

COVID-19 and Your Wellbeing

AN UPDATE FROM YOUR HEALTH INSURANCE FUND

A personal message from your health fund

Our priority remains supporting you, our members, and we want to assure you that we are doing our best to protect your health as well as the health of our staff and their families.

To ensure our business continues to function at full capacity, we have taken a proactive decision to enable a remote working model and implemented an additional range of preventative hygiene measures for those staff who continue to work from our Head Office where possible. We will continue to actively monitor the situation and update our work health and safety measures accordingly to continue to provide excellent and personal customer service to our members.

If you find yourself financially impacted by the Coronavirus pandemic, and concerned about your membership, please contact the Phoenix Health Team. We are working on a range of flexible options to support members during this time.

Instead of visiting us in person, we invite you to contact the Phoenix Health Team by phone on **1800 028 817** or email **enquiries@phoenixhealthfund.com.au** as opening hours may be subject to change. We look forward to welcoming you again once social distancing restrictions are relaxed.

What is Coronavirus?

COVID-19, or Coronavirus, is a respiratory illness caused by a new strain of virus. As it's a virus, antibiotics are not an effective treatment, but medical care can help manage symptoms which range from a mild cough to pneumonia.

Most people who contract Coronavirus, will experience mild illness and recover, but it's important to stay properly informed to both take care of your own health and protect those around you. Symptoms may include:

- **Fever**
- **Coughing**
- **Sore throat**
- **Fatigue**
- **Shortness of breath**



Looking after yourself

There is evidence that Coronavirus can spread from person to person. While the current recommendation is to distance yourself where possible, we understand this isn't always achievable. The good news is there are a few things you can do to help minimise your risk.

1. Clean your hands with soap and water or use an alcohol-based hand sanitiser;
2. Cover your coughs and sneezes with a tissue or elbow and dispose of the tissue immediately;
3. Avoid touching your eyes, nose and mouth;
4. Regularly clean and disinfect surfaces;
5. Keep a minimum of 1.5m distance from those coughing or sneezing and;
6. Consider wearing a face mask in public.

Where to seek help

If you feel like you could be becoming unwell it's important to avoid contact with others and seek medical attention. Here's a couple of resources that may be of help:

- **Call Healthdirect on 1800 022 222**
Healthdirect are a national service and are available 24 hours, 7 days a week for free health information and advice.
- **Make an appointment with your GP**
Call ahead of your appointment so they can prepare for your arrival, your doctor will advise if you need to get tested for Coronavirus.
- **In an emergency, call 000**

Staying informed

Unfortunately, in times of uncertainty, panic can result in wrong information being shared by the media and individuals regardless of good intentions.

Limit the amount of information you read to credible sources and if you're still unsure on what relates to you, our recommendation is to contact your local GP clinic or health practitioner who will be able to advise you on your individual circumstances.

The World Health Organisation and the Australian Government as well as individual state government websites have published dedicated pages to update the public on the developing situation and provide advice on staying well. Here's a few web links that may be of use:

- **Phoenix Health Fund** phoenixhealthfund.com.au/coronavirus-update
- **Australian Government website** health.gov.au
- **NSW Government website** health.nsw.gov.au
- **World Health Organisation** who.int/health-topics/coronavirus



Keep in touch

Distancing ourselves might protect our physical health but it can impact our mental wellbeing. Reach out to neighbours or family members for a chat or connect online when they can't visit. Don't be afraid to ask them to drop essentials like grocery items and medicines to your door.

Staying connected when we are physically apart can be a great tool for maintaining a positive outlook. In addition to Phoenix Health, support services such as the following are available for free:

- Call **Healthdirect** on 1800 022 222
- Call **Lifeline** on 13 11 13
- Call the **Coronavirus Health Information Line** on 1800 020 080

The information is current as at 23 March 2020. This flyer is not intended to replace medical advice, please contact your General Practitioner for information specific to your individual circumstances.