

Managing Coronavirus 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.

For patients coming to either 20 or 22 Devonshire Place for a day case or inpatient procedure, we have introduced two different pathways in order to separate patients:

- **A green route: for patients who have tested negative for COVID-19 and who have self-isolated for 14 days prior to admission**
- **A blue route: for patients who have not been tested and/or have not been able to self-isolate for 14 days.**

Throughout your visit we will make every effort to ensure that you do not come into contact with a patient who is on a different pathway, but we also need your help to maintain this separation. Clear signage will be displayed throughout our buildings to guide you on your pathway.

Prior to your admission

Our Pre-Assessment Team will contact you to ask you some questions about your current health. You will be asked to undertake a test for coronavirus 72 hours before your surgery and you may be asked to come into The London Clinic for a face-to-face assessment and some pre-admission blood tests.

We can only go ahead with your surgery if your test for coronavirus is negative and you confirm that you have self-isolated for 14 days. Self-isolation means that you have remained at home and had no close contact with anyone else. This includes not travelling to The London Clinic by public transport.

Your pre-assessment nurse will confirm with you that this means you will follow the green route. Otherwise it will be the blue route.

If you are suffering with any of the symptoms listed in the box below, it may be that you have the coronavirus. If this is the case, our Pre-Assessment Team will notify your consultant, who will reschedule your admission. You will be asked to self-isolate for seven days and to be symptom free for seven days before your admission can be rescheduled.

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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.

Please inform us straight away if you develop any of these symptoms on 020 7935 4444 and ask for Pre-Assessment.

If you need to pay a deposit for your stay, we will ask you to do this by bank transfer, debit or credit card prior to your admission as we are not accepting cash payments or payments on arrival at the moment.

Arriving at The London Clinic

The changes we have made within the hospital, including introducing the pathways, 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:

- There are now two clearly marked entrances to each building on Devonshire Place. Please ensure that you arrive at the correct door. Your pre-assessment nurse will confirm with you your pathway and which door to come to.
- 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. We have Wi-Fi throughout The London Clinic and we encourage the use of Skype, Facetime and WhatsApp video calling. We have some mobile devices that you can use if you do not have your own.
- 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. You do not need to wear a mask in your bedroom unless your nurse tells you otherwise

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- 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 undertake your procedure, 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
- Our team will take you straight to your room and we will complete any outstanding registration paperwork there. 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 includes:

- Enhanced levels of cleaning, over and above our normal high standards. This includes regular cleaning of surfaces which are touched often and both deep cleaning of rooms and theatres between each patient.
- Making your stay as comfortable as possible. We are continuing to offer our excellent range of meals and 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.
- As far as possible, the staff who you encounter will only be working with patients on the same colour pathway as you and we regularly test a randomised selection of staff for coronavirus.
- We have an Infectious Diseases Ward separate to our main wards with its own procedures and dedicated staffing.
- Providing surgical masks, hand sanitiser and, if needed, new latex free gloves to wear home.

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.

If you have any further questions, please contact us on 020 7935 4444.