

PATIENT INFORMATION

Having an Eye Appointment in the Eye Clinic During COVID-19 Pandemic

The Eye Clinic and Torbay Hospital will do everything we can to provide you with the maximum level of care during this time.

The COVID-19 pandemic is placing significant demands on the entire health service. Your assessment and care may be disrupted, delayed or performed differently during the pandemic.

The hospital has been reorganised to prevent patients who have coronavirus infection from coming in to contact with patients who do not. There are separate zones, wards and treatment pathways for our patients with coronavirus, and we will take all possible steps to reduce the chance of disease transmission; however, **it is not possible to guarantee a zero risk of catching COVID during any of your visits.**

Some consultations may occur by telephone or letter. But if you need to be seen and you are able to attend the hospital, to support screening for COVID-19, on entering we will be asking everyone to report any symptoms of COVID-19 such as a new continuous cough, high temperature (above 37.8) or a loss or change to the sense of smell or taste. Any patient reporting or displaying any symptoms of COVID-19, will be asked to return home and the appointment will be postponed. We are also currently restricting access to patient relatives or friends in our hospitals. All this is to protect the safety of you, other members of the public and staff.

We appreciate your understanding and cooperation, and apologise for any inconvenience caused.

For more information:

- www.gov.uk/coronavirus

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

Working with you, for you