

Hearing Aid Centre and Covid-19 (coronavirus)

Royal National ENT + Eastman Dental Hospital

In response to the COVID-19 (coronavirus) outbreak, we are putting extra measures in place to protect patients and staff. We have made some changes to the way things are done.

- ✓ **Only patients and staff are allowed in our hospitals** at the moment to protect people and help prevent the spread of infection. **We ask that you come on your own** or, with only one **essential** carer, parent or guardian. Please bring proof of your appointment for entry to the hospital.
- ✓ On arrival at the hospital you will be asked to **use hand gel** and may be offered a **surgical mask** to wear. You will also be asked a few questions about your potential exposure to coronavirus and will be tested only if you are showing symptoms such as a new continuous cough OR fever OR loss of/ change in smell or taste.
- ✓ We are installing Perspex screens and floor markings in all of our departments to show you the separate ways you should go in and out of the department.
- ✓ Our waiting areas have reduced seating available so that we can space chairs further apart for social distancing purposes.
- ✓ You will be called in by your hearing aid centre team member. They will be wearing a surgical mask and may wear additional PPE. They will escort you to the room in which you will be seen.
- ✓ **All patients with known or suspected COVID-19 are being seen in designated areas of the hospital.** Your appointment will **not** take place in any of those areas.
- ✓ If you have any of the following symptoms please contact us to rearrange your appointment:
 - A high temperature of over 37.8 degrees – you feel hot to touch on your chest or back
 - A new, continuous cough – you have started coughing repeatedly
 - Loss of/ change in smell or taste – you cannot smell or taste anything, or things smell or taste different to normal

Further information

To learn more about what we are doing to protect your health, safety and wellbeing during the current COVID-19 crisis, go to our website:

www.uclh.nhs.uk/News/Pages/Informationonnovelcoronavirus.aspx

If you have any suggestions or comments about your visit, please either speak to a member of staff or contact the **patient advice and liaison service (PALS)** on 002034473042. You can also email PALS at uclh.pals@nhs.net.

If you wish to contact the department, please email us at uclh.hac@nhs.net or phone: 0203 456 5240.

The health, safety and wellbeing of you and our teams across the organisation remains our absolute priority