

CLAIMANT INFORMATION FOR ATTENDANCE AT CLINIC DURING CORONAVIRUS PANDEMIC - 9 HARLEY STREET

Address: Consulting Rooms : 9 Harley St, Marylebone, London W1G 9QY

PROTOCOLS ARE IN PLACE FOR ALL PATIENTS AND VISITORS ATTENDING APPOINTMENTS TO KEEP VISITORS AND STAFF SAFE. YOU MUST COMPLY WITH THE FOLLOWING INSTRUCTIONS AND PLEASE WEAR A FACE MASK AT ALL TIMES UNLESS DIRECTED OTHERWISE BY THE DOCTOR.

1. **ON ARRIVAL** - Arrive no earlier than **15 minutes** before your appointment.
2. **WHO CAN ATTEND** - Only the claimant can attend the appointment **UNLESS prior written agreement is agreed with us at least 72 hours in advance** to enable us to contact the clinic to request permission for a relative or chaperone to attend the appointment with you. Access will be **REFUSED** to any person attending the appointment with you if this permission is not granted – unfortunately there are **NO** exceptions.
3. **INSIDE THE CLINIC** - **It is imperative that you adhere to Physical Distancing Rules in place at the clinic.**
4. **QUESTIONNAIRES** – You **MUST** complete and send your questionnaire by post or email to Medicolegal Partners Limited, 55 Trent Way, Worcester Park, Surrey KT4 8TW or info@medicolegal-partners.com to arrive with us **at least 48 hours prior to your appointment**. Questionnaires cannot be completed on the day at the clinic. Your consultation cannot go ahead without a completed questionnaire in advance.
5. **YOUR CONSULTATION** – The Doctor will be wearing appropriate Personal Protection Equipment (PPE) usually consisting of a mask and gloves. You must wear a face mask and gloves to the clinic and during your consultation unless the doctor directs otherwise.
6. **SAFETY** – Sanitiser will be available to visitors entering and leaving the building. Please use it. Equipment and furniture will be cleaned with antiseptic wipes between consultations. Common areas, toilets, door handles etc will be cleaned regularly throughout the day by staff at the clinic.