



London  
Medical

## Covid 19 London Medical Patient & Visitor Instructions 03.05.2020

To ensure the safety and protection of London Medical patients, consultants and staff during the Covid 19 Pandemic, specific infection control procedures have been put in place for all patients, accompanying persons and visitors attending the clinic for consultations, investigations, treatments, medication collection or any other reason.

It is important that every patient and every accompanying person understands and agrees to comply with London Medical's Infection control measures at the time of making their appointment and throughout their visit to the clinic.

### Pre Appointment Criteria

Patients must be completely asymptomatic free of fever, cough, altered smell or taste, or breathing difficulties. They must not be self-isolating due to symptomatic family members.

Patients who have had recent Covid 19 symptoms or have tested positive for Covid 19 must be symptom free for 2 weeks (14 DAYS) prior to their visit to London Medical

Patients may attend with one relative or carer. Only parents of any child under 18 years may both attend. The patient's carer, relative or child's parents will not be admitted if they do not meet the above criteria or decline to be assessed

### On arrival at London Medical

So you are not kept waiting outside of the clinic please do not arrive more than 15 minutes before your appointment. You may be refused entry to the clinic if you do not arrive within this allotted window of time or if the clinic already has reached the limit of patients inside..

A member of the clinical team will meet you at the clinic entrance. Please do not enter the clinic until the nurse is ready to check you in.

Please bring a mask if you have one. If you or your accompanying person arrive and are not wearing your own mask you will be issued masks to wear immediately upon arrival.

Our nurse will take your temperature and ask you a series of questions. She will do the same for the person accompanying you.

Should your temperature or that of your accompanying person be 37.8 or above or your clinical history be of concern we will issue you with a mask if you do not have one and ask you to go straight home and self-isolate.

We can arrange another appointment for you when you are symptom free.

If your Covid risk assessment shows you and your accompanying person are symptom free you will both be directed to a dedicated washroom where you must wash your hands with soap and water for 20 seconds. If you are wearing disposable gloves you will be asked to remove and discard them to wash your hands. We can provide you with a fresh pair of gloves for when you leave the clinic at your request.

#### During you're London Medical appointment visit

A member of the team will escort you to your seating area. Seating has been arranged for your safety and so that it complies with the government's 2 meter social distancing guidelines.

Please do not move around the clinic unescorted. If you would like to use the bathroom or you would like a drink of water just ask our team and they will assist you.

Our doctors, nurses and HCPs will all be wearing full PPE whilst looking after you. This is to protect both you and the team.

Where you see safe distancing lines in the clinic entrance and around the clinic pharmacy and reception areas please do not cross them.

In order to keep your visit to London Medical efficient and allow you to leave as soon as your appointment is complete we have arranged for billing and future appointments to be carried out remotely. The administration team will contact you on the phone later in the day to confirm payment and any follow up requirements.