




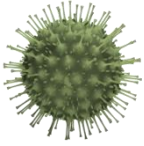


## Advice for patients attending Orthodontic Appointments/Surgical Admissions during coronavirus (Covid-19)

In order to protect patients, staff, and the public, and practice effective social distancing, please read the instructions below carefully.

### Before attending your appointment





Please answer the following questions:

	Do you have any <b>new</b> symptoms of a cough?
	Do you have a fever/high temperature?
	Do you have a change or loss of taste and/or smell?
	Has someone you live with tested positive for coronavirus in the past 10 days?  Have you been in contact with anyone else who has tested positive for coronavirus in the past 10 days?

If you have answered 'YES' to any of the above, please **DO NOT** attend the department. Instead, telephone the department on **01305 255174 / 255175 / 255120** as soon as possible for advice or for your appointment to be rebooked. Please refer to [NHS 111](#) or the [Government website](#) for further advice if needed.

### Attending your appointment

If you have answered 'NO' to all of the above questions, you may attend your appointment.

	<p>Please attend <b>alone</b> if you can. If you are too uncomfortable attending on your own you may bring <b>one</b> parent/guardian with you.</p>
	<p>Please be <b>on time</b> for you appointment but arrive <b>no earlier</b> than 10 minutes prior to your allocated time. If you are running late please contact the department on 01305 255174 / <b>255175</b> / <b>255120</b> before coming to the hospital as we may have to rearrange your appointment. If you are arriving by patient transport, please contact the department for any additional instructions.</p> <p>Please wait in your car if you arrive early and give the receptionist a ring on <b>01305 255174 / 255175 / 255120</b> to notify them of your arrival. The reception team will contact you when it is appropriate to enter.</p>
	<p>Hands should be washed frequently for 20 seconds each time, at home, before coming into the hospital and as needed – for example after touching your face or using the toilet.</p> <p>Please make use of the hand sanitiser at main and department entrances. Further information on hand hygiene is <a href="#">available on our website</a>.</p>
	<p>Face coverings are mandatory in this hospital for patients, relatives and carers and will be available from dispensers at all Trust entrances. Please do not remove your face covering unless you are asked to do so by a member of staff. If you are not able to tolerate wearing a face covering or surgical mask, you will be required to wear a visor (if appropriate) that we can provide, <a href="#">unless you can demonstrate you are exempt</a>.</p> <p>If you are unable to wear a face covering or visor, we ask that you contact us ahead of your appointment, using the phone number at the top of your appointment letter. This is so that we can make the necessary arrangements and follow strict infection prevention and control measures, to protect our patients and staff. In some circumstances, we may need to reschedule your appointment.</p>

**About this leaflet:**

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In order to comply with social distancing rules, to the best of your ability, please keep your distance from other people wherever possible and follow the signs and directions in the Trust. **Please keep to the LEFT in corridors.**

Should any diagnostic tests be required such as an X-ray, you might not be able to wait for these as before and may need to return to the hospital on a future occasion to have them taken.

**Please be aware that front line staff will be wearing full protective clothing for everyone's safety.**

**Contact numbers: 01305 255174 / 255175 / 255120  
(Orthodontic Department)**

**Useful websites: <https://www.gov.uk/coronavirus>**

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