

Information sheet for patients and families coming to AIS for an appointment

Please take some time to read the following information. Keeping patients, families and staff safe is a top priority for us and as such our procedures need to adhere to strict guidelines and recommendations. As a result of this, you will see some changes when you come to AIS for your appointment.

Please do not feel that you have to attend this appointment if you do not wish to do so at the present time. If you prefer not to come please let us know and we can see if there are alternative ways we can support you, or postpone your appointment to a time when you feel more comfortable to attend.

Our staff will contact you the day before your appointment to ask some screening questions, and you will be asked these questions again on the day. Please do NOT attend your appointment if you answer Yes to any of the questions below:

- I. Do you or anyone in your household have coronavirus?
- II. Do you or anyone in your household have a new continuous cough?
- III. Do you or anyone in your household have a high temperature (37.8deg/C or over?)
- IV. Do you or anyone in your household have a loss or change in your sense of smell or taste?

You will see hand sanitiser dispensers in various places around the clinic – please use these regularly. Reception staff will encourage you to wash your hands upon arrival and you will be asked to wear a fluid resistant mask. These will be provided by AIS unless you come with one.

We are aware that standard surgical masks are a hindrance to help communication with deaf people. We will do our utmost to overcome this and will be able to use flashcards or speech to text apps on various tablets to support communication. The clinicians may not need to use masks throughout the whole appointment.

We will no longer have magazines, toys or access to a water fountain in the waiting room. Please bring your own drink with you since we will not be able to provide this. For children: please could you bring some quiet toys from home which your child enjoys playing with for use in clinic as clinic toys are currently greatly restricted due to Covid 19.

Appointments have been planned in a way to allow for social distancing so we are not able to be as flexible as we have been in the past with our appointment times. This will also allow staff to ensure that the clinic rooms are cleaned between patients during the day.

Social distancing will be observed in clinic. Please sit where the clinician asks you to sit and do not move furniture.

If possible, please travel by car or otherwise avoid peak travel times on public transport. We ask that where possible, adult patients attend on their own, and children attend with one parent/caregiver. However, we appreciate that there are times when patients would benefit from the support of others so please do discuss this with your clinician and we can make the necessary arrangements for someone to attend with you.

Please do NOT arrive early at AIS – we would recommend arriving 5 minutes before the start of your appointment. When you arrive, please remain outside and call or text reception to let them know that you have arrived.

AIS reception: 02380 593522

AIS mobile (for texting): 07887 790765

A member of staff will contact you to let you know when you can come into clinic. Please do let us know if you are not able to wait in your car and we will make arrangements for you to wait in the waiting room.

If you have a positive test for Covid-19 or symptoms of Covid-19 following your visit to the clinic please inform us immediately.

New Mobile? New email? New GP? New School? New SLT?

**Please let your clinician know about any changes to contacts in your appointment
so your records can be kept up to date.**