

# Point of care risk assessment before providing client services



ACT  
Government

ACT Health

**First determine if the service can be delivered remotely or via contactless delivery.**

If the service needs to be delivered in person, assess the risk of providing the service in person to the client.

Ask the client:

1. Are you or anyone else in your household unwell?
2. Are you or anyone in your household in quarantine or isolation at home because you have been in contact with someone who has COVID-19, you are suspected of having COVID-19 or you have been confirmed to have COVID-19?

The type of PPE required will depend on the care or services being delivered and whether the person is in quarantine, isolation or is unwell.

## **The client is in isolation or quarantine**

**If the person is in quarantine or isolation PPE will always be required.**

If PPE is not available and the care or service provision is critical, call your supervisor. Otherwise return when you have PPE.

If you have PPE, consult the information sheet about what PPE to use and how to use it safely.

## **The client is not in isolation or quarantine**

**If the person is not in quarantine or isolation PPE will only be required as per standard practices or possibly if the client is unwell.**

If the client is unwell, they may need a medical assessment. Assist the client, if required or appropriate to call their GP to arrange an appointment, including by telehealth. Alternatively, if they can't see their GP, they can visit a Respiratory Assessment Clinic (RAC). Further information is available on the ACT Health website.

If you need to deliver essential services while client is unwell, consult the information sheet about what PPE to wear and how to use it safely.

### **Terms to know:**

**Quarantine:** person has been in contact with someone who is confirmed to have COVID-19.

**Isolation:** person is suspected of having or confirmed to have COVID-19.