

Dear Birth Centre Client

We are pleased with the positive response our community has delivered in taking all the right steps to reduce our communities' risk of transmission and spread of the virus.

We appreciate that there has been a lot of changes and uncertainty across Queensland and Australia caused by COVID-19.

For patients of our health service, this means some restrictions, such as visiting restrictions at the Hospital have been eased, and we can enjoy operating in a more usual environment.

We value the wonderful care and service provided at our birth centre and recognise the important role it plays in the Mackay community. For our mothers-to-be and their families, it is pleasing to share with you that because of our current environment and that there have been no active cases for a period, we are opening up the Orchid room in the Birth Centre which was previously held in reserve should we need to birth a baby of a suspected/confirmed positive COVID 19 mother, to avoid spreading the virus.

We will, as you would expect, remain vigilant particularly with the situation evolving across Victoria and New South Wales and feel for those communities now experiencing the devastating impact of the COVID-19 pandemic. We have all seen how quickly this situation changes, so we need to be ready at all times and seek your understanding that if we need to provide care to a confirmed for positive COVID-19 we would need to re-use the Orchid room in the Birth Centre. The Birth Centre remains the most appropriate, safe and secure location for birthing mothers and our staff have worked together so the Orchid room can be converted as needed more quickly, in this ongoing COVID19 pandemic environment. Please be rest assured that all Birth Centre clients will be supported and cared for by their known midwife in a safe and comfortable environment.

We are proud that safe and supported care continues to be provided by our midwives across all of our facilities, every single day. We promise to continue to make sure you are informed of changes and the way we need to work throughout the pandemic, to continue to provide safe care for everyone. Should there be any unforeseen temporary changes, which result in a change to your appointment or planned arrangements, your midwife, or a member of the team, will contact you via telephone to discuss alternative arrangements. Please ensure your contact details are kept up to date to allow us to contact you easily. If at any time you are feeling concerned or worry about changes, we encourage you to reach out for supports through your midwife or contact our COVID Hotline on 4885 5666 who can put you in contact with community supports to help you through the uncertain time.



If you have any suggestions about other things you would like to know about receiving your care in the pandemic environment, or if you would like to suggest other ways to receive this information, please let me know. Supporting each other and together, we are the best defence against COVID-19 and triumphing as a strong community on the other side of the pandemic.

Yours sincerely



Seana Clarke  
**Nurse Unit Manager**  
**Women's Health Unit**

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