



Advice for Patients attending Outpatients Appointments during Covid-19 (Coronavirus)

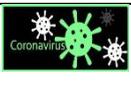
We will continue to ask patients to attend face-to-face services only when it is really necessary, and where it can be done safely without putting our patients, the public or our staff at risk.

What does this mean for my outpatient appointment?

You will need to attend your appointment **alone** where possible. You may bring **one** other person to support you if:

- You have a disability or communication requirement
- You are attending a cancer service clinic
- You are accompanying a child – **one** parent/ guardian only

Before attending your appointment, please answer the following questions:

	Do you have new symptoms of a cough?
	Do you have a high fever or a temperature?
	Do you have a change or loss of taste or smell?
	Do you have new symptoms of shortness of breath?
	Have you been in contact with anyone who has either a cough or fever in the 14 days prior to your appointment?
	Have you been in contact with anyone confirmed to be Coronavirus positive?

If you have answered '**YES**' to any of the above, please **DO NOT** attend the department. Instead, telephone the number on your appointment letter as soon as possible to discuss rebooking. **Please refer to 111 or the Government website for further advice if needed.**

We understand that many of our patients may be shielding at this time. We have tried to make sure you are at as low a risk as possible. If you fall into this category and are still concerned about attending, please let us know as soon as possible.



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Attending your appointment

	<p>Please check the website for information about parking. Consider all other forms of transport before using public transport and check with local transport operators about timetables.</p>
	<p>A one way system will be in place in the department. Please follow the signs to find your clinic area or ask a member of the staff to help you if you are unsure. Remember to stay 2 metres apart</p>
 <p>Reception</p>	<p>When you arrive at the department, go to Reception to mark that you've arrived. You will be asked some questions about how you are feeling on the day.</p>
	<p>Do not arrive too early for your appointment and leave the department as soon as your appointment is finished.</p>
	<p>You should travel to hospital wearing your own face covering or mask. You will be provided with a surgical mask at your appointment if you do not have one.</p>
	<p>Please keep the mask on for the duration of your time in the hospital and avoid touching your face or adjusting the mask once you've put it on.</p>
	<p>If you need to sit and wait in the department to be called for your appointment, sit in a chair marked with a green tick.</p>
	<p>All staff wear personal protective equipment when in close contact with you. When your appointment is finished, your health professional will advise you what to do next.</p>
	<p>You should then follow the signs to leave the department. Please do not visit any other part of the hospital. You should dispose of your mask at the bin by the department exit.</p>

If you have any questions or would like further advice, please contact the department on your appointment letter.

If you are deaf or have a hearing or speech impairment, the Text Relay Service can be used to contact us. Dial 18001 followed by the contact number on your letter.

If you require this leaflet in other languages or formats please telephone the Patient Advice and Liaison Service (PALS) on 01535 294019