

COVID-19 Precautions for Face to Face Outpatient Appointments

To ensure the safety and wellbeing of all our patients and staff we have taken steps to operate a safe protocol in relation to the COVID crisis.

We hope you find this information helpful in preparing for your visit.

If you feel you are at risk of having possibly been infected, even if you are asymptomatic, we respectfully request that you delay any appointments with us for at least a month.

If you are a patient in a vulnerable group, are in self isolation or are shielding at the present time you should not attend in person.

The precautions we are taking:

- We are limiting the number of patients being seen, as well as the number of staff working at any one time.
- We have put safe distancing measures in place.
- We have removed all non-essential items such as magazines & books in the waiting room to prevent infection spread.
- There is a barrier as a protection between the patient and the reception.
- We apologise in advance for the necessary reduction in social interaction that will be required.
- We have hand sanitiser available as you enter the building and also in each consulting room.
-

What will your visit be like?

- Please wait in your car until you are asked to come into the building via a phone call (during hot weather, there will be seating on decking near path to Bishops Hall available).
- Please leave your belongings at home or in the car and bring minimal into the building.
- **It is a must to use hand sanitiser on entering the building.**
- We ask that you only bring one necessary parent or carer to your appointment. If you feel that it is clinically necessary for more people to attend please call beforehand so we can check with the Clinician. We ask that anyone waiting for a patient does not wait in the Reception area.
- You are welcome to wear a face mask and the clinician may also wear one.
- Your seat will be at least 2 metres away from the Clinician.
- Please bring your own bottle of water if you require refreshments as we are unable to provide drinks at this time.
- There will be a toilet available for patient use. You are required to wash your hands before leaving the toilet and use hand sanitiser after leaving the toilet.
- The receptionist will not be able to handle payments or arrange appointments. We ask that you call or email after you have left to deal with these matters.

Access to the main Clinic building will not be available at this time. All outpatient appointments will be held in one of our other buildings on site. If you are unsure of where your appointment is being held please contact us before arrival.

Please ensure you maintain a social distance with anyone you may meet on your visit.

Thank you for your co-operation.