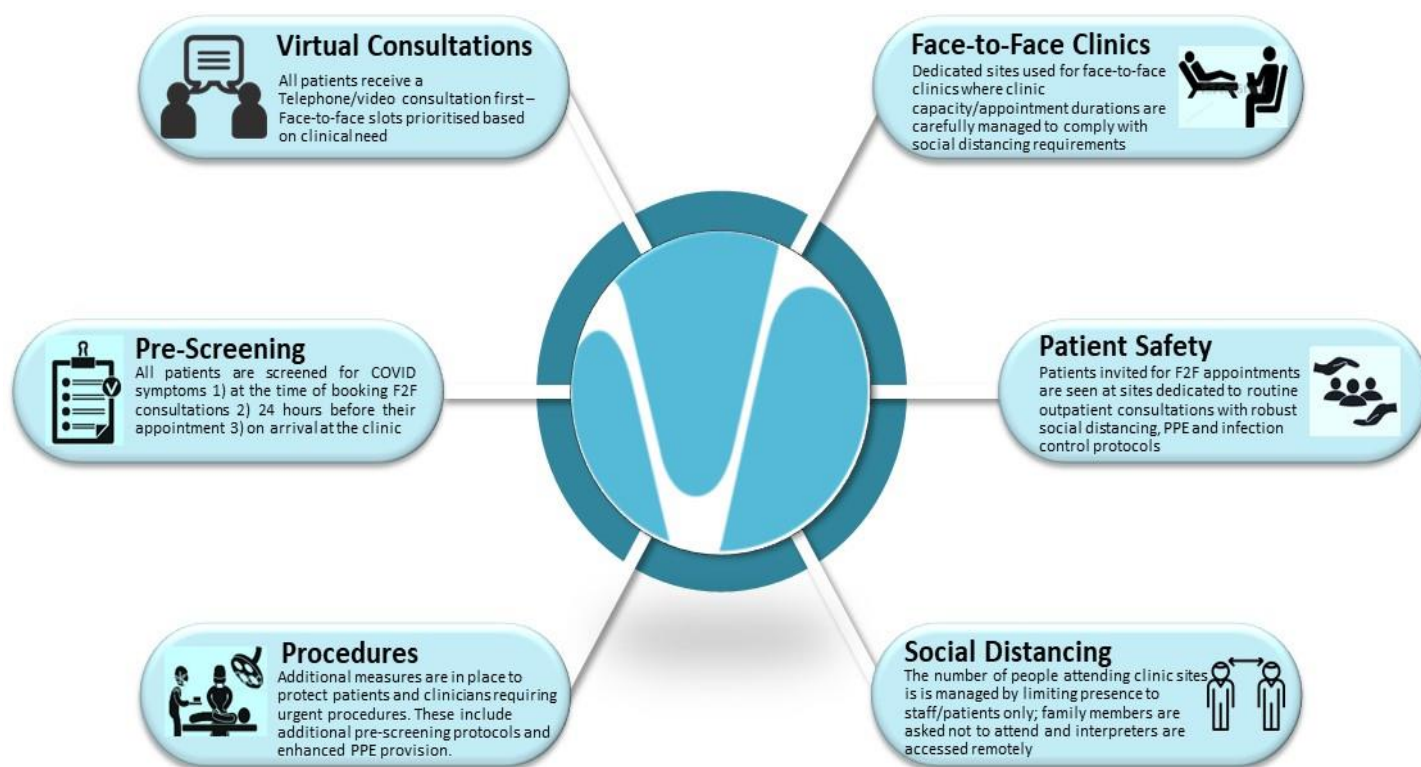


# Information about outpatient appointments during COVID-19

## Message from Modality:

Modality LLP would like to update all patients that our community outpatient services remain **open** during this time. We would like to assure you that we are taking the appropriate safety measures to ensure that you, and our staff are as safe as possible whilst in our care. As a result we have changed the way we operate during COVID-19 pandemic.

## NEW OUT PATIENT SERVICE MODEL



### 1. VIRTUAL CONSULTATIONS

Everyone will be offered a telephone or virtual consultation before seeing a clinician in person. If appropriate, you will be invited to attend a dedicated outpatient clinic for a face-to-face appointment, this will be for essential diagnostics and procedures only.

### 2. SCREENING BEFORE YOUR APPOINTMENT

Everyone who attends an appointment is screened for COVID-19 symptoms at various points before entering the building, including:

1. By phone 7 days and 24 hours before their scheduled appointment
2. Upon arrival at one of our sites

### 3. SOCIAL DISTANCING AT YOUR APPOINTMENT

We have changed the way we operate our services in order to implement robust social distancing systems at our clinic sites. We ask that you help us to reduce the risk of infection by observing the following social distancing guidance:

➤ **Come to your appointment alone if possible.**

If you require a translator, please make our admin team aware of this prior to your appointment so that we can arrange a telephone translating service for you.

If the appointment is for your child, please only have one parent or guardian present.

➤ **There will be a safe maximum number of people in the waiting room**

Please arrive 5 minutes before your appointment. If you are any earlier or the maximum number of patients in the waiting room, has been reached, you may be asked to wait outside.

If you are more than 15 minutes late for your appointment, you will not be able to enter the building and asked to rebook your appointment.

Please let us know at the time of booking if you have any mobility issues so that we can provide a safe waiting area for you.

➤ **Follow the directional flow markings in the building**

There may be specific entrance and exit doors, with directional flow arrows in the corridors. This will help ensure everyone keeps at a safe distance.

➤ **Please wear a mask or mouth covering to your appointment**

Wearing a mask or mouth covering will help reduce the risk of transmission of the virus and protect other people around you.

➤ **When you arrive a member of staff will check your temperature**

If your temperature is 37.8°C or above, you will not be permitted to enter the building and asked to rebook your appointment.

On entrance to the building, wash your hands with the hand sanitizer provided. Try to avoid touching your face and eyes.

### 4. PATIENT SAFETY CHANGES WE HAVE MADE TO PROTECT YOU

Modality LLP is committed to creating a Covid secure for all our patients and staff. We have implemented the following steps to reduce the risk of infection:

- Allowed extra time for enhanced cleaning regimes
- Reduced the number of clinics happening at the same time
- Reduced the number of people in the clinical rooms e.g. using remote interpretation services
- Introduced three coronavirus screening checks before every face to face appointment
- Ensured all staff have the appropriate level of Personal Protective Equipment or PPE and increased infection control training

- Using technology where ever possible to have more telephone and video consultations
- Our clinicians are using multiple rooms and staggered appointment times to reduce the number of people waiting at the same time

With the infection control and social distancing measures in place, we would like to reassure you that you are safe to attend your appointment.

For further details about our services please visit our website at [www.modalitycommunityservices.com](http://www.modalitycommunityservices.com) or email [modality.llp@nhs.net](mailto:modality.llp@nhs.net)