

The safety and wellbeing of our patients, students and staff is of paramount importance to the UCO. We have made a number of changes to ensure we are working to current best practice and government guidelines.

Please read this carefully as you have an important part in this! If you have any questions or concerns about your appointment, then please do contact us by email at clinicappointments@uco.ac.uk or call us on 0207 7089 5360

CHANGES TO THE UCO CLINIC

Some examples of the changes we have made are:

- Reduced numbers of patients and students at any one time.
- Appointment times have been staggered to take social distancing into account and for treatment rooms to be disinfected between patients.
- All patients will be asked screening questions as part of the booking process. This is to ensure that we are offering the most suitable options to patients.
- We will be taking everyone's temperature on arrival at the clinic.
- We will only be taking payment by card – if you think this may be a problem, then please speak to one of our reception team.
- Staff and students will be wearing appropriate PPE, including masks. You will be provided with a mask to wear for the duration of your appointment – if you are not able to wear masks due to health reasons, then please let the reception team know

HOW YOU CAN HELP US

- Consider your overall risk in attending the UCO clinic, including how you plan to travel to and from the clinic. We will continue to offer virtual appointments so please consider this as an option and do ask for more information if you are interested.
- Attend your appointment on time and no more than 5 mins early.
- Attend your appointment on your own if possible. If you need a chaperone, please limit this to one person.
- Use the hand sanitisers as soon as you arrive at the clinic.
- Do not touch anything that you do not need to.
- Do not touch your phone after disinfecting your hands, and for the duration of your appointment.
- If you do develop any symptoms that could be related to COVID-19, to let us know immediately, either by email or phone.

PLEASE REMEMBER – WE ARE HERE TO HELP:)

We are here to help and provide the best service that we can, so if you are unsure about anything or have any concerns, please do get in touch.