

# Outreach Hearing Aid Centres and COVID-19 (coronavirus) Finchley Memorial 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 implant 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 either 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 have noticed 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](http://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](mailto:uclh.pals@nhs.net).

If you wish to contact the department, please call us at 0208 349 7453.

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