

Coronavirus update –Kobler Clinic

To keep patients and our staff safe we are having to make some urgent temporary changes to how we manage all patient pathways, please read the following information carefully.

Important information before you visit our services:

- If have you travelled recently from abroad, you may need to isolate for 14 days before attending the clinic—see www.gov.uk for details.
- Have you tested positive for COVID-19 in the last 10 days?
- In the last 14 days, have you had close contact with a person who had symptoms for COVID-19 or has been declared positive?
- Do you have currently or have had a high temperature within the last 7 days? This means you feel hot to touch on your chest or back.
- Have you experienced a new loss or change to your sense of smell or taste in the last 7 days?
- Do you have, or have had in the last 7 days, a new continuous cough? This means coughing a lot for more than an hour or 3 or more coughing episodes in 24 hours.

If the answer is **yes** to any of the above questions, then you should stay at home or go home and not attend your appointment until the self-isolation period is completed.

If you have any of the above symptoms, please arrange a COVID-19 test by calling 119.

Your appointment

Once you arrive for your appointment there will be a checkpoint at the ground floor entrance, where a member of staff will confirm your appointment time, check if you have any COVID-19 related symptoms and also check your temperature. If after this assessment there are any concerns that you may have COVID-19, you will be advised to return home and follow the appropriate advice.

If after initial assessment there are no concerns related to COVID-19 risk, you will be given a face mask to wear during your clinical care in St Stephens Centre.

Once you are allowed into clinic please note that a limited number of seats are available to allow social distancing in the waiting area. You will not be asked to fill in any paper forms whilst waiting and the team will endeavour to call you into the clinical room as soon as they can. If you are running more than ten minutes late, please contact the clinic, as we may not be able to see you in order to keep a maximum number of patients in clinic.

Please note that throughout the building we will ask you to respect the signs for social distancing by keeping yourself two meters away from other people .We are also encouraging frequent hand hygiene, and you will find points with hand sanitizer throughout the building.

If you have any questions before coming to clinic, please call us on 020 3315 4040.