

## CLAIMANT INFORMATION FOR ATTENDING A CLINIC DURING CORONAVIRUS PANDEMIC

**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 YOU MUST WEAR A FACE MASK AT ALL TIMES UNLESS DIRECTED OTHERWISE BY THE DOCTOR.**

1. **ON ARRIVAL** - Arrive no earlier than **10 minutes** before your appointment. Please be prepared to provide your name, the name of the doctor that you are visiting and your appointment time in case the clinic ask.
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**. Please adhere to any signs or markers directing you where to go whilst being inside the clinic. **You must at all times maintain the Government instruction of 2 meters physical distancing.**
4. **YOUR CONSULTATION** – The Doctor will be wearing a face mask and we ask that you also wear one, covering your nose and mouth.
5. **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. **Please do not attend if you or your household have any of the following symptoms:**
  - **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
  - **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
  - **a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.