



# Preparing for your Orthotics appointment

## Advice on preparing for your Orthotics appointment

Due to COVID-19, we have made some changes to make visiting our site as safe as possible. Please read this information carefully.

### Do not attend if you have symptoms

Firstly, if you or any member of your household are experiencing any of the following symptoms, then do not attend your appointment:

- a high temperature
- a new, continuous cough
- a loss or change to your sense of smell or taste.

More information about coronavirus symptoms can be found at [www.nhs.uk](http://www.nhs.uk).

If you are experiencing any of these symptoms, or there have been changes in your general health since your telephone assessment, then please inform us as soon as possible on 0121 685 4123.

### Where will your appointment be?

Your appointment will be held at the Orthotics department which is located through Gate A. The entrance to our department is under the white arch, by the ambulance bay parking area.



### When you arrive

Please try to arrive no more than 5 minutes before your appointment time. If you are earlier, please do not enter the Trust where possible to limit the number of people in the hospital at any one time. As we are limiting the number of people on site, please attend your appointment alone without any relatives or carers unless strictly necessary.

When you enter the department, your temperature will be taken, you will be asked to sanitise your hands and you will be given a mask to help protect yourself, other patients and staff. If your temperature is deemed too high, you will be asked to leave the premises and call the department once you are home to reschedule your appointment.

### The waiting area

Receptionists will be on hand to book you in. Please be aware of 2-metre social distancing when talking to reception. Only one patient is allowed in the reception area to book in at any one time. Please wait outside along the blue railings as directed by the stickers on the floor until the waiting area is vacant. Some chairs have been removed from the waiting area and spaced out accordingly to maintain social distancing.

Appointment times have been staggered and extended to reduce the numbers of people needing to wait at any one time and to allow for extra cleaning of the department and waiting room areas. You may be asked to wait outside if the waiting area is full to maintain social distancing.



### **What will happen during my appointment?**

The nature of your orthotic consultation will not change a great deal. However, your Orthotist will be wearing protective masks, apron and gloves for the appointment for both yours and their safety.

When your appointment is complete, you will leave the hospital the same way you came in. Bins are located outside the department to dispose of your mask and hand sanitiser is readily available.

### **Find more information**

We are working differently to ensure you are as safe as possible. It is natural for you to have questions and we encourage you to find out more and get in touch.

#### **Visit our website**

We will be updating our website regularly. Please visit [www.roh.nhs.uk](http://www.roh.nhs.uk)

#### **Contact the Orthotics Department**

0121 685 4123 or [roh.orthotics@nhs.net](mailto:roh.orthotics@nhs.net)

#### **Latest Government and NHS guidance**

As things change and develop, check for the latest updates on:

[www.gov.uk](http://www.gov.uk)

[www.nhs.uk](http://www.nhs.uk)

*We look forward to welcoming you to The Royal Orthopaedic Hospital.*