

COVID19 Patient Screening

Patients will be asked to answer the following questions the day prior to any face-to-face appointment and on the day of the appointment.

1) Are you presenting with any COVID-19 Symptoms?

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

- a. Yes – Please contact the clinic to rearrange your appointment for after a 14-day period.
- b. No – Continue with Q2

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

Additional advice for patients:

- Get a test to check if you have coronavirus as soon as possible.
- Stay at home and do not have visitors until you get your test result – only leave your home to have a test.

2) Are you, or should you be self-isolating?

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

- a. Yes – Do not to attend clinic. Please contact the Clinic and your appointment will be cancelled and will be rebooked for after a 14-day period.
- b. No – continue with Q3

You should self-isolate if:

- you have any [symptoms of coronavirus](#) (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you have tested positive for coronavirus – this means you have coronavirus
- you live with someone who has symptoms or has tested positive
- someone in your support bubble has symptoms or has tested positive
- [you're told by NHS Test and Trace that you've been in contact with a person with coronavirus](#)

3) Are you exempt from wearing a face covering?

- a. Yes – Please advise one of our team at your earliest convenience. -continue with Q3
- b. No – Please ensure you wear a face covering before you enter the building. - continue with Q3

Government guidelines are that face coverings must be worn however some people, such as those with respiratory problems, are exempt from the requirement.

4) Are you attending the clinic appointment with a carer?

- a. Yes – Please advise one of our team at earliest convenience.
- b. No – You are required to attend appointment/building on your own.

On Arrival at the Clinic

- Please wait in your car on arrival and Tollgate Clinic will ring you when the clinician is ready to see you.
- Please make sure you are wearing your **face covering**.
- Please use the hand sanitiser on arrival and leaving the building.
- Healthcare professionals will be wearing appropriate Personal Protective Equipment.
- Everyone should maintain social distancing in the building and follow the one way system and exit by the door at the rear of the building if your appointment is in Colchester. At other locations you will be guided by our team regarding exit arrangement.
- Should your good health change, or you need to cancel or change your appointment they should contact the Tollgate Clinic as soon as possible.
- If you require any further appointments, please return home and phone the office, where we will be happy to book you in.
- Please note that there will be limited use of toilets at the clinic however please feel free to ask a member of our team if you would like to use the facilities.
- If your appointment is for our Self Pay Minor Skin Services, please visit Reception where we will be able to take any payment due.
- If you need assistance our team will be happy to escort you back to your car after your procedure.

Thank you very much for your support during this time.