

Coronavirus (COVID-19)

COMPLEX CARE PATIENT INFORMATION

Health Care Support Service



If you are coming into Queensland from overseas or from a declared COVID-19 hotspot, you need to quarantine.

You will need to quarantine in government-arranged accommodation, at your own expense. This is to protect Queenslanders from COVID-19. If you are someone with complex medical needs, health staff at your accommodation will support you. The Health Care Support Service can also help you get the right health care, when and where you need it.

The Health Care Support Service:

- can help people with complex medical needs, people with a disability and parents caring for very young children
- works with nurses, doctors, social workers, paramedics and other government agencies
- can provide help if you want to apply for an exemption from quarantine.

A health care support service worker will look at your situation. They will talk with a range of medical staff and experts to understand your situation. This will ensure you have access to the right information and the right health care support.

Exemptions

Exemptions are rarely granted, and usually only in exceptional circumstances. Some applications are very personal and based on compassionate and medical grounds. These applications are sent to the Chief Health Officer for assessment. If you want to apply for exemption to quarantine, speak with your health care support worker.

The very few times an exemption from quarantine has been granted, the Chief Health Officer has been comfortable that strict quarantine conditions were met. In some cases, a trusted third party has put in medical, security and safety measures, above what is needed in government accommodation.

For more information, visit
www.qld.gov.au/health/health-care-border-crossing

To contact the Health Care Support Service,
call **134 COVID** and press #3



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