

Cardinal Clinic

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 face-to-face appointments with us for at least 14 days. Please speak to your Clinician about transferring to a virtual consultation instead.

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 and 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 screen in place as a protection between the patient and reception staff.
- 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 in each room.

What will your visit be like?

- **It is a must to use hand sanitiser on entering the building.**
- We ask that you **wear a face covering** upon entering the building and when in the waiting area.
- Please leave your belongings at home/in the boot of car and bring minimal with you.
- 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.
- Your seat will be at least 2 metres away from the Clinician.
- You will be asked to sign a COVID-19 risk assessment that the clinician will help you to complete. Please bring your own pen when possible.
- 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.

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.