

## 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, members of the public or staff at risk.

### What does this mean for your outpatient appointment?

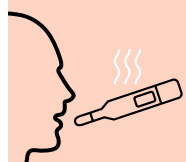
You will need to attend your appointment alone where possible. You may bring one other person with you if:

- You have a disability or a communication requirement
- You have a registered carer
- You are accompanying a child – one parent / guardian only

Before attending your appointment, please answer the following questions:



Do you have any new symptoms of a cough?



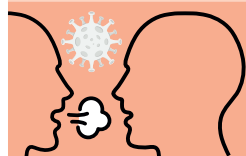
Do you have a high temperature or a fever?



Do you have a change or loss to your sense of taste or smell?



Do you have any new symptoms of shortness of breath?



Have you been in contact with anyone who has either a cough or fever in the last 14 days prior to your appointment?



Have you been in close contact with anyone who is confirmed to be COVID-19 (Coronavirus) positive?

If you have answered YES to any of the above questions, please contact our booking team on 0121 507 4151 as soon as possible.

## Attending your appointment



Please do not arrive more than 15 minutes early for your appointment. We are limiting access to our hospitals to allow for social distancing to keep everyone safe.



When you arrive at the hospital, please have your appointment letter ready to show to colleagues at the entrance.



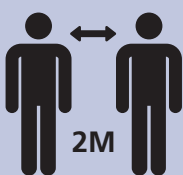
Please ensure you follow instructions from staff. Our guidance is updated regularly and processes are there to keep our patients and staff safe.



Ensure you use the hand sanitiser provided and put on one of the surgical face masks that will be provided to you. If you are wearing a mask when you arrive, you will be asked to replace this with one of the masks provided.



Make sure you keep the mask on for the entire time you are in the hospital and avoid touching the mask or adjusting it once you have put it on.



Ensure you remain 2 metres away from everyone else at all times, there will be markers on the floor showing the ideal distance as well as spacing markers on seats in waiting areas.



All staff will wear personal protective equipment when they are in close contact with you and when your appointment is finished, they will advise you on what you need to do next.



When your appointment has ended, please ensure you follow the signs to exit the department. Please do not visit any other areas of the hospital unless you have been instructed.



Please dispose of your face mask in the bins provided as you leave the building.

If you have any questions about your appointment or you would like further advice, please contact the booking team on 0121 507 4151.

We understand that many of our patients may be shielding at this time. We have taken precautions to limit the risk of infection as much as possible to allow patients to begin returning to hospital safely. If you are concerned about attending, please contact us as soon as possible.

Further information can be found on our website at [www.swbh.nhs.uk](http://www.swbh.nhs.uk)