

Coming to hospital for an outpatient appointment during **COVID-19**



i Important information
for all patients coming to
hospital for an outpatient
appointment during
COVID-19

About this booklet

This leaflet provides information for patients who have a planned outpatient appointment scheduled at NHS Golden Jubilee. In these challenging times you may be concerned about the risks of Coronavirus/COVID-19 infection and this leaflet explains how we are working to reduce these risks.

What is Coronavirus/COVID-19?

Coronavirus is the virus that causes the illness COVID-19. This information sheet is for patients who have planned outpatient visits to the hospital. It tells you about the risks of Coronavirus/COVID-19 infection and how we think we can reduce these risks.

Why are you being asked to come to the hospital as an outpatient?

You have been asked to attend the hospital as an outpatient for assessment and/ or a diagnostic test. It has been considered that it is important that you attend for this assessment or test to move forward with your healthcare.

You will attend the hospital for a short period of time so that we can carry out your assessment or test. You will be able to leave the hospital within a few hours. Before you go, we will tell you about any arrangements for follow up, including when you should expect the results of your test.

What are we doing to reduce the risk?

Patient and staff safety is our top priority and we are taking every reasonable precaution to reduce the risk of infection within our hospital.

We have changed how patients and staff move across our hospital site to support physical distancing and would ask that you follow this while on site. All people on site are encouraged to “Keep Left, Keep Moving, Keep Safe” and ensure you wear a face covering. If you are exempt from wearing a face covering please ensure your exemption card is visible whilst you are in the hospital.

Unfortunately, during this time we have restricted visiting and will be asking patients to arrive for appointments alone; anyone accompanying you will not be able to come into the hospital as we try to limit the flow of people on the site.

If you require assistance for your visit, please contact:

- Outpatient and Surgery Booking Office on 0141 951 5266.
- Radiology Booking Office on 0141 951 5850.

You can find details of visiting arrangements on our website or discuss with your clinical team.

All staff will be wearing personal protective equipment and cleaning regimes have been revised in line with national guidance.

In line with Scottish Government guidance you are advised to wear your own face covering when coming into the outpatient department. Where you don't have one we can provide this.

Getting to hospital for your appointment

Please consider how you travel to the Golden Jubilee National Hospital for inpatient or day case treatment, an outpatient appointment or COVID testing.

If possible, please travel in a car from the same household, family/friends bubble, or pre-arranged hospital transport or private transport (for example a taxi or private hire car).

If you need to use public transport, it is important that you follow the instructions set out in the UK Government's **Safer Travel Guide for Passengers**.

Patients who need assistance to travel to the Golden Jubilee National Hospital for COVID testing should contact:

- Outpatient and Surgery Booking Office on 0141 951 5266.
- Radiology Booking Office on 0141 951 5850.

Will this stop me from getting Coronavirus/ COVID-19?

There is still a small chance you could acquire Coronavirus/ COVID-19. However, we will do everything we can when you come into hospital to keep the risk as low as possible for you.

Next steps

If you have any specific concerns or questions you wish to discuss you can call:

- Outpatient and Surgery Booking Office on 0141 951 5266.
- Radiology Booking Office on 0141 951 5850.

You will be contacted 48 hours prior to your planned appointment to undertake a routine screening questionnaire on the telephone to check that your condition has not changed. This will include some screening questions for any signs of COVID-19.

It is important that if you or anyone in your household develop any of the following symptoms you **do not** come to the hospital for your appointment:

- New continuous cough
- Fever
- Loss or change in sense of smell or taste

You can also read more information online on our website <https://hospital.nhsgoldenjubilee.co.uk> and click the link **Coronavirus (COVID19) information for patients and visitors.**

All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

我們所有的印刷品均有不同語言版本、大字體版本、盲文（僅有英文）、錄音帶版本或你想要的另外形式供選擇。

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Tha gach sgrìobhainn againn rim faotainn ann an diofar chànanan, clò nas motha, Braille (Beurla a-mhàin), teip claidtinn no riochd eile a tha sibh airson a thaghadh.

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: 0141 951 5513

Please call the above number if you require this publication in an alternative format

