



Appointments at The London Clinic

The health and safety of our patients and staff has and always will be a critical priority for The London Clinic. We are taking extra steps to further enhance our already high standards, which means things may seem a little different on arrival. Some of the changes you will notice include:

- Protective screens at our reception desks
- Redesigned waiting rooms to create more social distancing
- Reduction in the number of appointments per day to help social distancing, as well as to allow time for enhanced cleaning
- Use of personal protection equipment by staff as required for their duties.

Prior to your admission

A member of staff will contact you to register you in our systems and to ask you some questions about your health. If you are feeling unwell in anyway then you must let them know – this is an important way of limiting the spread of the coronavirus to other patients and our staff.

If you are suffering with any of the symptoms listed in the box below, it may be that you have the coronavirus. If that is the case you will be asked to self-isolate for seven days and to be symptom free for seven days before you attend an appointment, which we will re-schedule for you.

Symptoms we will ask you about

- Fever of above 37.8°C
- New persistent cough (with or without sputum)
- Sore throat
- Hoarseness
- Sneezing
- Wheezing
- Difficulty of breathing/more breathless than usual
- Nasal discharge or congestion
- Loss of, or change in, normal sense of taste or smell.

To register you in our systems, we will ask for your GP details, as well as your next of kin, method of payment and, if applicable, your medical insurance details including authorisation code.

If we do not contact you, don't worry but please do not come to an appointment if you have any of the above symptoms.

Call us on 020 7616 7653 to reschedule your appointment.

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Attending your appointment

The changes we have made within the hospital, including reducing the amount of space in our reception areas, are designed to create space for social distancing and minimise the spread of the coronavirus. We need your support to keep everyone safe during your visit:

- Arrive no more than 10 minutes before your appointment time
- We have a no visitor policy in place which means that we have to ask you to come alone unless you need a carer or interpreter. We understand that this will be difficult for many of our patients and apologise for this essential requirement. Our team will provide you with as much support as possible during your visit.
- When you first arrive at the hospital we will ask you to take the following steps:
 - Remove any gloves you are wearing and sanitise your hands using the alcohol gel provided. We ask that you do this at regular intervals during your visit.
 - Wear a surgical mask throughout your visit, which we will provide if you do not have one.
 - Allow us to check your temperature.
 - Complete a screening assessment form.
- If you have any symptoms of the coronavirus you will not be able to attend your appointment, and we will reschedule it for another day. You will need to self-isolate for seven days and be symptom free for seven days before an appointment.
- When you are in the buildings we ask that you respect social distancing and ensure that you do not sit closely to others in the waiting rooms.
- When you pay for your appointment or treatment we ask that this payment is made by debit or credit card and not with cash.
- In case you need to sign any forms, you may wish to bring your own pen.

What you can expect from us

You can expect us to provide you with a safe and comfortable environment, which will include:

- Providing surgical masks, hand sanitiser and, if needed, new latex free gloves to wear home
- The thorough cleaning of consulting rooms after every patient visit
- Regular cleaning of waiting areas, pens, clipboards and other regularly used items and areas. We have temporarily replaced magazines from our waiting rooms with access instead to a wide range of online newspapers and magazines through our Wi-Fi network



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- We will book follow up appointments and referrals to other services over the telephone with our Customer Services team so that we limit face-to-face contact.

Thank you

All of these measures have been designed with you and our teams in mind so that we can continue to support you as a trusted healthcare partner. We thank you in advance for playing your part in the fight against this virus.