



Attending a St Andrew's Hospice Outpatient appointment during Covid-19

Before attending your appointment, you will receive a telephone call and asked a number of Covid-19 screening questions.

Please do not attend your appointment if you, a member of your household or anyone you have been in contact with, have been suffering from any of the symptoms below in the 14 days prior to attending:

- High temperature
- New continuous cough
- Loss or change to your sense of smell or taste

The clinics have been set up to make the risk of getting Covid-19 extremely low.

Please contact the department via the telephone number on your appointment letter to reschedule a new appointment.

You should follow the advice about coronavirus self-isolation or testing on the NHS Inform website www.nhsinform.uk

You have been invited to attend the hospice for a face-to-face appointment.

During your clinic visit

We have put several measures in place to minimise any risk to yourself and our staff during your clinic visit, including the rigorous cleaning of the clinic area and equipment.

Please maintain physical distancing where possible and help us by following the guidance below:

Arriving for your appointment

- Attend your appointment alone. If you require to attend with a carer/relative, this will be limited to one person (please contact the department before attending your appointment if you intend to bring someone with you)
- Please inform the clinic in advance if you require help upon arrival for your appointment, so this can be documented on your file.
- Attend at your allocated appointment time (no sooner than 10 minutes before);
- Avoid arriving early to enable physical distancing in waiting areas
- If you arrive at reception more than 10 minutes early and you have arrived by car, you will be asked to return to wait in your car and to come back to reception no more than ten minutes before your appointment.
- If you arrive at reception more than 10 minutes early and you arrive by public transport or patient transport, you will be shown to a waiting area.

The number of people in the building is strictly controlled. This is why we ask you to arrive at the front door no sooner than 10 minutes before your appointment and to leave immediately after.

If there is a queue at the door please respect the correct physical distancing from anyone nearby who did not arrive with you.

St Andrew's Hospice Main Switchboard: **01236 766951**

St Andrew's Hospice (Lanarkshire) is a charity registered in Scotland, No. SC010159

For more information about our services and events, please visit www.st-andrews-hospice.com



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Inside the hospice

- Please use hand sanitiser when entering the hospice and department.
- Please wear a face mask or covering while you are in the hospice (you can bring your own fabric mask or you will be given a disposable mask at the door upon arrival).
- Upon arrival, you will be met by a member of staff who will direct you to where a face mask and hand sanitiser can be given.
- You will then be directed to either a holding area or straight through to the outpatient department.
- Follow any one-way systems and keep to the left of corridors.
- If you have any concerns during your visit, please speak to a member of staff who will be happy to advise you.
- When your appointment is complete, please ensure you continue to observe the signs and follow any one way systems and keep to the left of corridors.

St Andrew's Hospice staff continue to provide safe methods of working in line with national guidance. We are taking a number of measures to create a safe environment for all patients. For example, reduced capacity in waiting rooms, one-way systems, hand sanitizer and face coverings.

We recognise that you may have concerns about attending your appointment during the current Covid-19 pandemic. Any decision you make to cancel an appointment should be balanced against the potential impact on your health and wellbeing.

Staff and patients will maintain physical distancing unless there is a clinical need not to. If staff are within 2m of you they will be wearing masks and gloves. All staff will maintain standard hand hygiene.

Thank you for working with us to maintain the safety of patients and staff at this time.

Please contact the department via the telephone number on your appointment letter if you want to cancel your appointment.

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