



**Norfolk and Norwich  
University Hospitals**  
NHS Foundation Trust

Patient Information Leaflet for: Guidance for patients and families attending essential Outpatient Appointments during the Covid-19 pandemic

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Approved by: PIF

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Before your

appointment:

**It is important that you DO NOT COME to the outpatients department if you, or someone in your household, have symptoms of Covid-19 infection or if you have been in contact with someone with suspected Covid-19. Please contact the department if you will NOT be attending.**

#### On the day of your appointment:

- **Do not** arrive for your appointment more **than 15 minutes before** your allotted time
- Only attend via the entrance identified on your appointment letter
- Please **attend alone** for your appointment unless you need help during your appointment or to enter the building
- Please be aware and practice social distancing at all times
- Please wear a face covering or mask. If this is physically or psychologically not possible you will be offered a visor or exemption sticker.
- Clean your hands on arrival with hand sanitiser provided
- You will be asked a few questions about any possible Covid-19 symptoms and contacts on your arrival and may have your temperature checked

- Provided all the above are satisfactory your appointment will go ahead. If for any reason your appointment cannot take place you will be given further instructions and information.



#### On arrival in the department:

Staff you are in contact with in the department will be wearing a mask and appropriate PPE for your consultation and any tests. In the communal areas and waiting room you will be asked to respect the 2 meter distancing rule. This may not be possible during your consultation which is why the clinician will be wearing the relevant PPE.

#### After your appointment:

We will try to ensure that you remain in the department for the shortest period of time necessary and ask that once all relevant tests etc. are completed you leave the hospital site. This will help protect patients and staff by reducing the overall numbers of people in and around the hospital.

You will be advised if any further tests or follow up appointments are necessary. If further follow up is needed, it may be by via a telephone call or video consultation. You will receive a copy of the letter sent to your GP following the consultation



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If you need information about how to get a COVID test please visit:

<http://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>



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