

October, 2014

To Eastern Health clients,

Important information about our services during the bushfire season

We are writing to let you know that in extreme weather conditions (such as days with a CFA rating of code red or fire activity in the local area), it may be necessary to temporarily cancel our services. We would let you know as early as possible if your appointment has to be cancelled.

While we work to provide continuity of care for our patients, you would understand that we have a responsibility to ensure the safety of all our staff – particularly those who are working some distance from our facility.

What we need you to do

Please ensure you have completed your personal bushfire plan, and discuss your plan with your family and neighbours. You may need to call on others for assistance – please also take into account some provision for your pets, as this has been an issue for some clients in the past.

Would you also please ensure that we have the correct contact details for you – please check with us when you next attend our services.

More information

If the situation arises where we need to cancel services, we will notify you as early as possible, in order to discuss alternative arrangements with you or reschedule.

Thank you for your assistance and understanding of this initiative – if you would like any further information or clarification please do not hesitate to contact us

Yours sincerely,

Anne-Maree Pinder
Ambulatory Sub Acute Early Response Team Operation Manager