

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, 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 7 days, or for 14 days if a member of your household has symptoms. You should 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.
- We will need to do a swab test – before your surgical admission. This is to

ensure we do not bring patients who may have Covid 19 into close contact with other members of the public or our staff where it can be avoided. Once your admission date is confirmed you will be required to self-isolate at home with members of your household.

This will be for 7 days before your surgery if you are having a local anesthetic and 14 days before your surgery if you are having General Anesthetic (your consultant will inform you on what Anesthetic you will be having and they can advise you of the timeframe for isolation)

A Nurse will contact you via phone, and this is to complete a telephone assessment with you to ensure you are fit for surgery.

They will explain how to complete a home testing kit. The kit is returned to the lab and instructions will be provided to you about how to do this. **Please make sure you label your sample before sending it back as unlabeled samples cannot be processed.**

You will only be contacted about your result if it is positive. This would be 24-48 hours before your surgery. If your result is negative we will go ahead as planned and you will not receive a call. If the result is positive, we will contact you and your surgery will need to be re-arranged to keep

everyone safe.

Please follow the below instructions:

Please follow the below guidance on the exact day to take the test. This is important because it ensures we can collate the results and ring you to confirm surgery.

Collection will be between 2pm and 4pm on the same day. We will arrange a courier to collect the sample at your home address.

Please use the below table to know when to take your swab test:

<i>Day of Surgery</i>	<i>Day of Swab Test</i>
Monday	Thursday before surgery
Tuesday	Friday before surgery
Wednesday	Friday before surgery
Thursday	Monday before surgery
Friday	Tuesday before surgery
Saturday	Wednesday before surgery

What else 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:

Moorfields Private Eye Hospital

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London EC1V 9LF
Phone: 020 7566 2803

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- We carry out temperature and symptom checks before patients enter the hospital
- You and your accompanying carer 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 distancing. Please do not arrive more than 15 minutes before your appointment time unless advised otherwise.
- 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 ensure we are not delayed.

- 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 the Cumberlege Suite require face to face contact - such as tests or physical examination. We have implemented a strict cleaning regime of equipment. All rooms and equipment used will be fully wiped clean and sanitised before your admission.
- The nursing team who see you for your admission 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?

- Follow up tests/ consultations may be arranged by phone or email to reduce contact with administrative staff during your stay.

If you have any concerns please do raise them 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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