

## Our response to COVID-19

### Important information on attending your appointment

If you have been offered a face to face appointment, these are the measures you can expect to be in place when you attend.

Our appointments will be more spaced out to reduce the number of people in the clinic area and to allow for physical distancing.

Please aim to arrive **not more than 5 minutes ahead** of your appointment time.



When you attend your clinic appointment, **please come in alone if you feel able, or with one family member or supporter if you need someone with you.** This is to help us reduce the number of people in the building.



We will ask you to **keep the recommended physical distance** between yourself and others wherever possible. During your appointment the clinician may need to sit closer to you for part of the assessment.



If you have an appointment with a Physiotherapist, this may include a physical examination.

Your clinician will explain what to expect.



Your clinician will wear a face mask at all times.

We would ask that you **wear a face mask** too, unless you are exempt. Face masks will be available in the clinic for you to use.



We will ensure regular cleaning of surfaces and furniture in the clinical room and we will supply hand sanitizer for you to use. We will ask you to **wash your hands or use the alcohol gel provided when you come in to the building.** You may bring your own hand sanitizer with you if you prefer.

If you have been told you will be doing paper and pencil tests (cognitive tests), **you may choose to bring your own pen or pencil.** Items supplied in clinic and used for testing/examination will be cleaned between uses.

## Before attending your appointment, please ask yourself the following questions:

- Have I or anyone in my household tested positive for COVID-19 (coronavirus)?
- Do I or anyone in my household have a new continuous cough? This means coughing a lot for more than an hour, or three or more coughing episodes in a 24 hour period (if you usually have a cough, it may be worse than usual)
- Do I or anyone in my household have a high temperature? This means you feel hot to touch on your chest or back (you do not need to measure temperature)
- Do I or anyone in my household have a loss or change to sense of smell or taste?
- Have I been advised by Test and Protect to self-isolate?
- Have I or anyone in my household returned from abroad in the last 14 days, from a country which the current government advice requires you to self-isolate on your return to Scotland?

## If you have answered **yes** to any of the above questions:

1. Please contact our administration team (on the phone number on your appointment letter) and do not attend the appointment in person. We may be able to contact you by phone if you are well enough, or otherwise we can reschedule your appointment
2. Please stay indoors and keep away from others
3. Visit: [www.111.nhs.uk/COVID-19](http://www.111.nhs.uk/COVID-19) for advice on next steps on self isolating
4. If you feel you cannot cope with your symptoms at home or your condition gets worse, please visit: [www.111.nhs.uk/COVID-19](http://www.111.nhs.uk/COVID-19). If you cannot get help online, please call NHS 24 on 111.



We understand that you may have concerns or worries about coming to a clinic or hospital setting at this time.

If you would like to discuss your concerns or additional needs, or would like more information about what to expect at the appointment, please contact us on the phone number on your appointment letter.

This leaflet has been adapted for use for the following services:

Clinical Neuropsychology at Astley Ainslie Hospital

**Tel: 0131 537 9128**

Clinical Health Psychology and Physiotherapy at Astley Ainslie Hospital

**Tel: 0131 537 9128**

Clinical Neuropsychology at Royal Infirmary of Edinburgh

**Tel: 0131 312 0649**