

Acute Medicine Clinic

Please provide all patients with this leaflet prior to discharge

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- **Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available**
- **If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111**
- **Keep the environment clean and tidy**
- **Let's work together to keep infections out of our hospitals and care homes.**

Introduction

You have been referred to the acute medicine clinic following your assessment today.

Why have I been referred?

There are many reasons as to why you have been referred to our clinic:

- You may need further tests or investigations that do not require you to stay in hospital
- You may need a further review or assessment after a course of treatment, but are well enough to go home today

What happens next?

Over the next few days we shall look at your referral and then contact you to let you know when and where your appointment will take place.

It is therefore important that you ensure that we have an up-to-date address and telephone number for you before you leave the hospital today.

You may also wish to give us the contact details of your next of kin or a family member who you'd like us to arrange your clinic appointment with on your behalf.

How will I be contacted?

If we decide that we need to arrange your appointment within the next week we shall try and contact you via telephone in the first instance.

This telephone call will happen over the next few days and will come from a 'withheld number' or 'No Caller ID' number.

For appointments which are more than one week away we shall send you an appointment letter in the post.

Will I have to come to the hospital for my appointment?

The majority of our clinic appointments now take place over the telephone.

However, we may decide that it would be best to see you in person to further assess your condition or to be able to discuss and explain tests and investigations. In this case we shall arrange for you to come up to our clinic, but we'll let you know what to do.

Will I be given a set time for a telephone appointment?

We shall usually provide you with a time slot during which we shall try and call you.

There may be times when we are running a little early or late, so may not always call exactly at the time stated.

Will I be seen at a set time for my appointment?

We aim to see you as close as possible to your scheduled appointment time. However, due to the nature of our clinic, there may occasionally be unavoidable delays. If you need blood tests or other investigations, you may be required to stay in the clinic for several hours.

I haven't heard about my appointment, what shall I do?

We aim to contact you within one week to inform you about your clinic appointment arrangements.

If it has been longer than one week then please contact the **Acute Medicine secretaries on 01902 694119 or 01902 695264**

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。