



WHAT TO DO IF YOU'RE FEELING UNWELL

From time-to-time, everyone feels unwell.

At Superyou Therapy, the health and wellbeing of our clients – and our team – is our number one priority. So, if you are feeling unwell before your appointment, please follow the advice below.

We work with many people in the community, including those who are immunocompromised and vulnerable to illnesses. You can't always tell if someone is immunocompromised, so we should be cautious if we are feeling unwell.

⚡ **I have an appointment this week, but I'm getting sick. What do I do?**

It's important that you let your therapist know before your appointment so they can offer you an alternative where possible. If your support person (someone who regularly attends your appointments) is also unwell, please inform us.

You can contact your therapist directly, or phone us on (08) 6263 8623 or email hello@superyou.org.au to reschedule your appointment.

⚡ **What symptoms do I need to report?**

Do not attend your appointment if you or your support person experience any of the following symptoms 2-4 days before your appointment:

- Cough, sore throat or a runny nose
- Nausea or vomiting
- Fever
- Diarrhoea
- Unusual rashes or skin conditions.

The symptoms above are guide only. If in doubt, please play it safe and reschedule.

⚡ **How do I avoid a cancellation fee?**

You need to provide at least 2 business days' (48 hours) notice to avoid a cancellation fee. However, we know you don't plan to be sick, and this isn't always possible. If we need to charge for a cancelled session, we can offer the alternative billing activities:

- Convert the appointment to telehealth, where appropriate
- Use the time to complete therapy reports
- Use the time to develop resources such as therapy programs

⚡ What happens if my therapist is unwell?

If this happens, we will contact you as soon as possible to reschedule your appointment. No charge is applied.

⚡ What happens if I attend an appointment while unwell?

We take your health and our own health very seriously. If we identify that you or your support person is feeling unwell, we will not proceed with the session. Further information regarding our Terms and Conditions of our service can be found [on our website](#).

⚡ COVID-19

COVID-19 is still in our community and we need to continue to take precautions. As Superyou works in a disability setting, we are unable to attend an appointment within 7-days of a positive test or if symptoms persist. More information is available on the [WA Government website](#).

⚡ Questions

Please contact your therapist directly for any non-urgent questions. You can also contact one of our team – please phone (08) 6263 8623 or email hello@superyou.org.au.

⚡ Examples

The following examples help explain the information above.

Samantha – therapy session scheduled for 10am Friday

Samantha wakes up with a cough and a runny nose on Monday. Her coughing cleared on Tuesday, but she still had a runny nose when she woke up on Wednesday.

Samantha calls Superyou on Wednesday at 9am, as she still showed symptoms (runny nose).

Because Samantha called Superyou to reschedule more than 48-hours before her scheduled appointment, she was avoided any cancellation fees.

After consultation with her Superyou therapist, the appointment is changed to telehealth to enable the session to still go ahead while keeping everybody safe and healthy.

James - therapy session scheduled for 3pm Thursday

James felt ill on Wednesday morning and started vomiting in that afternoon.

Because he had a multidisciplinary session with his physio and occupational therapist the next day, the session could not go ahead.

As this occurred during the 48-hour cancellation period, the fee for the session was applied.

To make the best use of James' funding allocated to the cancelled session, the therapy team still meet together to discuss James' therapy goals and plans.