

Dear Ms Millis

Thank you for your email to Dr Kerry Chant on behalf of Rare Voices Australia. Dr Chant has asked the Public Health Emergency Operations Centre team to respond.

NSW Health acknowledges the challenges presented by the COVID-19 pandemic for people living with rare diseases.

We are engaging with our clinical communities, including those caring for people with rare diseases, through Communities of Practice. Our Communities of Practice provide a depth and breadth of clinical response across the disease spectrum.

NSW Health has encouraged people to continue to seek routine clinical care, and to ensure that they consult with their health care team regarding any additional precautions they may need to take in relation to COVID-19.

Many NSW Health clinics are now being conducted online or via telephone – this facilitates regular contact between the health care team and patients and their carers, especially during a time when some patients are reluctant to enter health care facilities.

NSW Health notes that rates of non-attendance for routine clinical issues have increased – as such, we would ask that Rare Voices works with its consumers to reassure them that seeking medical care is safe, and that patients should continue to attend their routine clinical appointments.

Thank you again for writing.

Yours sincerely

COVID-19 Ministerial Team



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