



15 February 2022

Dear Partners, Stakeholders and Referrers,

RE: Move to Telehealth Services

The Chief Health Officer, WA Health, has recommended that health care providers move to telehealth services where possible. This recommendation means there will be changes to Boab Health Services' individual appointments and health promotion programs.

Effective 21 February 2022, Boab Health Service is transitioning towards a telehealth model for the majority of our services, consistent with other West Australian health care providers. Our Podiatrists will continue to see high-risk clients with active foot ulcers face-to-face where possible.

This also means our outreach services will be temporarily suspended. Boab Health Services' staff will contact the relevant health service and /or clients directly to arrange upcoming telehealth appointments.

Our health promotion or group programs will also be temporarily on hold. Please don't hesitate to get in touch with your regular Boab Health Services' staff member if you can see an opportunity to continue with these programs via telehealth.

These changes provide a measure of safety for both our clients and our staff and ensure we can continue to serve our community with our clinical and care coordination services. And will hopefully mean the lowest possible transmission of COVID-19 with our continuing services.

For referring agencies, when a client consents to a Boab Health Services referral, please inform the client of our current telehealth model of service. We understand that not all clients will have access to suitable equipment for telehealth services and in these instances, we will try to make alternative arrangements.

To ensure a smooth transition to telehealth services, we have developed systems and processes to continue high quality, client-centric services across our program streams and to support safe and appropriate clinical management.

For our referrers, these changes will not alter our commitment to shared clients, and as always, you are welcome to discuss any client concerns, either on the referral form or by contacting Boab Health Services direct on 9192 7888 (Broome) or 9166 8100 (Kununurra) or emailing reception@boabhealth.com.au. For any urgent queries, please contact me directly at emcs@boabhealth.com.au.

For more information, visit the Latest News > COVID-19 Updates page on our [website](#).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lesley Cunningham'.

Lesley Cunningham
Executive Manager Clinical Services