


## New patient journey


Health Surveillance on customer sites

## Appointment preparation


## Entering the Health Surveillance Room


## After your appointment

- 

Here at OHC Ltd, we understand that the current situation has been a testing time for everyone, but also that we need to ensure we are still able to perform the appointment as determined by your Employer. That is why we have been working hard to completely redesign the way we operate so that we can begin to welcome you back as safely and as quickly as possible.
- 


Every single decision we have made and step we have taken has been with a focus on the safety of you, our staff and clinicians. We understand that things may feel different to your usual experience and that you may be concerned, so here is some information on how your appointment will look and feel.

- ### Before your Appointment
- 

To ensure that you have all the information easily to hand, we will send you all the key information to your Employer before your appointment - including who you will be seeing and what to do when you arrive.
  - 

### On the day of your appointment


Before you come for your appointment, we ask that where possible, you have already visited the toilet and have ensured that you are hydrated (Except of you are coming for a safety critical or drivers medical). It is important that you do not bring a large number of things into the appointment with you, so please ensure you only bring necessary items with you.

- 


When you arrive, the door will be shut until the Technician has cleaned the workplace, chair and equipment and the room has been thoroughly ventilated.
- When it is time for your appointment, the Technician will open the door.
- ### Before entering the room

The Technician will take your temperature to ensure you do not have a fever and invite you in if your temperature is safely below 37.8 degrees centigrade. Unfortunately, if you are above 37.8 degrees, we will have to rearrange your appointment for the safety of our staff.

The Technician will ask you to thoroughly rub sanitising gel into your hands.



The Technician will complete a medical questionnaire with you asking COVID-19 related questions.

- 

When your appointment is complete, you will be asked to wash your hands.

**The Technician will show you to the door & say goodbye.**
- If you have any questions after the appointment please ask your line manager as it will not be possible to return to the health surveillance room as cleaning will have started for the next appointment.
- We hope that the above ensures that you feel safe when having routine Health Surveillance that every step has been taken to ensure the safety of you and our staff. This is our top priority as we begin reopening our doors and a return to providing you with the same standard of care that you have been used to. If you have any questions at all regarding our procedures, **please do not hesitate to contact us.**



**If you have any of the symptoms of Covid-19 /Coronavirus, please let us know as soon as you can; do not attend your appointment and follow the government guidelines around self-isolation.**

### Treatment

Once you have been invited into the room, you will notice that the Technician will be behind a protective plastic screen but will also remain socially distanced, this is for the safety of you and the Technician.

This may mean that it is more difficult to see the Technicians' face, but please be reassured that they will be the usual friendly team.

They will also be wearing extra Personal Protective Equipment (PPE) - a mask and visor, an apron and gloves. The Technician will change all the PPE between each patient and will wipe the visor down with an anti-bacterial wipe.

**You will need to wear a face covering or mask and will not be able to enter the building without one.**

