



Advice for patients attending Musgrave House

If you have an appointment at Musgrave House and you believe you have symptoms of Coronavirus (high temperature, new continuous cough, loss of sense of smell or taste) or have been in contact with anyone who has these symptoms, please **DO NOT** attend the clinic and call your consultant's office or your solicitor to reschedule your appointment.

On attending the clinic all patients are requested to adhere to the following requirements-failure to comply may require your appointment to be rescheduled.

- Please be punctual for your appointment. Do not arrive early for your appointment as you will not be able to enter the clinic until your allocated appointment time.
- Please remain in your car/outside the clinic until the time of your appointment and enter the clinic alone once you have been contacted by your consultant/practitioner or the clinic receptionist.
- Please attend for your appointment alone unless assistance is absolutely essential.
- All patients under the age of 18 years should be accompanied by an adult.
- You will be asked questions and your temperature checked on your forehead with a non contact thermometer before you enter the clinic.
- All patients are required to wear a face covering/mask for the duration of their time in the clinic. Please bring a mask/face covering with you.
- On entering the clinic everyone must use the alcohol-based hand sanitiser which is available throughout the reception area.
- When coughing and sneezing, cover your mouth and nose with a flexed elbow, or use a tissue and discard it immediately into a bin (preferably a clinical waste bin i.e. the bin with the yellow bag)

General Information for patients

The most common symptoms of coronavirus (COVID-19) are recent onset of a new persistent cough and/or high temperature or loss of sense of smell or taste. If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started (if you live alone), or 14 days (if you live with someone who has symptoms). You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.