

Your appointment at Moorfields Private Eye Hospital: Helping to keep our patients and staff safe

We know some patients are feeling anxious about coming in for their appointments right now, but we want to welcome you to our hospital and reassure you with the measures we have put in place to help protect you.

What can you expect before your appointment?

- Before coming in for your appointment, we will contact you to check that you have not been experiencing any symptoms of Covid-19, including a high temperature, new persistent cough or change to your sense of smell or taste. If you are experiencing any of these symptoms you will be asked to stay at home for seven days or 14 days if a household member has symptoms, and to contact NHS 111 online if your symptoms worsen. Our team will also contact you to discuss rearranging your appointment when it is safe to do so.

What can you expect at your appointment?

We have introduced a number of measures help keep our patients and colleagues as safe as possible when visiting the hospital:

- We carry out temperature and symptom checks before patients enter the hospital
- You and your visitors will be given face masks when they enter the hospital. Please wear this throughout your visit. We have installed Perspex safety screens on our reception desks.
- To help maintain social distancing measures we are asking you to attend appointments alone unless absolutely necessary. If you do need to bring someone, please only bring one relative, or carer. Children (under 18 years) can bring two parents or carers.
- Our waiting areas have been laid out to maintain social distancing. Visitors from the same household may sit together. We have signage and processes in place to assist.
- We have staggered appointment times to maintain safe social

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distancing. Please do not arrive more than 15 minutes before your appointment time.

- If your visit is being paid for by your health insurance, please share your pre-authorisation codes with us as soon as you can. This will help to reduce the time you will need to spend waiting in our clinics.
- Use of the stairs and lifts has been limited to one person at a time wherever possible. Family members, carers or staff will still be able to assist you as needed.
- Many aspects of patient care provided at our clinic require face to face contact - such as diagnostic tests or physical examination. We have implemented a strict cleaning regime of all equipment. All equipment used will be fully wiped clean and sanitised before your appointment.
- The clinical team who see you for your appointment will be wearing appropriate PPE (personal protective equipment)

which may include a face mask, gloves and a gown. We know you might not be used to seeing our team with this increased level of equipment but these steps are there to help keep you and our team safe.

- We have a number of hand sanitising points stationed around the building. Please use these throughout your visit.
- All high contact points such as door handles and surfaces are all wiped clean regularly throughout the day.

What can you expect after your appointment?

- Any follow up tests or consultations may be arranged by phone or email from the practice manager team if they are not present in clinic on your appointment day.

If you have any particular concerns before on your visit, please do raise this with us. We want to make your visit as smooth as possible.

We look forward to seeing you soon.

The Moorfields Private Team

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The private division of the world-renowned Moorfields Eye Hospital NHS Trust