

Your visit to the Department of Clinical Neurosciences, Imaging Department

Information for patients and carers

Department of Clinical Neurosciences, Imaging
50 Little France Crescent, Edinburgh, EH16 4TJ

Welcome

You have an appointment to be seen in the DCN Imaging Department at the new hospital building located on the Royal Infirmary Campus, Edinburgh. We know that coming to hospital can be a stressful time for you and your family. We will do all we can to help to make your visit to the hospital as pleasant as possible.

General information to help with your attendance at your hospital appointment

Car parking

Accessing DCN & RHCYP hospital proximity parking (marked '1A' on the map)

The Department of Clinical Neurosciences currently has barrier controlled proximity car parking available for patient use. This is situated close to the entrance of RHCYP/DCN, via BioQuarter Gate 1.

The spaces are usually available only to patients with the following needs:

- Wheelchair Access
- Severe Mobility problems
- Severely sight impaired
- Medical Equipment dependant
- Have been assessed by their clinician as requiring closer access

As an interim measure while parking restrictions have temporarily changed, this car park will be available for all patients attending DCN.

The spaces are limited and allocated on a first come, first served basis. When booking you will be asked to confirm which of the above categories of need applies. You'll be given a specific time slot between 08:30 – 12:30 or 12:30 – 17:00 depending on the time and type of appointment.

Making a booking for proximity parking

To book a proximity parking bay, please call 0131 312 0101 or 0131 537 3333 (Both RHCYP & DCN) option 5, 24 hours before you are due to attend. Lines are open 24 hours per day.

Please make sure you have the following information to hand when booking the parking bay:

- Full name of patient
 - Clinic /service name
 - Appointment time
- } *This information is on the appointment letter*

- Why you require proximity parking (see categories above)
- Car Registration (barriers use licence plate recognition).

Please note in order to maintain access to these bays for patients, and for your security and safety, the proximity parking area is regularly monitored by CCTV and security personnel.

Please enter the building via the entrance to the Royal Hospital for Children and Young People (RHCYP) as indicated on the enclosed map.

Public transport and travel information

Bus details available from: Lothian Buses on 0131 555 6363 www.lothianbuses.co.uk

Travelling Scotland on 08712002233 or www.travelinescotland.com

Train details available from: National Rail Enquiries on 03457 484 950 or www.nationalrail.co.uk

Travel costs

If you receive certain social security benefits or are on a low income, you may be entitled to help with travel costs to the hospital for appointments. When you come to hospital, please bring details relating to the benefits you receive and ask for a certificate of attendance from the imaging reception. This certificate should then be taken to the Cashier's office which can be found in the Royal Infirmary of Edinburgh in the mall area (ground floor opposite the Simpsons Corridor).

Cashier's office is open: Monday – Friday: 08.30-13.00 & 13.30-16.30 (16.00 Friday).

Patient Transport

Patient Transport will only be made available if you have a medical/clinical need. Telephone **0300 123 1236** (calls charged at local rate) up to 28 days in advance to book, making sure you have your CHI number available which you can find on their appointment letter. Hard of hearing or speech impaired? Use text relay: **18001-0300 123 1236** (calls charged at local rate). To cancel patient transport, telephone 0800 389 1333 (Free phone 24 hr answer service).

Interpreting and translation

Your referrer should inform us of any interpreting requirements you have before you come to the department so we can arrange an appropriate interpreter for you.

Keeping your appointment

If you cannot keep your appointment or need to change it, please call the phone number on your appointment letter as soon as possible. Your call will give someone else the chance to be seen and will help us keep waiting times shorter.

What facilities are available at RHCYP and DCN?

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|-----------------------|---|
| Ground floor | <ul style="list-style-type: none"> • Vending machines • Edinburgh Children's Hospital Charity (EHC) shop • Grab & Go cafe – drinks, sandwiches, soup etc |
| 2 nd floor | <ul style="list-style-type: none"> • Vending machines |
| 4 th floor | <ul style="list-style-type: none"> • Scrán Café |