government recommendations we will continue to risk assess for client, staff and community safety.

Enhance OT provide clinical assessment, scripting and treatment for some of the most vulnerable people in SA. Our clients include people with respiratory issues, cognitive deficits, multiple co-morbidities or other high needs.

In recognition of our most vulnerable, we will apply triage to meet their needs in the safest possible way.

2. COVID-19 Response

In response to COVID-19 health alerts our internal risk screening of staff fitness and client health has increased to align with guidelines set by SA Health.

Our leadership team have hourly monitored information provided by SA Health and the Australian Government Department of Health. Company procedures and policy have immediately been updated to reflect any precautions and recommendations.

We have continuously matched our expectations of Enhance OT staff for those expected by government health guidelines.

3. Communication

Enhance OT have continuously communicated with business referral sources and individual clients about our current processes for screening and safe delivery of service.

4. Funding and Invoicing

Enhance OT respect and comply with all guidelines which relate to funding and claiming fee for service.

In the interest of continuity, we will respect client's choice for consult type. If our current clients wish not to see us face to face, or have isolation restrictions, we will provide tele-health options.

If the funding model has no claimable code, we will supply this service at no fee for existing clients with current approved service agreement or referral.

In return, if isolation restrictions are placed on regular treating clinician (and they are fit for work) we will supply tele-health with the same policy.

I wish you, your families and the people that you support on a daily basis the very best in these unprecedented times.

Stay safe.

Kind regards,



Trent Basley

Managing Director

Enhance Occupational Therapy Pty Ltd