

Booking a consultation for a patient

We have had to introduce some new steps into the appointment booking process so that we comply with the guidelines for operating a COVID Safe environment. The outline below shows the changes. If you prefer you can follow this in a flow chart [here](#).

- If you schedule appointments outside of The London Clinic's systems you must send the details of your clinic to the Customer Services Team cliniclists@thelondonclinic.co.uk by at least 15:00 the day prior to the appointment
- There is a minimum amount of data that we need from you in order to complete the pre-registration and undertake the screening assessment, details of which you can find [here](#)
- The Customer Services Team will contact patients before their appointment and confirm that the patient is free of symptoms using our [Screening Assessment Tool](#). They will provide an information leaflet to the patient explaining how the appointment will work. You may also wish to send this leaflet to the patient in advance, a copy is [here](#).

Patients attending for a consultation appointment

- We will ask patients to arrive 10 minutes prior to their appointment. It will not be possible for them to be accompanied unless they need a carer or an interpreter. We will continue to provide chaperones as required. If you believe a patient needs to be accompanied because of the sensitive nature of the consultation, we will be able to make an exception. To do this please inform Front of House on the day of the clinic
- On arrival, we will take patients' temperature and complete another COVID-19 screening assessment. If the patient has symptoms they will not be able to attend the appointment, which we will reschedule. These cases will be escalated to a senior nurse to help with the decision-making, which you will be informed of
- We will ask the patient to sanitise their hands and provide a facemask for them to wear inside the building
- Patients will be asked to wait on the appropriate landing of the consulting house in order to reduce the number of people they come into contact with. We will unfortunately not have receptionists on each floor. When the consultant is ready to see the patient, we ask that medical secretaries escort patients into consultation rooms, maintaining social distancing of 2 metres. For consultants without onsite medical secretaries we will be able to support you with this if you let us know in advance
- Each appointment is limited to 30 minutes and then we will clean hard surfaces in-between each appointment
- Patients will be asked to pay by debit or credit card and to avoid cash when paying for their appointment
- If a follow up diagnostic appointment is required, please make this by phone on 020 7616 7653.

For endoscopy, radiotherapy and chemotherapy admissions, please refer to the appropriate separate guidelines. You can find the Endoscopy Procedures [here](#).

Making a Reservation for Theatres

Follow the normal theatre reservations pathway for admitting a patient, using the standard [Approval Booking form](#). There are a few amendments which you should be aware of.

- Patients undertaking elective cases will be required to self-isolate for 14 days (or be in the shielding category) and test negative for COVID-19 at 72 hours before their admission. They will then follow the green pathway
- Patients who require urgent admission or where the patient is unable to isolate will follow the amber pathway. Patients requiring only local anaesthetic or light sedation may also follow the amber pathway.
- The Customer Services team will create the theatre reservation
- There are some restrictions on theatre availability due to the increased time required in theatres to adhere to the enhanced infection control measures and also segregating patients on the green pathway. We will work with you to schedule all patients as efficiently as possible.

Pre-assessment for theatre procedures

All patients will be pre-assessed. The Customer Services team will make the referral for you. In pre-assessment the following will happen:

- The pre-assessment nurse will confirm the pathway with the patient and if it is green, will advise about the 14 day self-isolation
- They will arrange a COVID-19 swab test within 72 hours of the admission. They will confirm with patients which entrance to use when they arrive for their procedure.

Admission and the Procedure

- Patients are asked to come to either 20 Devonshire Place or 22 Devonshire Place, depending on their assignment.
- Staff will be present to help direct patients
- Patients will need to check their temperature and be screened once again for symptoms of COVID-19. If they show signs of COVID-19 they will be assessed by a senior nurse and you will be contacted. The patient may be asked to self-isolate for 14 days and their procedure re-scheduled. We will also take a COVID-19 swab test from the patient
- Patients will be given a facemask to wear in public areas, but this is not necessary in their rooms
- Patients following a green pathway will go straight to their room and the admissions ~~process~~ completed on the ward. The entrance lobbies are tight for space so we are asking patients to arrive no more than 10 minutes prior to their admission time

- Patients following an amber pathway will be admitted through reception and be taken to their rooms through separate lifts
- In order to segregate patients, Theatres 1 to 5 will usually be used for patients on the green pathways and theatres 6 and 7 used for patients on the amber pathway. In each case the patient will be anaesthetised in the theatre itself
- Recovery for green patients will take place in the recovery bay but for amber patients it will be in the theatre.

The Patient Experience

- There continue to be limitations on patient visitations. Please refer to our website for the most up-to-date information - <https://www.thelondonclinic.co.uk/covid-19>
- We are still delivering our excellent range of menus to patients and we will make every effort to create bespoke dishes for patients
- Magazines have been withdrawn from general waiting areas. Newspapers and magazines are all on-line through our Wi-Fi network at <http://thelondonclinic-media.com>. We can also arrange the purchase of newspapers and magazines for patients.
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